



**HOSPICE
QUINTE**

Care for changing lives



**2017-2018
Annual Report**

Welcome to the 2017-2018 Annual Report

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 helps dying people and their loved ones face terminal illness and bereavement with compassionate care from volunteers and staff. Our services are provided free of charge to residents in our service area. Hospice Quinte serves Quinte West, Belleville, Deseronto, Tyendinaga Township, and the Tyendinaga Mohawk Territory.

As a charitable not-for-profit organization, Hospice Quinte relies on its relationships with individuals, businesses, and charitable foundations in the community. Without the generosity of our donors, our work would not be possible.

We thank you for your support.



BOARD OF DIRECTORS

2017-2018

Name	2017-2018 Position	Nomination Date	Retirement Date
Darcey French	President (since 2017)	June 2015	June 2024
Michael Piercy	Vice President (since 2017)	June 2015	June 2024
Wendy Osborne	Treasurer (since 2014)	June 2014	April 2018
Kim Lander	Secretary (since 2016)	June 2015	June 2024
Sue Thoms	Director	June 2014	June 2023
Martha Griffin	Director	June 2017	June 2026
Julie Lange	Director	June 2010	June 2018
Jennifer Webster	Director	June 2010	June 2018
Lisa Campbell	Director	March 2018	June 2027
Janice Coulter	Director	March 2018	June 2027
Stan Dafoe	Director	March 2018	June 2027
Bill MacKay	Director	March 2018	June 2027

STAFF

2017-2018

Name	Position
Jennifer May-Anderson	Executive Director
Michael Kelly	Marketing and Business Development Coordinator
Louise Wood	Finance and Administration Coordinator
Jan MacInnes	Patient and Volunteer Coordinator
Paul Martin	Education and Support Services Coordinator

FROM THE PRESIDENT

June 2018

I want to start by thanking all of you for the incredible support you have shown this organization over the last year. As a Board of Directors we have worked very hard to ensure the future of Hospice is on solid ground and that we will be a pivotal partner in the future of palliative care in the region. We have undertaken many steps to formalize some of the governance elements needed to move the organization forward. In this past year we have hired our new Executive Director, created new positions with an eye to the future and started to align the core business of Hospice with the bylaws, new Mission, Vision and Values you helped create and the programs that are being offered. There have been many changes and I know that this has been a difficult adjustment for some, but we are confident that our goals for the future of Hospice will create a sustainable institution deeply involved in supporting our community.

While we were working towards realigning the vision of the agency, the core work of Hospice continued. This year saw the most successful Gala we have ever had, which again demonstrates the importance and support for Hospice. While events like the gala are great for a night of fun, we also recognize that the health of the agency will require new and innovate ways to create relationships for ongoing giving. As a Board we know that the future of Hospice will need to be strong as our community grows and ages. In addition to community based fundraising, we have also worked diligently with our provincial and local governments to ensure that our working relationships recognize the importance of Hospice and the impact that we are having on the community.

As a Board we are committed to moving forward with our Hospice Complex which will include residential palliative care, program spaces that are inclusive and respectful of our clients needs and a business hub for the work our staff do. This has been an ongoing goal of ours over the last three years and we continue to work with all community partners and stakeholders to ensure we get it right. While we have been very fortunate to have had extensive community support in housing and providing office space for our staff and programs, it is time that we have a purpose built building that will help us continue to grow the organization.

Finally, I need to thank three of our Directors who will be leaving our board this year. Julie Lang, Wendy Osborne and Dr. Jennifer Webster have all been incredible advocates, advisors and champions for the work Hospice does. They have been with our organization through many changes and have been truly blessed that they have been on this journey with us. We wish them the best for the future and thank them for their dedication and service.

I know that our journey has been eventful, but am confident that with the support of our board members we will reach our destination together. We continue to respect the voices of our stakeholders and hope that you will continue to support and grow with Hospice. Again, thank you for your dedication and support.

Cheers,

Darcey M. French

FROM THE EXECUTIVE DIRECTOR

June 2018

For over 30 years Hospice Quinte has provided compassionate care to our communities through our volunteer visiting service and bereavement support groups. I am so pleased and proud to join Hospice Quinte as the Executive Director. In the nine months I have been here I have been amazed at the dedication of our volunteers and staff to those members of our communities who find themselves in need of our services. It has been a pleasure and a privilege to work alongside these devoted and steadfast individuals. Hospice Quinte plays a key role in the continuum of services provided for people who are dying and their families in our communities.

The past year has certainly been one of exciting growth and change at Hospice Quinte. I was not the only new staff member—we also welcomed Louise Wood, Michael Kelly, and Paul Martin to the team. Louise brings with her years of non-profit finance experience through her many years of service at the local food bank. Michael is a dedicated fundraiser who came to us with experience from the Canadian Cancer Society. Paul has a wealth of knowledge and a keen insight into bereavement issues that he provides to all his support groups. Throughout all the changes Jan MacInnes ensured that all of our patients were well taken care of by our many volunteers.

We provide services to hundreds of patients and their families in our area. While we receive some funding from the South East Local Health Integration Network, 70% of our funding comes from donations. Not all of our services are funded, so acquiring funding to offer the scope of programs we do requires a continual effort of staff and dedicated fundraising volunteers. We are grateful for the assistance received from the provincial government, along with the generous support of the corporate and individual donors. With this support, our staff and volunteers are able to deliver services that otherwise wouldn't exist to people in our communities.

I'm looking forward to the challenges and changes that the next year will bring to Hospice Quinte. We continue to expand and enhance our programs and services. To support these programs we will be adding new and exciting events to our fundraising calendar. As you plan your next year of charitable support, we would ask you for your help. We do need to serve those in our communities during the most vulnerable moments of their lives. Keep your eyes open for events that give their revenue to charity, let us know if you work for a company with a community investment team or an interest in charitable giving, and definitely call us if you would like to make a donation or a bequest to Hospice Quinte.

I hope that as you read this annual report, that you are able to look beyond the numbers to see the unique, personal stories that each of these numbers reflect.

With warmest regards,

Jennifer May-Anderson

MISSION

To provide hospice palliative care and bereavement support services for our region

VISION

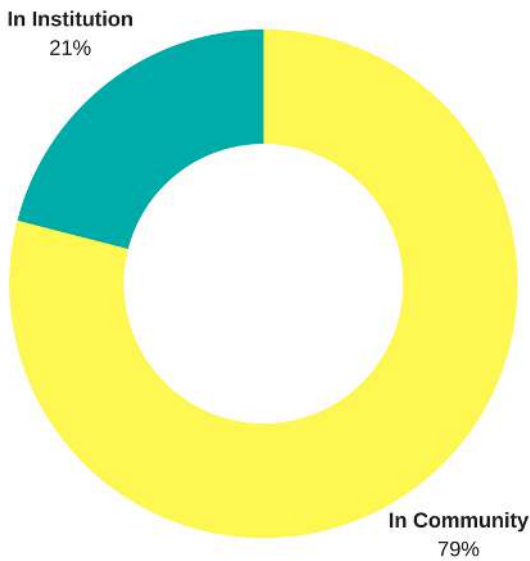
To integrate hospice palliative care into our community

VISITING SERVICES

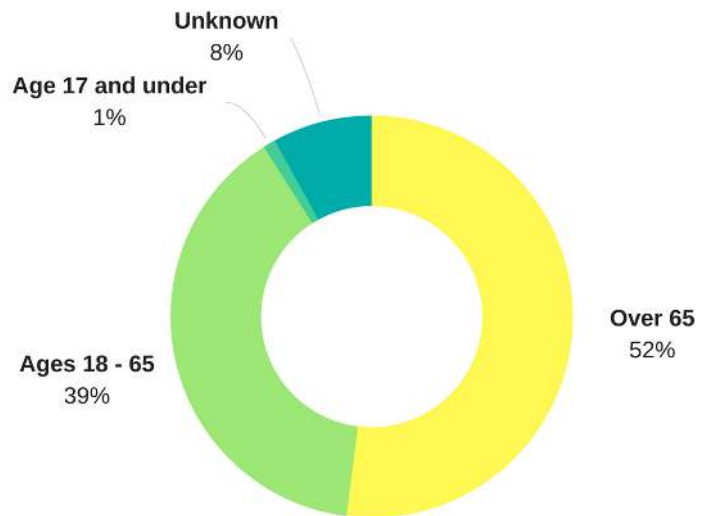
2017-2018 Fiscal Year (April 1—March 31)

From April 1, 2017 to March 31, 2018 we serviced 335 palliative patients in homes, hospital, and long term care facilities.

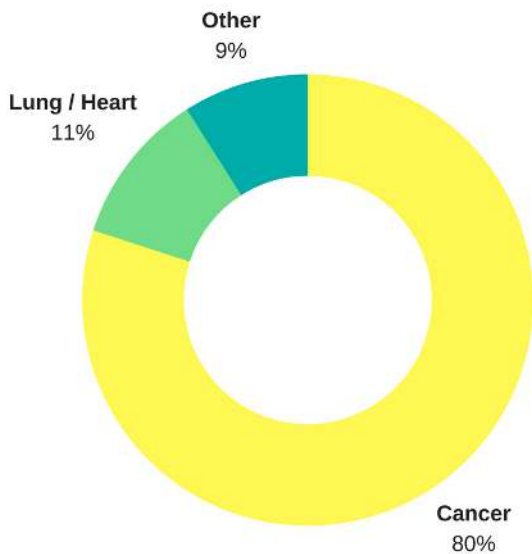
PATIENT PLACE OF RESIDENCE



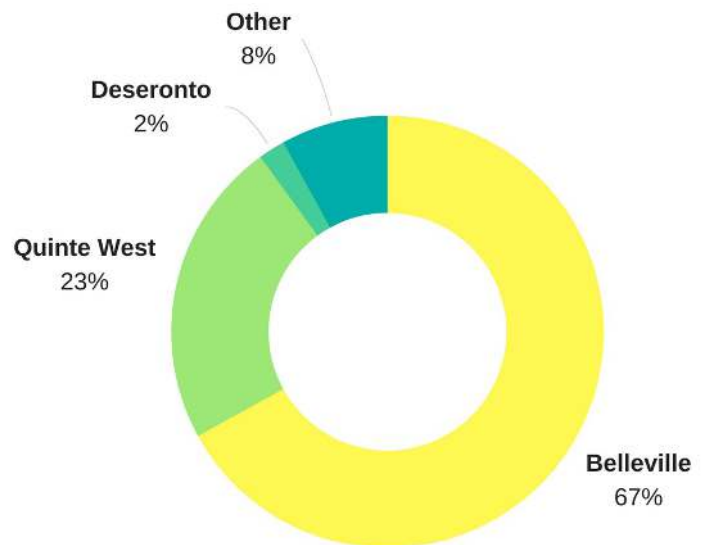
AGE OF PATIENTS



NEW REFERRAL DIAGNOSIS



AREAS SERVED

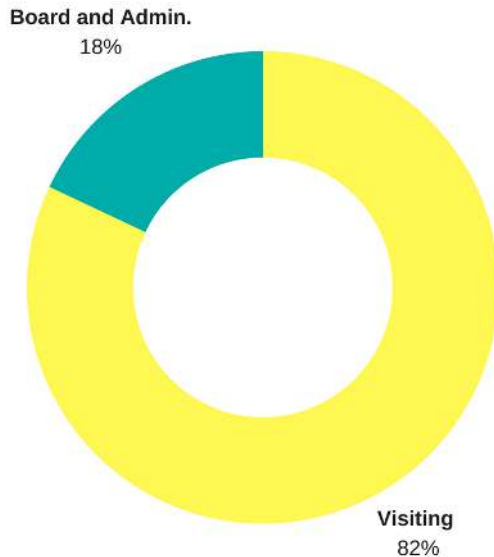


VOLUNTEERS

2017-2018 Fiscal Year (April 1—March 31)

We had 131 active volunteers and 12 volunteer board members. These dedicated individuals provided 14, 031 volunteering hours in our community last year. Volunteers provided 11, 436 hours visiting in the homes of our patients.

VOLUNTEER HOURS



BEREAVEMENT SERVICES

2017-2018 Fiscal Year (April 1—March 31)



Hospice Quinte provides bereavement support services to those who have suffered the loss of a loved one, whether that loved one be a child, a young person, parent, sibling, a close relative, friend, neighbour, or work colleague. Services are offered to all ages, including children.

Support groups are also offered to those in our community who are acting as caregivers to someone with a terminal illness.

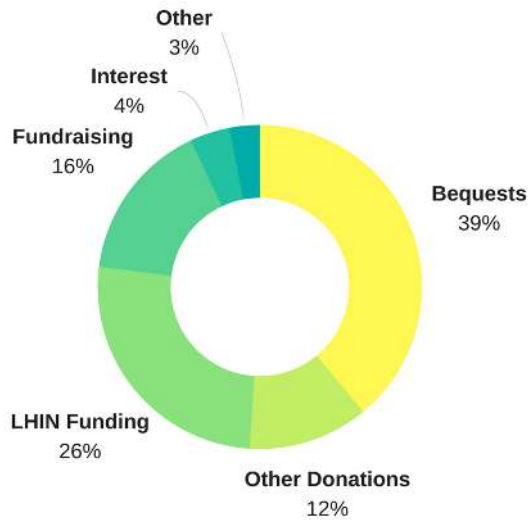
In 2017-2018 we hosted 105 group sessions and served 545 individuals.

FINANCIAL INFORMATION

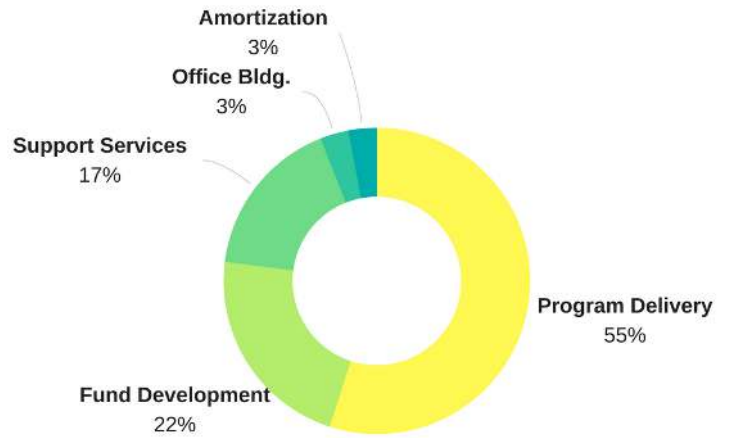
2017-2018 Fiscal Year (April 1—March 31)

Copies of our audited financial statements are available upon request.

REVENUE



EXPENSES



Hospice Quinte
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Belleville, ON
K8N 1E2

(613) 966-6610

HospiceQuinte.ca

we.care@hospice-quinte.ca

Office Hours
Monday to Friday
8:30 am to 4:30 pm

