



2020-2021  
**ANNUAL  
REPORT**



# GRIEVING IN ISOLATION

Sarah (name changed to preserve privacy) came to Hospice Quinte as a heartbroken and confused young woman, desperately seeking connection and support. Sarah, who started with our Supportive Bereavement Counselling service in November 2020, lost her father and her mother in quick succession and sought out supportive bereavement counselling with our organization at the behest of her family doctor.

As an “emerging adult”, there are often unique developmental challenges inherent among people in this age group. Especially important is the need for them to have the ability to engage with others through grief to ensure positive bereavement outcomes. The pandemic limited Sarah's contact with her friends and the community at large, and her mental health was suffering as a result of isolated grieving.

Becoming increasingly reclusive and lonely, she was at risk of losing her apartment, employment and basic necessities of life. By encouraging open and safe conversation, in a supportive space, Sarah was able to share, express, grieve, and overcome her sadness, allowing her to keep her job and thrive!

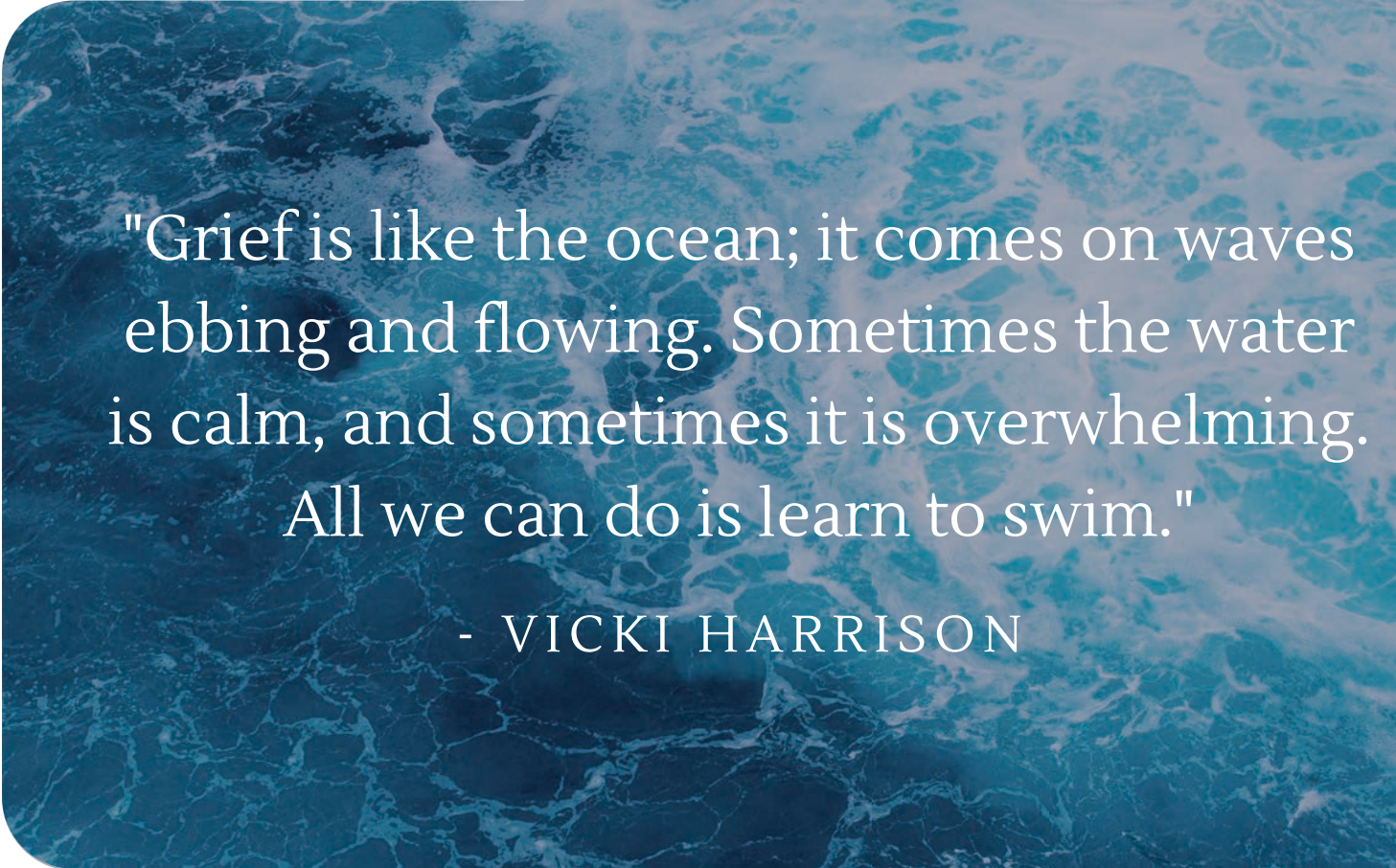
Especially as a result of the global pandemic, Hospice Quinte's Supportive Bereavement Counselling service was fundamental in supporting Sarah and others like her, who otherwise could not access grief specific counselling.



Isolation, change in social structure, governmentally imposed limits, and general lack of resources has made the grief experience that much more difficult for individuals not only in our communities, but across the world. Sarah was grateful and appreciative of the opportunity to feel validated, understood, and safe.

Christina Brinklow, Community Hospice Coordinator, has served 95 unique clients through the Supportive Bereavement Counselling service in her tenure at Hospice Quinte. The 369 total hours she has spoken to those individuals has brought immense support, understanding, compassion, and respect back to their lives and the memory of their deceased loved ones.

With thanks to the federal government's Community Emergency Support Fund, as procured through United Way Hastings & Prince Edward, our clients have gained dignity, a sense of purpose, tools, and skills to move forward, and compassionate help on their healing journey. The positive impacts and optimistic outcomes for Sarah and other recipients of the Supportive Bereavement Counselling service have been abundant!



"Grief is like the ocean; it comes on waves ebbing and flowing. Sometimes the water is calm, and sometimes it is overwhelming. All we can do is learn to swim."

- VICKI HARRISON



# CARE FOR CHANGING LIVES

Whether you are a long-standing friend of Hospice Quinte, or hearing about us for the first time, we value your time in learning about our dedication to improving the quality of life.... until the end of life, and supporting those who are grieving. Hospice is about helping our clients to live life, finding joy and meaning along the way, and supporting those left behind to work through their grief and to heal.

Hospice Quinte provides individuals, their families, and caregivers with compassionate end of life care, by attending to their physical, psychosocial, and practical needs, and offering empathetic care to those who are grieving through visiting hospice services and support groups. All Hospice Quinte programs and services are provided by compassionate, well-trained volunteers and staff at no charge to the individual or their family. We serve a population of over 102,000 in Quinte West, Belleville, Deseronto, Tyendinaga Township and the Tyendinaga Mohawk Territory.

## MISSION

Hospice Quinte provides individuals, their families, and caregivers with compassionate end of life care, by attending to their physical, psychosocial, and practical needs, and offering empathetic care to those who are grieving.

## VISION

Everyone in the Quinte Region, and their loved ones, should be provided with compassionate care, in the setting of their choice, and have their end of life journey treated with empathy and respect.

## VALUES

We believe in: Compassion, Accountability, Collaboration, Excellence, and Equity.





## 2020 - 2021 BOARD OF DIRECTORS



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**Louise Wood,  
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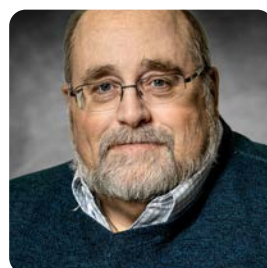
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**Jan MacInnes,  
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**Paul Mackay,  
Community Hospice  
Coordinator**



**Christina Brinklow,  
Community Hospice  
Coordinator**

# MESSAGE FROM OUR BOARD PRESIDENT

The strength of any organization is easily defined by the people that are involved in it. The Hospice Quinte Board of Directors would like to express our gratitude to the volunteers and supporters that have contributed so much to the success of our organization. We would also like to recognize our team of dedicated staff members that help to ensure that Hospice Quinte achieves its highest personal and professional potential in an unwavering quest for quality end-of-life care.

This year the Board and Staff members collaborated to develop a strategic plan to help provide a roadmap to success over the next few years. This strategic direction, along with the long awaited opening of our Hospice Quinte Care Centre, could be viewed as a gift. A gift of compassion, of support and companionship, social, emotional, and practical support for the client and their family, friends, and caregivers. This speaks to the nature of what makes those involved with Hospice Quinte such special people.



**Bill MacKay,  
Board President**

# MESSAGE FROM OUR EXECUTIVE DIRECTOR

2020-2021 was a year like no other. Not just for Hospice Quinte, but for everyone in the world. As our fiscal year started on April 1, we had moved all of our Visiting Hospice services from in-person to telephone and suspended our bereavement groups. The year started with a lot of questions – How long would the pandemic last? How deeply would our clients and communities be affected? Would construction of the Hospice Quinte Care Centre have to be delayed?



**Jennifer May-Anderson,  
Executive Director**

While we navigated the new world of pandemic protocols our focus was on providing the best client care, supporting staff and volunteers, and maintaining momentum on the Heart & Home Building Campaign. As I reflect on the past year, I'm pleased to report that in spite of all of the changes that were required, our client satisfaction rate was 100% for the entire year.

The Heart & Home Building Campaign volunteers continued their fine work to make the dream of the Hospice Quinte Care Centre into a reality and we were able to break ground on the project in September. As I write this letter, flooring is being installed and the walls are being painted and we look forward to welcoming our first resident not long after Thanksgiving. It is a privilege to be joining with our generous supporters and volunteers to build a place where families and loved ones can be together, and be supported by 24 hour care.

This past year, our clients, volunteers, staff, and stakeholders showed tremendous resilience, responsibility and resolve to support one another, and in doing so, have once again demonstrated the value of Hospice Quinte's services. I look forward to the coming year as we expand those services with the opening of the Hospice Quinte Care Centre.





# THE IMPACT WE MADE THIS YEAR

**95**  
PALLIATIVE  
CLIENTS  
SERVED

**2240**  
PALLIATIVE  
CARE VISITS  
MADE

**299**  
IN-HOME  
VISITS MADE

**1941**  
PHONE  
VISITS MADE

**146**  
CLIENTS  
RECEIVED  
CAREGIVER &  
BEREAVEMENT  
SUPPORT

## VISITING HOSPICE

Our visiting hospice program helps individuals facing a life-threatening illness to live with comfort, meaning, dignity, and hope. It provides reassurance and respite to caregivers, as well as comfort care and companionship to those who are terminally ill. Our volunteers receive extensive training to serve clients who are in the terminal stage of a life limiting illness at home, in hospital or long-term care. They provide social, emotional, and practical support to the client and their family, friends, and caregivers.

## CAREGIVER SUPPORT

In spite of its rewards, being a caregiver to someone who is living with a life limiting illness can be demanding and stressful. Even if you feel alone, you aren't. The delivery of Hospice Quinte's caregiver support services was remodeled during the pandemic. Caregiver Companionship was introduced to connect caregivers living in Quinte with trained Hospice Quinte volunteers who are able to find commonality in their situations and provide peer support. Cyber Caregiver Support, a bi-monthly support email, is also available, which contains helpful tips, information and directs caregivers to valuable resources.

## BEREAVEMENT SUPPORT

The way we grieve and celebrate our loved ones who have passed changed significantly during the pandemic, and has lead many to grieve in isolation. In order to continue to provide support from a safe distance, Hospice Quinte remodeled our bereavement support services. An entirely new program, Supportive Bereavement Counselling, was launched thanks to support received from United Way Hastings & Prince Edward and our federal government. Bereavement Companionship was also introduced to connect individuals struggling with grief with a trained Hospice Quinte volunteer for peer support.



## ABOUT OUR CLIENTS

**241**  
TOTAL  
CLIENTS  
SERVED



## AGE OF CLIENTS SERVED

65+	18-64	17 & UNDER
<b>47%</b>	<b>53%</b>	<b>0%</b>

**100%** OVERALL CLIENT  
SATISFACTION



**100%** REPORTED  
POSITIVE IMPACT

## WHERE OUR CLIENTS LIVE

*Service statistics from 2020-2021 fiscal year (April 1 - March 31).*

BELLEVILLE



**59%**

QUINTE  
WEST



**39%**

TYENDINAGA  
TOWNSHIP



**0%**

TYENDINAGA  
MOHAWK  
TERRITORY



**0%**

DESERONTO



**2%**

OTHER\*



**4%**

*\*Other includes individuals served outside our service area at the request of another hospice or if the bereaved of one of our clients happens to live outside the area*

"Death is not the opposite of life,  
but a part of it."

- HARUKI MURAKAMI



# DESPITE THIS YEAR'S CHALLENGES ...

Despite the service challenges Hospice Quinte was faced with this year, staff were innovative and created three new programs that could be delivered virtually or by telephone; Caregiver Companionship, Bereavement Companionship, and Cyber Caregiver Support.

Hospice Quinte was pleased to hire an individual with an impressive background in social services and thanatology, and as a result, a specialized Bereavement Counselling Program was launched from September 1, 2020 to March 31, 2021. This was with thanks to funding provided by the federal government through United Way Hastings & Prince Edward. Ninety-five individual bereavement clients received support through this program and a total of 369 hours of counselling sessions were provided.

Fundraising was another area where Hospice Quinte met with difficulties. The pandemic forced the cancellation of our Annual Gala Event two years in a row, our organization's largest fundraising event. But that didn't stop us. Hospice Quinte chose to invest in growing its fund development capabilities by hiring a Donor Relations Manager to grow our approach and plans for fundraising. Our team also organized Hospice Quinte's first ever Lucky Luxury Raffle on St. Paddy's Day, a pandemic-friendly online raffle featuring 21 beautiful prize packages, that supporters could take part in from home. The Lucky Luxury Raffle was a great success and raised a total of \$20,000!

Incredible momentum and support of the Heart & Home Building Campaign continued throughout the pandemic. Summer 2020, the Ontario Ministry of Health approved the lowest bidder for the capital project and construction moved forward. On September 9th, an official ground-breaking ceremony was held at the build site, and on September 30th the final “community phase” of the Heart & Home Building Campaign kicked-off launching our new slogan: “Make It Happen”. The new slogan represented a community call for support to help Hospice Quinte raise the remaining funds needed. Since then, the final stretch of the Heart & Home Building Campaign has resulted in a surge of donations from our amazing and generous community.





# THE HOSPICE QUINTE CARE CENTRE

Construction is still underway and significant progress has been made. We are pleased to share that the future Hospice Quinte Care Centre is on track to open to the public as scheduled in the coming Fall of 2021.

The Hospice Quinte Care Centre will be a world-class facility and an enormous asset to the greater Quinte region.



# 180

**Approximately 180 palliative residents could receive care in one year at the Hospice Quinte Care Centre, based on a stay of approximately three weeks per resident.**



**It is estimated that 5 family members of those receiving hospice palliative care at the Centre will likely receive support in some additional manner through Hospice Quinte.**



# 900

**Combined, this means approximately 900 people could receive support through the Hospice Quinte Care Centre over the course of one year!**

The Hospice Quinte Care Centre will not only help to significantly decrease the number of deaths that occur in hospital, but it will also allow more people to die as they would prefer, in a home-like setting, surrounded by family, friends and professional caregivers.





Volunteers are the heart and soul of Hospice Quinte. They help us provide care to individuals across the region who are at their most vulnerable. They provide us with their knowledge, guidance, and governance. They lend a hand with administration and fundraising initiatives. And they have helped us achieve some pretty incredible milestones - like reaching our 35th anniversary, and making our dreams of a Hospice Quinte Care Centre a reality!

# 2,027 TOTAL HOURS SERVED

It is a pleasure and an honour to celebrate the achievements of our incredible team of volunteers, acknowledge their generous and selfless contributions to our organization, and extend our most sincere thanks for choosing to be a part of Team HQ! Without your advocacy, generosity, support, and belief in our organization... Hospice Quinte would cease to exist.

Hospice Quinte is home to a community of 195 active volunteers and 12 volunteer board members. These community-minded individuals provided a total of 2,027 volunteering hours in our community last year. Our visiting volunteers made 2,240 care visits to palliative care clients and assisted us in supporting 146 individuals through peer caregiver and bereavement support by telephone.



# HOW VOLUNTEERING CHANGED DURING THE PANDEMIC

## Change In Contact

All in-person hospice visits were suspended in March 2020. This was very difficult for some of our volunteers, while it came as a relief for others.

The dynamic that occurred during the government mandated shut downs and stay-at-home orders was the same for us all - restricted contact with our families and friends. Given the fact that our volunteers become very close to the patients they visit, it was heartbreaking and incredibly difficult to have restricted contact in place.

Nearly all of the contact made by Hospice Quinte volunteers during that time was by telephone. A few volunteers were able to have “window” visits with patients in Long-Term Care, where in-person visits were completely prohibited and remain so in some cases.

Conversely, there are some volunteers who found the uncertainty of the virus and its scope cautioning to a point where the Provincial shutdown order came as a relief. A number of our volunteers also chose to go “on hold” during the pandemic, and will likely remain on hold until they are fully vaccinated and/or until the pandemic nears an end.

## Emotional Impact

There are a variety of emotions that have been experienced by volunteers, and likely by us all.

- Angst about the virus and uncertainty as to its breadth. The average age of our volunteers is 66, which put the bulk of our volunteers into a higher risk category.
- Sadness about the lack of visits and contact.
- The loneliness of isolation.
- There was a real feeling of “we miss you” expressed by volunteers, particularly the administrative/reception volunteers. Some have been coming in for the same shift every week for years, and to suddenly not be able to come into the office was difficult.
- Many volunteers were very excited and grateful for the opportunity to receive a vaccination as a front line volunteer. Some of them even expressed that they felt guilty being given an early opportunity, but the truth is, volunteers who are making in-person visits are interacting with individuals who are vulnerable and it is important that Hospice Quinte do anything we can to mitigate the risk in those situations.

## Commitment

We have been amazed by the passion and willingness of many volunteers to continue with their in-person hospice visits. They are truly committed to their role as Hospice Quinte volunteers and to making a difference in the lives of their clients in the face of a pandemic that has stifled many.





# THE "CHRISTMAS CARD" VISIT

Every now and then, a hospice story surfaces that warms the cockles of your heart, and this is one of those stories.

2020 proved to be a tremendously challenging year for us all. With pandemic restrictions in place for nearly six months, we at Hospice Quinte were unable to offer the “in-person” service delivery that our clients, staff, and volunteers are accustomed to. Even when we were able to resume in-person support of our Visiting Hospice service, many volunteers opted to remain “on-hold” out of a sense of prudent caution.

Late in September 2020, a woman called our team, seeking support for her 90-year-old mother. “Mom” still lived in her own home and was intent on staying there. Her diagnosis of heart disease was untreatable, and because her children were still working, it had become increasingly difficult for them to provide care and to check in on her. As “Mom's” condition deteriorated, the prognosis began to look grim.

After several attempts, arrangements were finally made for a Hospice Quinte volunteer to begin visits with “Mom”. This was also going to be the volunteer’s first ever placement with Hospice Quinte.

When we called to notify the family that their Hospice Quinte volunteer was ready to set up a visit, they asked a puzzling question - “Mom is really fighting

to keep her independence, and is insistent on doing her own Christmas cards, do you think your volunteer will help?" We responded, letting them know that in all likelihood our volunteer would be happy to assist "Mom" with Christmas card duty, and then we waited to hear how things went with this first hospice visit.

It wasn't until well after Christmas that our volunteer reported back to us with what turned out to be quite a different story from what we were expecting. It was not Christmas cards for which "Mom" eventually sought help, it was help with her Christmas baking.

What makes this story heartwarming and extraordinary is that our volunteer is a self-professed non-baker. In fact, she had never, ever, baked before in her life! Somewhat dismayed, but not dissuaded, our new Hospice Quinte volunteer found herself learning to bake for the first time in an unfamiliar kitchen with thanks to the determined and experienced "Mom".

To say this was a remarkable experience for the visiting volunteer would be an understatement, for in the middle of baking that day, she realized that her own family would never believe that she was baking! Then, with "Mom's" permission, our volunteer conducted a 'Facetime visit' with her own children, showing them around the kitchen, and they got to watch their mother bake for the very first time.

The hope we have for every hospice visit is that our volunteers will make a difference. The truth is that at the end of many, many visits, it is the volunteers themselves who walk away with some of the greatest blessings!





# HOSPICE QUINTE FINANCIAL INFORMATION



2020 -2021 FISCAL YEAR (APRIL 1 - MARCH 31)

March 31, 2021 marked a full year of “pandemic” operations and finances for Hospice Quinte. It was a year like no other and we halted nearly all traditional fundraising activities in light of public health restrictions.

Thankfully, the federal government came through with income support to help offset wages and rent/operating expenses. Hospice Quinte qualified for all of these income supports throughout the year. This enabled us to end the year with a small deficit.

Our audited revenue was \$361,333 with audited expenses coming in at \$433,750. Our expenses remain steady at a split of 4% from fundraising costs (some fundraisers were cancelled after costs were already incurred), 65% for programs and services, and 31% for program support costs.

The March 31, 2022 fiscal year will bring about many changes for Hospice Quinte with the costs to operate the Hospice Quinte Care Centre and complete construction. We are well on our way to great success!

Copies of our audited financial statement are available upon request.



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