



Strength Durability Commitment

Annual Report 2022-2023

A Reflection from the Board Chair and the Executive Director

In 1993 Bill Clinton was sworn in as US President; Canada had three Prime Ministers, Brian Mulroney, Kim Campbell, and Jean Chretien, in one year; and Hospice of Waterloo Region was incorporated as a non-profit agency with a purpose “to coordinate the supply and provision of supportive care for terminally ill patients and to their families before and after death.”

In the 30 years since 1993, politicians may have come and gone but Hospice of Waterloo Region has continued to grow and expand to meet the needs of families in our community. From our humble beginning of a single client and two volunteers, we now serve hundreds of individuals and families each year and provide education and information to thousands more.

The modern symbol for a 30th year anniversary is the diamond, which signifies Strength, Durability and Commitment. This is a perfect representation of the amazing HWR volunteers and staff who selflessly support our clients, and of the community in Waterloo Region who continue to support us in ensuring that friends, family and neighbours have the services they need when approaching an end of life journey.

This 30th Anniversary of Hospice of Waterloo Region is not only an opportunity for us to reflect on the amazing journey which has led us to this time and place, but it is also an opportunity to look forward to the next 30 years of service. Our new Strategic Plan was created to provide us with a roadmap for moving into the future with optimism and hope.



Judy Nairn
Executive Director



Bryan Stortz
Board Chair

Hospice Waterloo Region 2023-2026 Strategic Plan



Centre of Excellence

We will be recognized by the health care system and the community as a centre of excellence for hospice best practices and a 'hub' for coordinated delivery of hospice/palliative care



Compassionate Care

We will enhance our client-centered compassionate care approach by responding with exceptional service to the diversity of end of life needs within our community



Community Collaboration

We will reimagine our community connections by engaging our broader community in understanding and supporting death, dying, and bereavement in safe and inclusive spaces



Fiscal Responsibility

We will grow and diversify our revenue sources ensuring ongoing organizational financial stability and sustainability



People & Culture

We will cultivate a diversity of talent and human resources strengthening our internal capacity to meet existing, new, and growing needs

Board of Directors



Bryan Stortz



Linda Brooks



Paul Reitzel



Mike Lough



Anne Toner Fung



Brenda Hallman



Bruce Rodrigues

Lifetime Honorary Board Member:
Lucille Mitchell
(founder)



Fauzia Wafai



Pat Forte



Sara McLennan



Sarah Chen



Sureka Shenoy



Victor Zamin



VISION

A community where no one experiences an end-of-life journey alone.

MISSION

We engage our community to inspire, nurture and comfort the human spirit in life, death, and bereavement.

VALUES

- Compassion
- Leadership
- Learning
- Inclusion
- Professionalism
- Volunteerism
- Engagement
- Client-Centred

Staff List as of March 2023

- Executive Director:** Judy Nairn
- Director, Community Client Services:** Caitlin Kuntz-Agla, MSW, RSW
- Coordinator, Volunteer Program:** Diana Cooke
- Coordinator, Client Services:** Alana Herner, BA(Hons), Spec. SW, Emma Whitehouse, M.Sc., Nicole Dove-Lewis, BA Hon. TR
- Care Coordinator:** Sarah Beth Grasby, MSW
- Client Support Prgm Assistant/Receptionist:** Tracy Patterson
- Counsellors:** Ashley Tyrrell, MSW, Lydia Penner, RP(Q), MTA
- Pain & Symptom Mgmt Nurse Specialist:** Chris Bigelow, RN, BScN, CHPCN(C)
- Manager, HPC Consultation Services:** Travis Amell, RN, MScN, CHPCN(C)
- Pain & Symptom Mgmt Consultant:** Heather Elliott, RN, MSN, CHPCN(C)
- HPC Program Assistant:** Denise Eppel
- Director, Fund Development:** Tracy Helm
- Manager, Donor Relations:** Melissa Parker
- Data Management:** Jo-Ann Gascon
- Manager, Community Relations:** Alex Allen, M.Sc.
- Community Engagement Project Lead:** Sheli O'Connor, MSW
- Manager, Financial Services:** Eva Tucker
- Accounting Support Services:** Lynda Kramers
- Administrative Assistant:** Magda Wisniewski
- Director of Care:** Laura Latyn, RN, CHPCN
- Clinical Resource Nurse:** Rachel Tellian, RN
- Caregiver Team:** Alisha Barr, RN, Carol Rowden, PSW, Charity Nkatazo, RPN, Debora Almeida, RPN, Jacqueline Thibert, RN, Judi Wesley, PSW, Kelly Lama, RPN, Madeline Woods, RN, Melissa Hallock, RN, Nicole Rogers, RN, Samantha Rideout, RPN, Sara Karley, PSW, Tara Green, PSW, Zenian Saini, RPN
- Kitchen Supervisor:** Jiwoun Back
- Housekeeping Aide:** Mamdouh Abudan
- Maintenance Specialist:** Matt McCaffrey

Celebrating 30 Years of History



1. Dohman Street Breslau - First offices 1993



2. 66 Spadina Road West - 1997



3. 544 Park St 2001-2006



3. Park Street Hospice - 2006



4. Freeport entrance door 2006-2010

As we celebrate this 30th anniversary year it would appear we are a completely different organization today, than we when we started 30 years ago. However, all the core values and philosophies on which we built and grew this organization remain the same – attracting quality staff and volunteers; having a deep desire to help those affected by a life-limiting illness; offering timely and caring support, free of charge.

The dream of bringing hospice palliative care services to Waterloo Region started with one woman – Lucille Mitchell – who was inspired by a challenge – “If not you, who? If not now, when?” Along with the help of some friends, foundational donors and caring community members, Hospice of Waterloo Region was born.

It started in four rental spaces throughout the Region – a storefront office in Breslau, a house on Spadina Street, houses on Park Street and office space at Freeport Hospital. Over the years, our services grew too. Volunteer Visiting remained our Core program, but we expanded into the community by also offering: a Day Program, a Bereavement Walking Group, a Vigiling Program, a Children’s Program and Transportation Services.

In 2010, we reached a milestone in our history. Thanks to the generosity of the community we were able to purchase our first building on Lawrence Avenue. That move allowed us to expand our programs even further by adding Complementary Therapies, Palliative Care Consultation & Education services and professional Counselling to our repertoire of services.

And then, in 2020, after many years of tireless work to raise awareness and support and with the help of many generous donors, we were able to build The Gies Family Centre. Our current home not only allows for continued growth of our Community Hospice programs, but for the first time in our history, we were able to open a 10-bed hospice – The Cook Family Residence – allowing us to provide the full continuum of care for those on an end of life journey.



5. Lawrence Ave 2010 - 2021



6. 100 Solstice Way 2021

30 Years of Volunteers



“It began with an excellent volunteer training program and it’s even better now, 30 years later!” Marlene Zister, 30+year HWR Volunteer

The secret to our success has always been the people we attract to hospice work – hard working and caring staff members and dedicated and compassionate volunteers. Without either of them, we could not have accomplished all that we have over the last 30 years.

Amazingly, there are a number of dedicated volunteers who have been with us from the very beginning. They attended the very first volunteer training and over the years have served hundreds of individuals and families with caring support.

To do any job for 30 years is an accomplishment, to volunteer for that length of time is an immense gift to the community. We would like to recognize and celebrate these very special people and thank them for being, in the words of Henri Nouwen, “the friend who can be silent with us in a moment of despair or confusion, who can stay with us in an hour of grief and bereavement, who can accept not knowing, not curing, not healing and face with us the reality of powerlessness -- that is a friend who cares”.



“We’ve come a long way! We’ve maintained a wonderful group of volunteers over the years and being able to build a residence is such an accomplishment.” Anne Winge, 30+ year HWR Volunteer

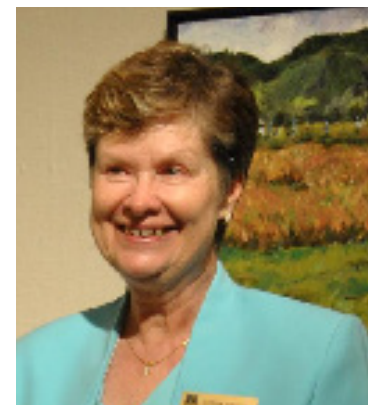


**Total # of
Individuals served in
the community:
1949**



**Number of new
volunteers trained:
28**

“Many things have changed over the years – more staff, more programming, more clients, more volunteer opportunities – but the thing that hasn’t changed is the dedication of the volunteers, the supportive staff, the friendships formed and everyone working together to make HWR the best it can be.” Lois Schmidt, 28-year HWR Volunteer



“HWR excels at attracting and retaining excellent staff and volunteers. Their skill and strong commitment are evident, as is their mutual respect for one another. We work hard together but we also have fun together which serves to strengthen our working relationship and enhances the quality of support we provide to our Clients.” Lorna Fenton, 28-year HWR Volunteer



**Total # of Direct
Service Volunteer
Hours:
12,071**



“We are bigger and better than ever! We are more visible and known in the community and therefore able to serve more people. The staff have remained so lovely and welcoming. It’s why I’ve stayed all these years.” Tricia Wands, 30-year HWR Volunteer



**Total # of additional
Volunteer Hours:
6,564**



Re-opening of Our Cambridge Location



As an agency with the mandate to serve all of Waterloo Region, and having just moved our main office to The Gies Family Centre in Waterloo, we are very happy to share that our programs and services in Cambridge are being re-launched. During the pandemic our Cambridge location, inside the Langs Hub at 1145 Concession Road, was closed to in-person activity but now we are able to open our beautiful space that allows us to restart the Cambridge Day Away Program. This group meets weekly on Thursdays to provide social and emotional support to folks living with advanced illness. We have also resumed offering in-home volunteer support, transportation, and bereavement support locally.



Alexandra Allen, our Community Relations Manager, has been working on engaging the Cambridge community to learn more about Hospice and to access our supports. She has run multiple education sessions for Cambridge Memorial Hospital staff and volunteers and presented about HWR programs and services to the Two Rivers Family Health Team, the Langs Medical Team, the Senior Geriatric Services group, at Cambridge Community Rounds and is a part of the Cambridge North Dumfries Ontario Health Team Communications workgroup.

Alex has fostered a relationship with the Waterloo Region Housing Tenant Specialists, allowing Hospice Volunteer Ambassadors to enter many of the senior apartment buildings in the city to present on Advance Care Planning. Alex and the Ambassador Volunteers have spoken to church groups, senior groups, and charity clubs throughout the city. And we are now collaborating with the Cambridge Food Bank to provide a bag of produce each week to our Day Program participants, many of whom are unable to access nutritious meals on their own.

It's exciting to be back and looking forward to continuing to grow our presence in the wonderful city of Cambridge!



Community Engagement

“Compassionate Communities” is a model of palliative care that engages the broader community in improving the quality of life for people with a life-limiting illness and their families, by encouraging people to advocate and provide assistance and practical support to friends, neighbours and family in need.

To build a Compassionate Community in Waterloo Region requires that information and knowledge are available and shared widely. And Hospice Waterloo Region does that work through our Community Engagement program. In the last fiscal year more than 1,000 community members participated in over 88 informative sessions.

We provided experienced speakers to church groups, service clubs, libraries and public gatherings to present on topics such as Advance Care Planning and Hospice care. And we partnered with community groups and agencies to host information sessions and begin conversations. Throughout the year we held Film Fridays, Death Café’s, and Book Studies to provide opportunities for people to learn together.

One of our popular events is the annual You Only Die Once short film contest which challenges young local film makers to produce a short film on the topic of death, dying and grief. The resulting films are featured at the Grand River Film Festival and are a great vehicle for sparking thoughtful conversation.

This spring we partnered with St. Andrews Presbyterian Church in hosting a Dying to Know weekend conference featuring keynote speakers, participation in group activities, and opportunities to reflect and share personal stories. In total, more than 250 people participated in this exciting event.

Community engagement will continue to be a priority for Hospice Waterloo Region as we work toward our region becoming an even more Compassionate Community.

“The information was invaluable.”

“I was blown away by the quality of speakers.”

“Truly a community collaboration that will help many.”



Special Memories in Residence



In the two years that our new Cook Family Residence has been open, more than 200 individuals and their families have come through our doors. We have received many positive comments on the care that has been provided, but none has captured the spirit of what we do as much as the letter we received, after her death, from our client Lois.

To all my dear special friends in this beautiful facility (the entire staff and volunteers of HWR)

This is a little note to express my deepest appreciation to each of you and to let you know how much your care, thoughtfulness and kindness have meant to me. I have worked in nursing many years myself and know the difference between quality care and mediocre.

There were many challenges you not only had to face but also had to overcome. Your exceptional attitude and love for the residents, including myself, showed that it is not only a job but a calling from each and every one.

You all had a unique way of providing care. It was simply the most perfect combination of professionalism, kindness, genuine care and concern. All this done with smiles on your faces and warm twinkling eyes!

You have made such an impact in my life and helped me to make my last journey as pleasant as possible! Lots of laughter, heartfelt hugs, encouraging and empowering words, corny jokes and simply providing a shoulder to lean on was very much needed and so much appreciated, and really meant a lot to me. It helped me to cope and felt assuring not to be walking alone on an unknown sometime scary road.

From the bottom of my heart I wish you all good health, happiness and the very best that life has to offer. Please continue to share your special gifts of caring hearts, busy hands, and listening ears with others. You truly make a difference in people's lives!

With much love and a grateful heart,

Your friend

Lois



Many special moments have occurred in our residence throughout the year – family celebrations at Christmas and Easter, fun food days for St. Patrick's and Halloween, and of course the many special and friendly visitors who always bring a smile. These brought much happiness to all of our clients and families.

Building Capacity and Partnerships

Palliative Care Education

The HPC Consultation Services program is a team of specialty nurses, with expertise in palliative care and pain and symptom management, providing support and education to those working on the front lines of palliative care across all sectors in healthcare.

HPC education takes many forms including in-person classroom teaching, on-line course development and delivery, individual coaching and mentoring, two professional conferences per year, monthly e-mail tips and an extensive website that provides topical best practice resources.

In partnership with the HPC program in the South West Region, courses have been developed on the D2L on-line platform to provide enhanced access to training whenever learners are available. Through all of the education streams available this past year, more than 14,000 participants received information, resources, and support, to enhance their knowledge and practice of palliative care.

Indigenous Partnership

In the spring of 2022, we were very proud to receive a hawk feather as a symbol of our on-going partnership with the Indigenous community. Presented by Clarence Cachagee, an Indigenous community educator, the feather represents strength, guardianship, and far-sightedness. It is trusted to us for on-going care and hangs proudly at the entrance to our Oasis room where clients and family members attend programming, to be present for them on their journey.

Then later that month, in the spirit of continuous learning and reconciliation, a number of staff attended Crowshield Lodge for a deeper learning of Indigenous worldviews and reconciliation. We look forward to continuing to nurture this important partnership into the future.



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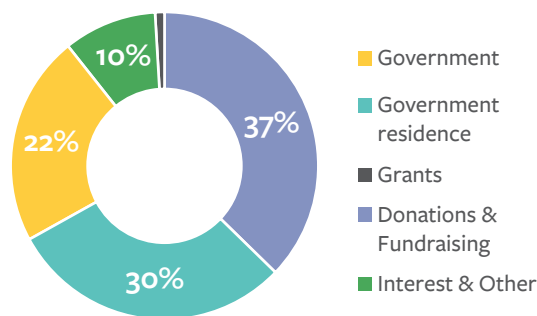
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Consolidated Statement of Operations

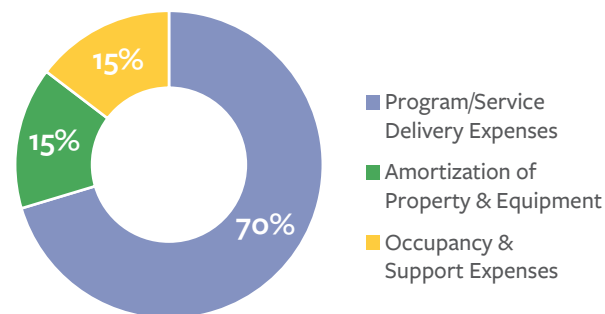
For the year ending March 31, 2023

REVENUES



Revenues	Operating Fund	Capital Fund	2022/23 (\$)
Government	1,080,881	-	1,080,881
Government-residence	1,435,068	26,492	1,461,560
Grants	43,309	-	43,309
Donations and Fundraising	1,197,540	617,660	1,815,200
Interest & other	159,848	323,774	483,622
	3,916,646	967,926	4,884,572

EXPENSES



Expenses

Program/Service Delivery Expenses	3,347,445	39,826	3,387,271
Occupancy & Support Expenses	717,907	-	717,907
Amortization of Property & Equipment	-	729,358	729,358
	4,065,352	769,184	4,834,536

Net Income for the Year ending March 31, 2022	-148,706	198,742	50,036
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The financial materials presented are extracted from the Audited Financial Statements. The report of the auditor and the complete statements are available at the Annual General Meeting and thereafter, at the offices of the Executive Director.

Recognizing the Generous Support of Our Community for 30 Years...



It is with deep gratitude that we recognize the support we have received over the past 30 years from individuals, businesses, foundations, and service clubs throughout the region. They have ensured that our community programs and newly opened hospice residence beds continue to be available. Without our donors and their investment in Hospice Waterloo Region, we would not be able to provide essential compassionate care to families and caregivers.

Regular annual donations are vital to our organization, and no one could agree more than Joanne Renaud. *“I wasn’t just committed to Hospice and engaged in what they were doing,” she says. “I also decided that I would always give financially. It’s important to do this; if we don’t, we won’t be able to do what we can for our community.”*

Joanne has been involved with Hospice Waterloo Region since the very beginning. In 1993 she was part of the first class of trained volunteers. From the start, she worked one on one with hospice clients and provided respite for their caregivers. In 2002 she received the June Callwood Award of Distinction for Outstanding Volunteers. Soon after, she joined the Hospice Board of Directors and then accepted the role of Board Chair in 2006. Her service to Hospice continued, becoming a member of the Advisory and Capital Campaign Committees, as Hospice prepared to build a new state of the art facility named The Gies Family Centre. Today she is still raising funds for Hospice and supports the organization on a monthly basis. *“In order to sustain Hospice, we have to give...it’s the only way we are going to survive and provide service to our community.”* Thank you, Joanne.

In Memory of Bill Gies

Bill Gies, our dear friend and generous benefactor of Hospice Waterloo Region, passed away on September 13, 2022 at the age of 90. He often said he wanted to see his 90th birthday. He achieved that goal and in the process left a lasting legacy. Bill and his wife, Gert, donated the \$3 million cornerstone gift to help build The Gies Family Centre. Bill was with us from the very beginning of the dream to build a new hospice residence and state-of-the-art palliative care facility in Waterloo Region. We thank Bill and his family for their tremendous support. He is sorely missed, but never forgotten.

“This was our chance to give back to the community, which has been so good to us.”

- Bill Gies



Honouring Our Loved Ones

Join us at **The Gies Family Centre** for our upcoming memorial events. A beautiful way to honour your loved one and to lend your support to Hospice Waterloo Region.



Hike for Hospice Waterloo Region

Join us Sunday, September 24th, 2023

This is an annual family and dog friendly walk. It is a unique opportunity for those families and friends who have lost a loved one to create a legacy of on-going support by hiking in their memory.

Lights of Love

Join us Sunday, November 26th, 2023

This evening is a wonderful way to become part of our compassionate community. Families can participate in a candlelight vigil walk, an outdoor memorial and lighting ceremony



Your financial support is more important than ever. Because of donors like you, Hospice Waterloo Region is able to provide services at no cost to clients and family members. Thank you for your support.

www.hospicewaterloo.ca/donate


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Waterloo Region

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hospice@hospicewaterloo.ca