

**THANK YOU** for considering a gift towards our **Patient & Community Care Fund** at Hospice!

At Hospice, we say that *'We are here for you...because of you.'*

And we say that, because it's true. But what does it mean? What does the impact of your financial gift look like? How do we turn dollars into actions that change and improve the quality of life for individuals during the most challenging time of their life?

Above all, it comes down to **people**: real, compassionate, skilled and empathetic **people** that create and satisfy the innate need for human connection, and who create the family at Hospice that provide the unique wrap-around care that is specific to each and every individual that we support. It is this personalized care that we are known for; both in our Hospice residence, as well as throughout our community in the homes of palliative individuals who wish to die at home.

**We not only care for the dying, but we care for their caregivers, too.**

Without your support, **there is no team** to support the grieving; there are no programs to guide individuals on their end-of-life journey; there are no ears to listen or hands to hold. From our spiritual care practitioners who regardless of your faith – or non-faith – provide solace and temper fears of the unknown and provide comfort as they help individuals on their "final walk home," to our counsellors and case workers who tirelessly and perfectly pair visiting volunteers with community clients, providing respite for caregivers, and company for the dying.

### THE IMPACT OF YOUR GIFT:



**24-hour state-of-the-art palliative care** provided by specially trained medical care staff and volunteers in our Hospice Home.



**Bereavement support and wellness groups** for palliative individuals as well as their families & caregivers.



**Supportive Care services in the community** that address the unique needs of each individual & caregiver.



**Creating a social community** that educates and supports the bereaved



**Helping families and caregivers find peace** before, during and after their loved one passes



How you supported **great care in our community** this past year:

**848**\*

patients, clients & caregivers served

**16,020**

visits to patients, clients and their families by volunteers

**277**

individual counselling sessions

**1,261**

people attending group sessions

**18,498**

total hours provided by volunteers to Hospice

**90%**

Hospice Residence occupancy rate

For every patient served, more than **five additional individuals** are touched by our care, i.e. 4,240 people. Stats based on 2019-2020 audit.

This is just the tip of the iceberg of what your dollars turn into, and how we are truly here for you, because of you.

We must raise **\$1.2 million every year** – \$100,000 per month – \$3,333 per day to continue providing compassionate care for our community. 100% of the care and support we provide is at **no cost** to patients, clients and their families. Receiving only 50 percent of our operating funds from the Ministry of Health and Long-Term Care, we rely on donations from our community to fund the remaining 50 percent. As the need for hospice palliative care continues to grow, we depend on the generosity of our community to invest in our people, programs, and services.

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### Hospice Care in our Residence

Without your support, **there is no Hospice residence**. There are no suites for families to gather bedside next to their loved one; no halls or rooms to offer and find comfort from others on the same journey; no space for the air to be filled with the comforting aromas of Chef Allan's home cooking. Your dollars turn into gathering places for our nurses and PSWs to rest so they can continue doing their incredible work around the clock.

Your dollars continue to make Hospice a **HOME**, not a hospital.

"Wayne arrived at St. Joseph's Hospice at the end of May. While at Hospice, all of his physical and emotional needs were tended to, and our daughters and I were able to step out of our caregiver roles and just spend quality, loving time with him," says his wife Kathy of their time spent at our Hospice Residence.



“What surprised me the most was that I was able to move into Hospice along with Wayne. I never left his side throughout his two-week stay. We both were provided with **everything we needed**, and the suites were large enough to accommodate the two of us and our large family, along with grandchildren, comfortably. Those two weeks were a gift to our family, where spending quality time with Wayne was our only purpose.”

“At the end of his two-week stay, we could see he was failing. The night that Wayne died, the care team at Hospice did **everything possible** to make all of us comfortable. They brought out an air mattress so that we could all stay and have that one last night with dad.”

Simply put, without your support, there is no **‘We are here for you.’**

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“I suspect that **our Hospice story is not unlike so many others.** But to our family, it felt like we were the only people in the house. We had **expert care**, but beyond that, the level of **compassion and comfort provided to us cannot adequately be described in words.**”

– Kathy Reid

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## Hospice Care in the Community

Our **Volunteer Services** team exists because of your support, and in an average year they help to coordinate over **16,000 visits** to patients, clients, and their families, providing nearly **19,000 hours of service**. The impact of these visits cannot be turned into a number; it is an immeasurable gesture that helps to add life to days, rather than days to life. Our volunteers are the heart of Hospice, and they are able to offer this support to you, your family, and your neighbours because of your gift. Be it companionship, respite for caregivers, or complementary therapies like massage, healing touch, Reiki, reflexology, hair care and esthetics, our volunteers address the unique needs of each individual.

Our Volunteer Services team is continually recruiting, training, guiding, supporting and coordinating over **325 volunteers**, and engaging them within our Hospice home and throughout the London-Middlesex community every single day – and **that is because of you.**

“Hospice’s **Volunteer Visiting Program** is here to help the whole family including the individual living with a terminal illness, their caregivers and pets. Sometimes it takes a village to provide the individualized care that is needed but we are very fortunate to work with compassionate, giving and thoughtful volunteers who selflessly give their time and energy to help others in our community.” – Janet Belchamber, Former Client Services Coordinator

Everyone’s grief journey is different; and our **Community & Supportive Care** team exists alongside our Volunteers to bring both guidance and community to the palliative who wish to die at home as well as the bereaved throughout their entire journey. Your support allows our Community & Supportive Care team to exist, so we can in turn continue to support others through the many programs and groups we offer for years following the death of their loved one.

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Your gift creates **moments of revelation** for the grieving, distill fear into **peace** for the dying, and provides **friendship and community** during a time that can feel absolutely isolating.

Your **GIFT** to our Patient and Community Care Fund not only help to add life to days, but often days to life, as well.

Individuals enrolled in Hospice care **live on average 29 days longer** than those not in Hospice care. It's through the existence of our Hospice home, the companionship of our volunteers and the team behind them, and our Community & Supportive Care team that wrap all of this personalized attention around palliative individuals and their caregivers that help to make the magic of Hospice happen...and that is because of you.

**It's because of you that we can offer all of this at no charge.**

It's because of you that individuals can focus on dying well.

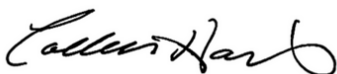
It's because of you that their loved ones can focus on grieving and acceptance.

It's because of you that we can build a community that honours people as they journey to life's end, providing a haven where the palliative, the caregiver and the bereaved experience compassion, hope, and healing.

Only through your financial contributions are we able to provide the level of care we do. You help us make a difference at one of the most important times in people's lives.

We are here for you...because of you.

If you have any questions or would like to make a gift to our **Patient & Community Care Fund**, I'd love to connect.



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### OUR RESIDENCE

- 24-hour state-of-the-art palliative care by specially trained medical care staff and volunteers
- Our 10 private suites sit along the edge of a lush forested area
- Your unique personal needs are our focus
- On-site chef, wellness centre, personal support workers, counsellors & spiritual care

### IN THE COMMUNITY

- Volunteer Visitors provide support and companionship for palliative individuals, and respite for their caregivers
- Individual and family-centered counselling, spiritual care and a variety of support groups and programs
- Complementary therapies help increase comfort and relieve pain

### SUPPORT GROUPS

- Supporting both the palliative individual, their caregivers, and the bereaved
- Understanding Your Grief
- Practicing Self-Compassion
- Mindfulness for the Bereaved
- Connected Through Cooking
- Caregiver Conversations