



St. Joseph's
Hospice

2016 Report to our Community



About St. Joseph's Hospice

St. Joseph's Hospice offers compassionate holistic care and support to people living with a palliative illness. Support is extended to their family members and caregivers, and to those grieving the loss of a loved one.

Whether in the community or in our hospice home, St. Joseph's Hospice provides specialized programs and care with a person-centred approach. End-of-life and bereavement services are offered at no cost to those we serve and are available irrespective of gender, religion, race, ethnicity or economic status.

Our residential hospice is a beautiful facility where people live the last days or weeks of their lives as comfortably as possible, while spending quality time with their family and friends, knowing their care will be provided by expert, compassionate staff that are responsive to their unique needs.



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On the cover: A butterfly release from our Caring for Kids Camp. The Monarch Butterfly is nature's ultimate symbol of transformation and beauty. The release is a way of honouring a loved one while letting go of overwhelming grief. The butterflies are kept safe until released.

An Important Year for Hospice Palliative Care

As we reflect on the past year, the first word that comes to mind is gratitude. We are grateful to the clients, families and residents who entrust us as partners in their care; to the staff and volunteers who support those who are living out their dying with us; to our community partners who encourage and advocate on our behalf; and to our donors whose financial generosity supports our day-to-day caregiving and our broader mission to provide compassionate holistic care.



It has been an important year for hospice palliative care. With the shift in the political landscape, end-of-life care has been propelled to the forefront of national media, shedding light on the need for quality care for those in their final stages of life. Recognizing the importance of hospice palliative care, the provincial government announced this year it would increase funding to hospices in Ontario.

St. Joseph's Hospice has emerged as a leader in the palliative care community in London and Middlesex, and as a key player in the provincial landscape. We work with Hospice Palliative Care Ontario (HPCO), who work with the newly created Ontario Palliative Care Network (OPCN), to help address the gaps within the current system to ensure that Ontarians have access to high quality palliative care.

Most importantly within the past year, staff and volunteers at St. Joseph's Hospice were honoured to care for 134 residents and their family members in our hospice home, and more than 400 community members through services such as the Volunteer Visiting Program and bereavement and wellness services. In November, close to 100 of Hospice's volunteer visitors were awarded the Community Care Access Centre's (CCAC) Heroes in the Home Award, a testament to the compassionate community of volunteers who have wrapped their arms around those who deserve the utmost care and kindness at such a profound time in their lives.

More proof of our caring community can be found in the philanthropy shown to Hospice by individual donors, foundations, families and businesses. We paid tribute to many of these generous benefactors by installing a new permanent donor wall to thank our donors and honour their loved ones.

This report is another way of sharing our thanks to our supporters, and telling the stories of some of the cherished people who pass through our doors and inspire us daily to provide the best possible care we can. This report opens a window on the various contributions of many people hidden in plain sight, and celebrates the ways our work creates space for people to live their final days supported by Hospice, whether in our home or in the community.

The stories on the following pages demonstrate the important impact you have made to ensure dignity and grace at the end of life. Thank you for helping Hospice flourish.

A handwritten signature in black ink, appearing to be 'Frank Angeletti'.

Frank Angeletti
President, Board of Directors

A handwritten signature in black ink, appearing to be 'John J. Callaghan'.

John J. Callaghan
Chief Executive Officer

A handwritten signature in black ink, appearing to be 'Julie Johnston'.

Julie Johnston
Executive Director

Insights from a Hospice resident: Jitka's Story



A familiar face around the hospice home, Jitka Malec devoted nearly 20 years of dedicated volunteer service to Hospice; offering Therapeutic Touch, Reiki and Reflexology, as well as developing a team of Therapeutic Touch volunteer practitioners.

But when the former nurse came to Hospice in May of 2016, she had arrived to relinquish her role as caregiver and spend her final weeks of life as the receiver of care. After fighting cancer for two decades, the time came for Jitka to seek end-of-life care. For the six weeks she lived in her suite at Hospice that overlooked the lush surrounding forest, Jitka took time to reflect on life and spend quality time with her loved ones.

She also approached Hospice with a desire to share her journey, with hopes to spread awareness about the place she had come to know so well. Through video journals,

she offered her thoughtful musings on a range of topics, including her observations as a hospice resident. Here are some of her thoughts:

“There are few places like a hospice where the chance to take care of final business comes through. To have that time, relatively free of stress, when you can look back and re-evaluate life, see what needs to be done in order to accept death, and to leave in peace knowing that the connections with the family have been made, issues were talked through, and that the family perhaps came closer than ever before, is so important.”

I feel empowered and in charge of every aspect of my care here. I can make decisions about even the small details, which is very important for someone who finds themselves suddenly fully dependent on others. Even having the options of what I want to eat for breakfast, when that breakfast will be, or when I would like to shower means so much. The staff are very attentive to my needs.

And those volunteers—they are the light of the hospice. When the staff has demanding days, the volunteers lighten up the load. They always come fresh, eager, full of smiles and willing to help with anything and everything.

I really am finding myself in the best possible place in this stage of my life. I'm very grateful to be here and I hope that many more people will be able to experience the level of care that I am now experiencing.”

It was a great privilege to care for Jitka and to hear her poignant words of wisdom and gratitude. Jitka Malec died at St. Joseph's Hospice on June 29, 2016. Jitka was an intelligent and caring woman who inspired and touched so many people. She was honoured with a June Callwood Award for Outstanding Achievement in Voluntarism in 2015 for her dedicated commitment and contributions to Hospice.

“

Jitka was a talented and dedicated volunteer and a wonderful friend. She will be dearly missed.

”

-Carla McDonald, Coordinator of Volunteer Services

Our hospice home



A champion for compassionate palliative care

Dr. Monica Bishop joined St. Joseph's Hospice full-time as Medical Director in June 2015. Prior to stepping into this role, she divided her time as a palliative care physician between Hospice and Parkwood Institute's Palliative Care Unit. She earned her M.D. at Western University and worked as a family physician and in medical education for more than 20 years before transitioning exclusively to palliative care a few years ago.

"There was a little voice tapping me on the shoulder for years telling me to focus on palliative care," she said. "And now that I've made the change, it's so clear that this is what I'm meant to be doing. I really love what I do."



Dr. Bishop brings not only her compassion, expert skills and warm personality to the position, but her international work in places like the United Arab Emirates and Qatar have given her a keen understanding and sensitivity toward different cultures, backgrounds and customs at the end of life.

She's also a strong advocate for patient-centered care and always makes residents and families feel as welcome and comfortable as possible.

"I always say to new residents: 'Now that you've come to stay with us, you and your family are part of our Hospice family.' I think people feel that immediately when they come through the door and I want to make sure that's continued."

She says one of the most touching moments she experiences in her job is seeing the relief on caregivers' faces when they learn their loved one will be well taken care of, and they can now relax and resume their supportive role as family member or friend.

"I'll say: 'Take off that heavy caregiver hat and give it to me. We have big shoulders here.' And inevitably, the tears come. You can actually see the weight lift off their shoulders."

It's moments like these that fuel Dr. Bishop's desire to see good palliative care implemented and made available across Canada. She'll continue to advocate and educate in London and Middlesex as much as possible, and Hospice is grateful for her contributions and expertise.

Volunteers are the Heartbeat of Hospice

St. Joseph's Hospice is fortunate to be blessed with volunteer triple threats, whose multiple talents strengthen every aspect of our hospice. Not only do they bring a great deal of skill and experience to their roles, but they give freely of their time with humble compassion and dedication. Winston Wong is one of these volunteers.

A lover of theatre and a retired psychiatrist whose career brought him from his home country of Trinidad to Washington D.C. and then to Southern Ontario, Winston adapts as easily to his various volunteer roles at Hospice as he has to the places he's lived.

Though he initially reached out to Hospice with the intent of working directly with residents, his tenure in other areas of the hospice home has given him the opportunity to interact with visitors and family members, as well as learn new skills, such as volunteering in the kitchen.

"I don't know how to cook," he says matter-of-factly. "But it seems to be working out doing what [Hospice chef] Allan says."

He also volunteers at reception and as a direct care volunteer in the residence.

"The residents need someone who is gentle and a good listener, and I am happy to be that person. I did well in my career because I listened. So I will do whatever they need, whether it is providing a listening ear or serving meals."

The willingness to go above and beyond for people was instilled in Winston as a child. His family in Trinidad worked hard to care for him, and his mother always encouraged him to pursue an education and follow his dreams. To Hospice's benefit, those dreams included lending his talents here.

"I feel very at home here. When I'm working in the residence, it really feels like the heart of Hospice."

Thank you to Winston and to all the tremendous hospice volunteers for providing the heartbeat.



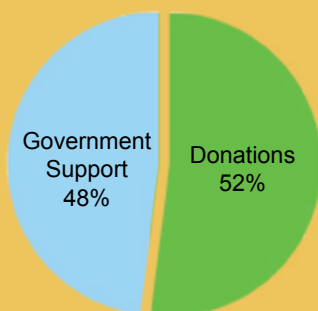
Hospice Quick Facts



Philanthropy

Donations and private grants fund **52%** of Hospice operating costs, equivalent to more than **\$1 million** per year.

Our Funding Model



Partners in Education

This year, student RNs and RPNs from Western University and Fanshawe College completed **1,400** student placement hours at Hospice.

Student Massage Therapists from the D'Arcy Lane Institute completed **300** placement hours, while King's University College students completed **70** hours by helping with our community programs.

Community Programs



Hospice supported **410 community clients** last year through various programs and services such as our Volunteer Visiting Program, complementary therapies and support groups. Volunteers provided support through **160 group sessions** and nearly **14,000 visits**.

Residence

Last year, Hospice staff and volunteers had the honour of caring for **134 residents and their families**.





There are approximately **440,000 people** in London & Middlesex County who may be eligible to stay in our residential hospice.



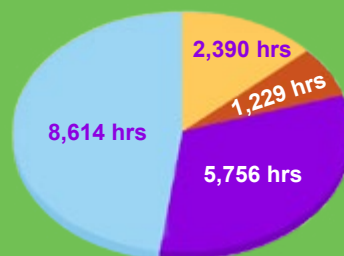
-  Eligible area for Residential Hospice
-  Eligible area for Community Programs (Services beyond London provided by VON)

Volunteers

More than **300 volunteers** offered nearly **18,000 hours** of volunteer service last year. For every **4 full-time employees**, there is the equivalent of **1 full-time volunteer**. According to our 2015 Hospice volunteer survey, **95%** of respondents said they were satisfied in their volunteer role.

-  Residence Volunteers (kitchen, direct care, spiritual care, therapies)
-  Community Volunteers (volunteer visiting, therapies, driving, gardening)
-  Wellness Centre and Bereavement Services Volunteers
-  Administration, Gardening, Fundraising, Governance & Housekeeping

Volunteer Hours by Type



Environment

As a Gold LEED Certified facility, Hospice uses a **30,000** litre cistern to gather rainwater for re-use in its dual flush toilets. The home is made of **20%** recycled material and **40%** interior components that already existed pre-renovation.

A nurturing and accepting space for children and teens



The death of a loved one can upend anyone's life, but children and teens may be especially vulnerable without the proper supports in place. Parents may be faced with the challenges of coping with their own grief at the same time as their children, creating a need for additional avenues through which children and teens can express their feelings.

St. Joseph's Hospice offers special services for grieving children and teens: **Caring for Kids Camp** and **Teen 2 Teen Workshop**.

Caring for Kids Camp is a bereavement support program for children aged 6 to 12 who have experienced the loss of a significant person in their lives. Through activities such as art, music and creative play, the camp aims to support the uniqueness of each child's grief and provide an atmosphere of acceptance and care.

Kids learn about their feelings, share and sustain their memories, and learn healthy coping strategies from professional staff and volunteers.

Thanks to enormous support from a special Fund-A-Need auction at Handbags for Hospice 2015, the *Caring for Kids* Grief Camp—offered in August—has been fully funded for two years.



Last summer's kids camp culminated in an inspiring butterfly release, which many children said was their favourite moment from camp

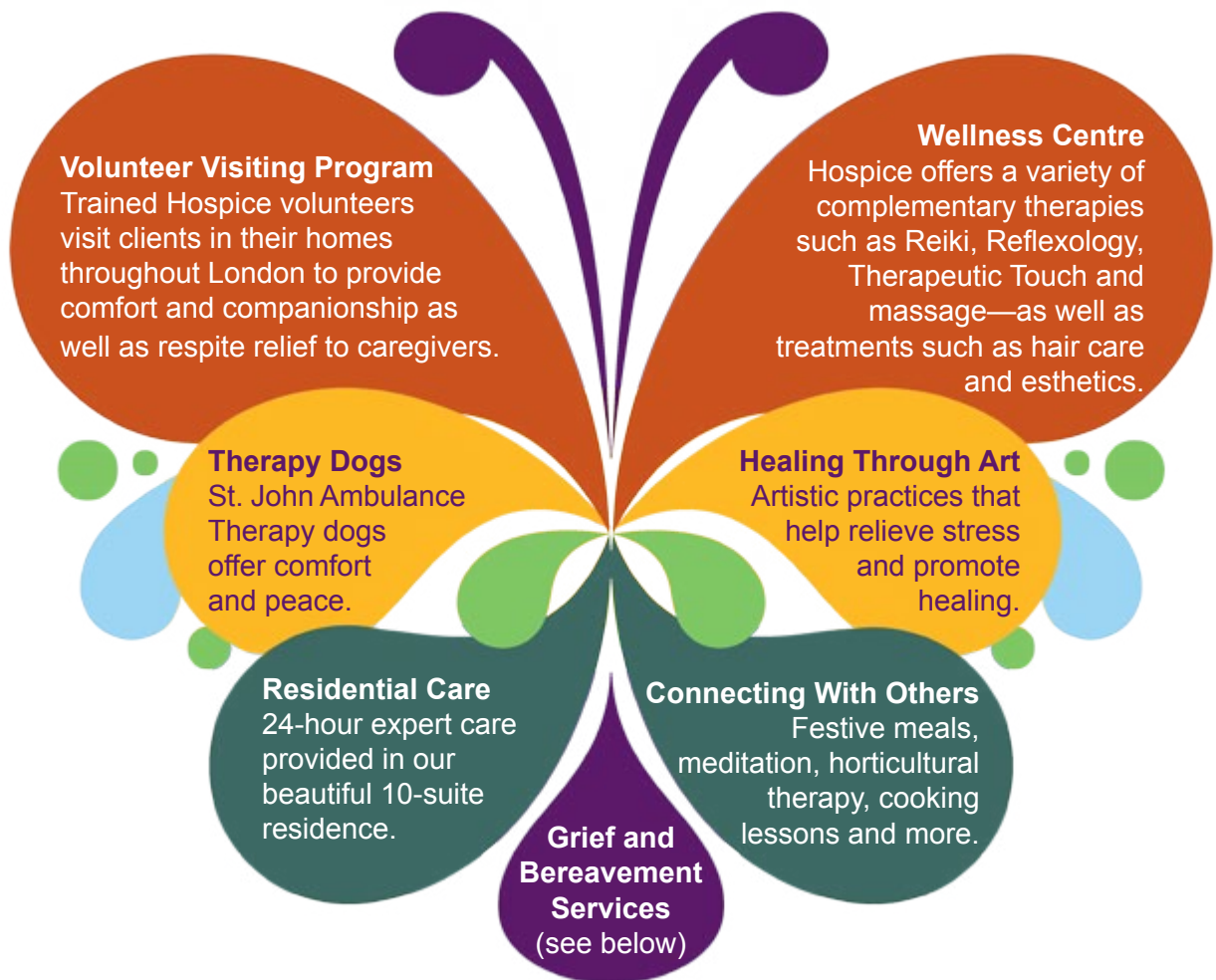


Teen 2 Teen is a workshop for adolescents who have experienced the death of someone significant in their lives. Through group sharing, activities, writing and art, secondary school-aged youth are supported by one another and guided by trained facilitators in order to work through their feelings.

"I didn't really like talking about my dad's death, but coming here and talking about it with people I've never met before gave me the confidence to eventually talk about it in front of my whole school."
-Shannon, 16, Teen 2 Teen Participant

Hospice Programs and Services

Hospice programs are designed to support individuals, families and caregivers throughout the end-of-life journey and are provided at home, within our residence and in our wellness centre.



A healing journey for the bereaved

For every resident who stays at St. Joseph's Hospice, there are approximately five people who will grieve the loss of their loved one. This is merely a fraction of those facing loss in our community. As the bereaved population in London continues to expand, so too does the need to support and nurture this community.

To respond to this growing need, St. Joseph's Hospice hired a full-time Grief and Bereavement Coordinator. Registered Psychotherapist Teresa Bryant began working at St. Joseph's Hospice in December of 2015, and has created a comprehensive curriculum of grief support services. In addition to training volunteers to co-facilitate these services, Teresa offers individual counselling to those facing debilitating grief.

"The greatest benefit of the support group was feeling safe, because you're with other people going through the same thing. To actually know there were people experiencing the same feelings and emotions that I was, it made me feel confident that I wasn't alone."

-Joan, H.E.A.L. Participant (**H**elping **E**ach other **A**cknowledge, **A**ccept and **L**earn from **L**oss)

To learn more about Hospice bereavement services, please visit sjhospicelondon.com.

You made it possible, thank you!



Community support is critical for St. Joseph's Hospice, where philanthropy funds programming, capital projects and enables us to enhance our resident, client and family experience. Government funding pays for less than half of our costs and, each year, St. Joseph's Hospice must raise more than \$1 million.

Without the support of generous donors and community partners it would be impossible to deliver compassionate care. Your contributions allow us to provide the very best support today, tomorrow and into the future. Your support makes all the difference, so simply, thank you.

There are many ways for you, your family, your business or local community group to become involved. Visit sjhospicelondon.com for more information. We invite you to *Share the Journey!*

Marisa Kanas
Director, Community Engagement & Development

A space to honour loved ones

Last fall, Hospice installed a donor wall to proudly recognize those whose outstanding generosity demonstrates a spirit of giving which has improved hospice palliative care in our community. On a deeper level, the display is a way of commemorating loved ones.



Eileen Dobell and Diane Jamieson – pictured here – along with Eileen's son Mark and Diane's husband Andrew, gave a significant gift in memory of Bill Dobell, who spent his last days at Hospice.

"A good hospice is a place that takes dying seriously, that knows the possibility of beauty in the midst of pain. St. Joseph's Hospice is a good hospice, a home on the way to Home. I would wish this gift to be available for many others facing that sacred journey, so that they too can be in good company while walking their loved one Home."

-Eileen Dobell

All gifts of \$2,500 or more will receive recognition on our donor wall.

Increasing residents' comfort

St. Joseph's Hospice is grateful to the generosity of others for helping furnish its residence with new equipment aimed at increasing the quality of lives of our residents. These items are not funded and we must raise funds to meet this need.

Over the past year, generous donors saw several needs at Hospice they were able to fill. Some of these donated items included new patio umbrellas for our terrace; a much-needed bladder scanner that has dramatically reduced the need for catheters; emergency call bells, which provide residents with more mobility and independence; and a mobile stretcher chair (story on page 11). Our jet tub, funded during our Capital Campaign, is a favourite among our residents, providing a comforting soak while maintaining safety, privacy and dignity.

Thank you, once again, for your important contributions to Hospice.



A life-changing week for a family dedicated to Hospice

Markus and Ann Marie Brunner were first introduced to St. Joseph's Hospice in March of 2015 when Markus' mother was transferred to Hospice from the hospital in Sarnia. After a short but painful battle with bone cancer, she was able to spend her last week nearly pain-free in a quiet and peaceful place close to family. For Markus and Ann Marie, this meant everything. They were driving to Sarnia and back every single day and worrying about her when they couldn't be there. When they found out a suite for Markus' mom was available at Hospice, they said they felt like they had won the lottery.

"We felt everybody's kindness and warmth," said Markus. "It was a very good experience for the family, and there was none of the noise and stress of the hospital."

The emotional week in which they said goodbye to their dearly loved mother and mother-in-law culminated in the farewell ceremony, also known as an honour guard, which stands out as a day they'll remember forever.

"That whole ceremony and the philosophy behind it is very special," said Ann Marie. "It really captured everything Hospice gave us. So we made a promise then to give back by helping other families get the same great care we did."

They went on to become the top fundraising team at Hike for Hospice 2015, and through their business, Forest City Pool & Patio, sponsored the Wine Wall at Handbags for Hospice in 2015 and 2016.

They then jumped head-first into the Four Elements for Hospice: EARTH 2016 Committee, acting as gold sponsors and working tirelessly to solicit donations – a labour of love and a way of honouring Markus' mother.



Markus, Ann Marie and Martin Brunner at EARTH 2016

"Her whole life was always about everyone else," said Markus. "She was a great humanitarian and was always giving back."

Her big heart, integrity and love for people inspired Markus and Ann Marie, who possess the same qualities in spades.

They continue to share their heartfelt contributions with Hospice by serving on the committees for all three signature events, as well as chairing the next Four Elements for Hospice celebration.

"People are so passionate about helping here," said Ann Marie. "Everyone has different reasons for being here, but to have everyone band together for the same cause is magical."

We are deeply grateful to Markus and Ann Marie for opening their hearts so generously to Hospice.



Fundraising fills our hearts with joy. After calling someone who has agreed to donate their money or time, Markus and I will often look at one another with tears in our eyes.

The perfect chair for a special occasion

This past February at Four Elements for Hospice: EARTH 2016, Dr. Brian Taylor delivered a poignant account of his mother Olive's time at Hospice. Through his story, he inspired event-goers to donate the funds needed to purchase a new Hydraulic Stretcher Chair for St. Joseph's Hospice, allowing residents who may not be able to sit in a wheelchair access to areas of the Hospice beyond their suite. We knew this piece of equipment would be a significant asset to our home, but we couldn't have predicted the level of impact it had on one family. Elly Jentz, niece of resident Jake (Jacobus) Buys, tells her story:

"My uncle Jake was like a second dad to me. He always lived with our family and helped with the farm. He was such a kind, caring and easygoing man. After my dad died and my mom was later diagnosed with Alzheimer's, Jake stepped in to care for her.

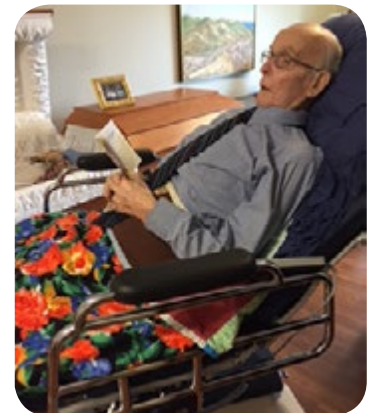


Last fall, Jake was diagnosed with esophageal cancer at the age of 91. As the cancer got worse, it became difficult to care for him at home. I had heard great things about Hospice, but Jake was initially resistant. He was, after all, an independent farmer who was used to caring for himself. But once we got here, he began to realize more and more what a great place it was. All of a sudden, his focus wasn't on dying anymore, it was living day-to-day and enjoying his life.

My mother was in palliative care at a long-term care home at the same time. She died just two days after Jake came to Hospice. So we were busy planning my mother's funeral and visitation, and it was heart-wrenching to see my uncle so upset that he couldn't come say goodbye to her because he was confined to a bed.

Then something wonderful happened. Jennifer Bush from Memorial Funeral Home offered to have my mother's visitation at Hospice. And they made it happen. They brought her casket up and we had a short liturgy with readings and a song—it was really touching. At that point, Jake was too weak to sit in a regular wheelchair, but he was able to come to the service (in the Quiet Room at Hospice) because of the new stretcher chair. And because it lifts up a bit higher, he was able to see my mother and say goodbye to her privately, which meant so much to him.

A few weeks later, we had one more family dinner with him here in the bistro kitchen a couple of days before he died. He was able to come and join us again in the stretcher chair. We had a great time.



Hospice really lifted our spirits. The kindness and compassion from the staff was tremendous. I feel very lucky we were able to come here."

We are grateful to Elly Jentz for sharing this beautiful story, and to our generous donors at Four Elements for Hospice: EARTH 2016 for funding the important piece of equipment that made such heartfelt memories possible for Elly, Jake and the rest of their family.

A year of growing events

Hospice's signature and third party events raised almost \$300,000 last year.

Thank you to our sponsors, organizers, attendees, committee members and volunteers for helping make this happen.

Holding a third party event for Hospice is one way families can give back. Whether it's by hosting a golf tournament, BBQ, wine tasting or craft sale, every gift makes an impact. We even have a Third Party toolkit to get you started. For more information, please call Cassandra Benard at 519-931-3463.

**Third Party
Obiter Dicta
Raises \$6,000
Mar 1, 2016**



**Four Elements for
Hospice: EARTH
Raises \$110,000
Feb 4, 2016**



**Third Party
Cardmaking Workshop
Raises \$1,200
Sep 18, 2015**



**Third Party
Golf Tournament
Raises \$1,750
July 15, 2015**



**Handbags for Hospice
Raises \$141,000
June 10, 2015 - Best Western
Plus Lamplighter Inn &
Conference Centre**



**Hike for Hospice
Raises \$37,000
May 3, 2015
Kilally Meadows**



A graceful farewell for our loved ones

After a resident dies at St. Joseph's Hospice, loved ones, staff and volunteers gather for a farewell ceremony known as an honour guard (upon the family's wishes). Once the funeral home arrives, the resident is covered in a beautiful handmade quilt and brought to the welcome area at Hospice, where there will be a candle lit for 24 hours next to a small plaque inscribed with that person's first name.



Family members or friends may choose to say a few words or read a poem. Sometimes the group will stand in silence as they fondly remember their cherished friend or family member. A staff member or volunteer will then present the family with a small commemorative spruce tree wrapped in burlap. Some families may opt to forego this ceremony, while others may choose to incorporate music and celebration. It's a moment of poignant reflection for everyone at Hospice, and it is truly an honour to be privy to such a personal and moving time of someone's journey.



"The service was beautiful: simple, spiritual, and very moving... just what mom wanted. The staff gave us a little spruce tree, we planted it at our cottage in a clearing looking across the lake towards Mom's cottage, and it's growing beautifully. I'll think of her every time I see it."

- Brian Taylor, whose mother Olive was a Hospice resident

"The farewell ceremony was very touching and kind. There was just a lot of respect shown throughout: empathy, a high level of care and recognition of the person's dignity."

- Lisa Van Trigt, whose husband Dave was a Hospice resident



The highest standards of care

St. Joseph's Hospice's Volunteer Visiting Program was recently accredited by Hospice Palliative Care Ontario (HPCO) for a period of three years. This is the highest level of accreditation that can be awarded to an organization and shows Hospice's significant compliance with HPCO standards. This is the third consecutive HPCO accreditation that has been awarded to St. Joseph's Hospice's Volunteer Visiting Program.

The Volunteer Visiting Program is Hospice's longest-running program. Trained volunteers visit clients in their homes throughout London to provide comfort and companionship as well as respite relief to caregivers. The goal of the HPCO accreditation program is to ensure the delivery of consistent, high quality volunteer hospice service throughout Ontario.

Over the past year our accreditation team worked together in preparation for a rigorous peer review and we have demonstrated that our volunteer visiting program is of the highest quality in four fundamental areas: governance, operations, quality assurance and service delivery.

"This is a significant achievement for St. Joseph's Hospice, exemplifying our commitment to excellence and quality care. This collective effort reflects our core values and demonstrates the commitment of our volunteers and staff to support those we serve each and every day."

Julie Johnston,
Executive Director

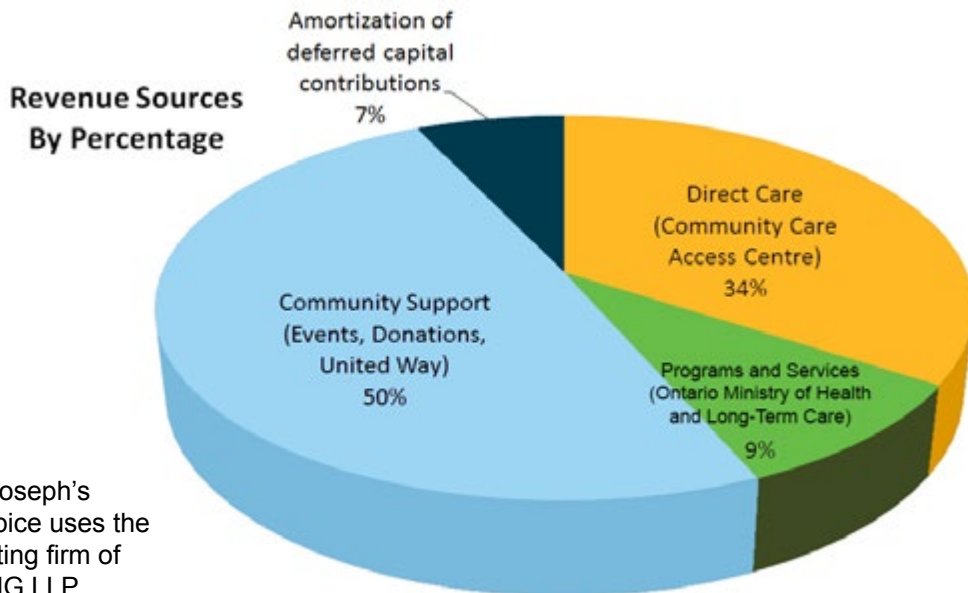
Financial Report - April 1, 2015 to March 31, 2016

Revenue Sources

Community Support (Events, Donations, United Way).....	\$ 1,396,595
Direct Care (Community Care Access Centre).....	964,311
Programs and Services (Ministry of Health).....	263,142
Amortization of Deferred Capital Contributions.....	<u>194,545</u>
TOTAL.....	<u>\$ 2,818,593</u>

Expenses

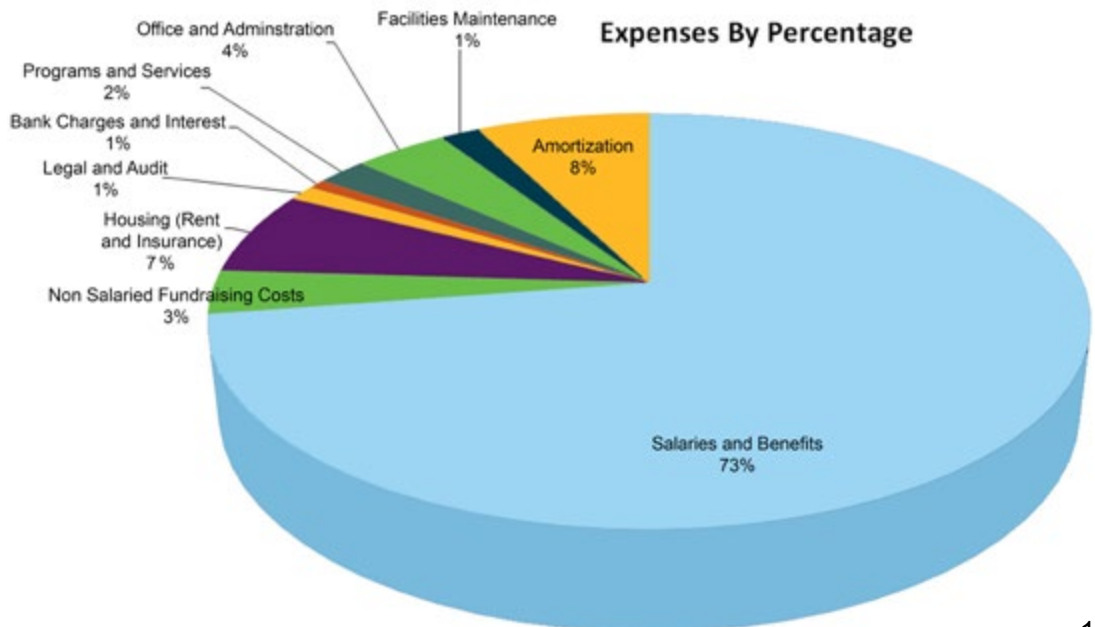
Salaries and Benefits.....	\$ 1,867,661
Housing (Rent and Insurance).....	167,431
Office and Administration.....	105,955
Fundraising Costs.....	87,348
Programs and Services.....	55,864
Facilities Maintenance.....	44,248
Legal and Audit.....	31,680
Bank Charges and Interest.....	18,088
Amortization.....	<u>194,851</u>
TOTAL.....	<u>\$ 2,573,126</u>



Notes:

Results are for the period April 1, 2015 to March 31, 2016 - the fiscal period for St. Joseph's Hospice.

St. Joseph's Hospice uses the auditing firm of KPMG LLP.



Thank you to our Community Partners

With grateful hearts, we extend our thanks to our many community partners, including:

- Hospice Palliative Care Ontario (HPCO)
- Ontario Trillium Foundation (OTF)
- Congregation of the Sisters of St. Joseph
- D'Arcy Lane Institute of Massage Therapy
- Fanshawe College
- King's University College
- South West Community Care Access Centre (SW CCAC)
- South West Hospice Palliative Care Network
- South West Local Health Integration Network (SW LHIN)
- United Way London & Middlesex
- Western University

We would not be able to provide the same level of quality hospice palliative care without your support.

www.sjhospicelondon.com



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