



Frequently Asked Questions

GENERAL QUESTIONS ABOUT HOSPICE QUINTE

What exactly does Hospice Quinte do?

Hospice Quinte assists terminally ill individuals, their caregivers and families by offering them support and companionship through our volunteer-based in-home visiting program. We are one of the largest providers of bereavement programs in our region. Our service area includes Quinte West, Belleville, Deseronto, Tyendinaga Township, and the Tyendinaga Mohawk Territory.

What is Hospice Palliative Care?

Hospice palliative care is a special kind of health care for individuals and their families, aimed at relieving suffering and improving the quality of life for persons who are in the advanced stages of a life-limiting illness. Quality hospice palliative care neither hastens death or prolongs life. It provides comfort and dignity for patients, and a support system for the family during this time and through the bereavement process. A “family” is whomever the person deems as being part of their family, including relatives, partners and friends.

Palliative care meets not only physical needs, but also psychological, social, cultural, emotional and spiritual needs of each person and their family.

What is the difference between care at the Hospice Quinte Care Centre and the Palliative Care Unit at the hospital?

Quinte Health Care does not currently have palliative care units. Therefore, the only options for those in the end stages of their disease are to be cared for in an acute care bed at a hospital, or at home. The new Hospice Quinte Care Centre will provide another option for palliative care that does not currently exist in our region – allowing an alternative to hospital and home.

What programs and services does Hospice Quinte currently offer?

Currently, Hospice Quinte offers: visiting hospice Services, caregiver support groups, volunteer support groups and bereavement support groups. Visiting hospice services provides respite for caregivers for 4 hours per week, as well as providing support to clients who are in the end stages of a terminal illness. These services are at no cost to our clients and families. Through the *Heart & Home Campaign* and the creation of the Hospice Quinte Care Centre, Hospice Quinte will be able to expand the services currently offered by having six beds for residence of clients during their very final stages of life. The space and services will allow families to spend time with their loved ones. Clients will receive quality care 24/7 during their stay by clinical staffing.

Will medical assistance in dying be offered at the Hospice Quinte Care Centre?

Hospice palliative care neither prolongs life or hastens death. Its focus is to provide comfort and dignity and the best quality of life during the end stages of a life-limiting illness.



How is Hospice Quinte funded?

Our sources of revenue for the 2018-2019 fiscal year are as follows:

Revenue:	29% - LHIN (Local Integrated Health Network) Funding (from the Ministry of Health and Long-Term Care (MOHLTC))
	29% - Fundraising
	22% - Other
	17% - Donations & Membership Fees
	3% - Interest

THE NEW HOSPICE QUINTE CARE CENTRE

Why is the Hospice Quinte Care Centre needed?

The demand for hospice palliative care in Canada is steadily increasing and will soon create significant supply pressures. According to Statistics Canada, seniors make up the fastest growing age group. And, the senior population in the Quinte area is above the provincial average.

Currently, there are no community-based hospice beds in our service area and statistics show us that:

- According to Statistics Canada (2007), 70-80% of Canadians would prefer to die at home, but the reality is that 67% of Canadians died in hospital.
- 87% of Canadians required palliative care, but only 15% actually received it (Canadian Institute for Health Information).
- 75% of patient care in Ontario is provided by caregivers (The Ontario Caregiver Organization). A Health Canada survey found that 41% of caregivers reported negative effects on their mental health; 38% reported negative effects on their physical health. Health Quality Ontario puts the average cost to caregivers at approximately \$18,200 a month in lost wages, lost leisure time, and out-of-pocket costs.
- The cost of care in a hospital palliative care bed is approximately \$850-\$1100 daily and increases in the last month of a patient's life. The cost of a palliative bed in a community-based hospice is estimated to be \$460 daily (HPCO).
- Only 3% of Canadians die suddenly. That means 97% of us will know that we are dying before our death, allowing us to plan for care, such as hospice, to live well to the end of life (Hospice Palliative Care Ontario (HPCO)).
- More than 259,000 Canadians die each year, and most die in old age. With the aging of our population, by 2026, the number of Canadians dying each year will increase by 40% to 330,000. By 2036, Canada will see more than 425,000 deaths a year. (Canadian Hospice Palliative Care Association).

There are also programs and services offered by other hospices in Ontario that our community needs, but we are not able to provide them in our current facility. Our community needs a community-based hospice to address these critical issues. The new 6-bed Hospice Quinte Care Centre will provide a safe refuge for those at the end of life, along with greatly needed support for their families and caregivers. The Centre will provide a full continuum of palliative care services close to home, and will ensure that patients have access to the right bed, at the right place, at the right time. It will fill a gap in care by enhancing palliative services in our community.



Why can't the current building be repurposed for the new Hospice Quinte Care Centre?

The buildings at 219/225 Dundas Street East only housed administrative offices and did not have the layout or the square footage required for the Hospice Quinte Care Centre. A purpose-built facility is essential to accommodate all the requirements of a community-based hospice care centre. The building has since been sold, the proceeds of which will be directed to the new facility. The current office location at the Bayview Mall is being rented for an interim period until the new centre is complete.

Where will the new Hospice Quinte Care Centre be located? Why was this site selected?

The new Hospice Quinte Care Centre will be located in Bayside between Belleville and Quinte West. It is through the generous donation of land by the City of Quinte West that this has been made possible. Appropriate land was not available in Belleville at the time.

Why is the facility going to cost \$9.5M to build 6 beds?

The new Hospice Quinte Care Centre needs to be built to the medical standards outlined by the Ministry of Health and Long-Term Care - the same medical standards as a hospital. The new facility must also be a purpose-built facility to accommodate larger rooms to allow for hospital beds for clients, as well as a day bed for loved ones to stay, and wider hallways and doorways to allow for greater accessibility. The MOHLTC also requires utility rooms that need to be a certain size to accommodate clean and soiled laundry, the storage of medication, and a full family bathroom that is accessible and spacious. The new facility will not only include 6 client suites, it will also provide important spaces for families such as quiet rooms, family gathering spaces and bright sunrooms; multi-purpose rooms for programming and support groups; nursing station and medical services area, as well as volunteer space. The new Hospice Quinte Care Centre will be a total of 10,947 square feet to accommodate this wide variety of needs. The \$9.5M not only includes the cost of construction, but also the Growth and Permanence Fund, as well as professional fees, campaign costs and a contingency for construction.

Why will there only be 6 beds?

The Ministry of Health and Long-Term Care has currently only approved funding Hospice Quinte for 6 beds, based upon an assessment of the area. There have been several hospices in the province who moved forward with constructing residences to accommodate more beds than they were approved for, hoping the funding would be approved once the facility was constructed. However, those additional beds remain empty, due to lack of funding. The new Hospice Quinte Care Centre has been designed to accommodate a future expansion to 10 beds, if the MOHLTC determines there is a greater need in the future.

What makes you feel you can run a hospice residence now when the last time it had to be closed?

When the first hospice residence opened, they did not receive any funding from the Ministry of Health and Long-Term Care, so the cost of operating a new facility was 100% donor driven. Hospice Quinte was also 100% volunteer run at that point. Their operating budget increased from \$1,200 to \$200,000 in one year, and unfortunately, they were unable to sustain the operation and the hospice residence had to be closed. Now, Hospice Quinte is funded by the MOHLTC, as well there is a Growth and Permanence Fund included in our \$9.5M goal to ensure the new Hospice Quinte Care Centre continues to be in a strong financial position.



Why use tax dollars from Belleville to support something not physically in Belleville?

Belleville is one of the 5 municipalities that is serviced by Hospice Quinte. The Hospice Quinte Care Centre will be located on the border of Belleville and Quinte West, which will allow Hospice Quinte to continue offering services to the residents of Belleville. In fact, the creation of the Hospice Quinte Care Centre will increase the services that can be offered to Belleville residents, and residents from all other municipalities within Hospice Quinte's service region.

Who is eligible to stay at the Hospice Quinte Care Centre?

Individuals who are nearing the end of their life and meet certain medical criteria as set by the SE LHIN, who do not wish to die at home or in hospital/institution (long-term care), will be able to stay at the new Hospice Quinte Care Centre.

Who will provide care at the Hospice Quinte Care Centre?

Care for patients will be provided by a highly skilled multi-disciplinary team of physicians and allied health care providers who will focus on pain management and comfort, providing the greatest quality of life possible. This team will work collaboratively with specially trained volunteers to ensure the emotional, cultural, spiritual, linguistic, practical and functional needs of each patient and their family are met. Once complete, the new Hospice Quinte Care Centre will be a safe, comfortable, quiet and home-like place where individuals can receive end-of-life care that is tailored to, and respectful of, their unique needs.

How much does it cost to stay at the Hospice Quinte Care Centre?

All programs and services provided through the Hospice Quinte Care Centre will be at no charge to the family, including the patient's stay.

How much will the new Hospice Quinte Care Centre cost?

The cost of the new Hospice Quinte Care Centre will cost \$7,136,455. This includes construction, furniture, fixtures, equipment, contingencies, and professional consultant costs related to the project construction. The centre will meet the Ministry of Health and Long-Term Care space and design standards, as well as provide space to operate existing programs and services and allow for their future expansion.

What will happen to the current building?

The buildings at 219/225 Dundas Street East have been sold to provide capital for the new Hospice Quinte Care Centre construction project. The current office location at the Bayview Mall is being rented for an interim period until the new centre is complete.

Are there people that are turned away from hospice?

It is possible that if all beds are full within the new Hospice Quinte Care Centre that an individual would not be able to be accommodated. Hospice Quinte will work collaboratively with the South East Local Health Integration Network (SE LHIN) or its successor to maintain and manage a wait list and refer patients to other hospice care centre facilities when available.



What are the services that will be offered with the new building?

The new building will continue to offer visiting hospice services, and caregiver, bereavement, and volunteer support groups. The new facility will also be home to public awareness events, advanced care planning education events, volunteer education/training events, and a hospice residence program including six beds. Administration and governance of the Hospice Quinte Care Centre and Hospice Quinte will continue to be provided in the new facility.

Will there be a respite program?

Hospice Quinte is currently reviewing the programs and services offered in the new facility. A respite day program may be offered in the future. Hospice Quinte will continue to offer visiting services which provide respite support in a client's home. More research is required to ensure that if a day program is offered that it is successful and beneficial to our clients and their loved ones.

Why isn't it covered by the Ministry?

The Ministry of Health and Long-Term Care (MOHLTC) does cover some costs of the current programs as well as some costs of new programs. Funding for the current programs will continue (at approximately 26% of operations), and additional funding of \$105,000 per bed annually will be provided for the new hospice residence program. In addition, the MOHLTC provides \$200,000 of capital funding per bed – for a total capital contribution of \$1,200,000 towards the project.

Why do we need a facility that costs \$9.5M?

The campaign goal of \$9.5M includes not only the cost of building the new facility, but it also includes funds to support the purchase of furniture, fixtures and equipment, consultant fees required by the MOHLTC and the capital campaign budget. As well, the \$9.5M includes a growth and permanence fund that will ensure the increase in operating funds are available over the first 5 years of operations in the new centre should it be needed. This fund will allow Hospice Quinte time to build a strong and diverse annual giving/fundraising program that will then support the full operating costs of the new facility. This fund will also offset lost donations/fundraising revenue while the campaign is raising funds for the project.

How much does it cost to operate a hospice facility for a year?

With a larger facility and additional staff, Hospice Quinte's overall annual operating costs will clearly increase. While funding from the MOHLTC will also increase by \$630,000 a year to a total of \$785,482, it will not meet the total anticipated \$1,316,992 annual operating costs of the 6-bed facility. It will require Hospice Quinte to raise an additional \$531,510 annually through a diverse fundraising program.

Experience of more than 25 hospices in the province indicates that increased revenue from donations and bequests will fill the funding gap within 3-5 years. To ensure operational sustainability during these early years in the new facility, a growth and permanence fund of \$1,665,711 has been incorporated into our \$9.5M building campaign.

Will having the Hospice Quinte Care Centre require more employees?

Hospice Quinte currently employs 5 full-time equivalent (FTE) employees. The new facility will require the additional hiring of clinical, maintenance, and management staff. The new facility will employ 15 additional FTE staff which will include full-time, part-time, and casual staff.



Who hires the employees?

All staff will be employees of, and hired by, Hospice Quinte.

How will the ongoing fundraising continue to pay for salaries once the campaign is finished?

Hospice Quinte will build upon the success of the capital campaign to develop a solid and diverse annual giving program that will grow to the level required to sustain the organization, along with its other regular sources of funding. Experience of more than 25 hospices in the province indicates that increased revenue from donations and bequests will fill the funding gap within 3-5 years. To ensure operational sustainability during these early years in the new facility, a growth and permanence fund of \$1,665,711 has been incorporated into our \$9.5M building campaign.

How long do people usually stay in hospice care?

The average stay in a hospice residence is 21 days. Typically, clients can reside in a hospice care centre for up to 3 months.

How much control does Hospice Quinte have over what happens at the Hospice Quinte Care Centre?

The Hospice Quinte Care Centre will adhere to the standards set by the Hospice Palliative Care Association of Ontario (HPCO). These standards are provincially recognized as being the standard of care for hospice palliative care services. Once qualified (after 1 year of operation) Hospice Quinte will pursue accreditation for the hospice residence and visiting programs through HPCO. Hospice Quinte will hire its own staff and set its own standard of care based on provincially recognized standards.

Will the rooms be set up so that a family member can stay 24hrs/7 days a week?

Yes, each bedroom will be designed to accommodate a family member for overnight stays. In addition, bathroom/shower facilities are available to family members as well as cooking, dining, laundry, and quiet areas for family.

Who determines who is eligible for hospice?

The SE LHIN, or its successor, sets criteria for admission to a hospice residence facility. Anyone can make a referral. Current research/work is being done on eligibility and admitting criteria for hospice residence. Anyone can make a referral for hospice visiting services or support groups.

Do you anticipate there will be a waiting list?

It is possible that there will be a wait list for service in this region and across Ontario in other regions. At this stage, the SE LHIN, or its successor, is working out details on how to manage admissions and a wait list. The SE LHIN will take in to account all of the necessary factors for that criteria and management. Patient care is front and center in their process to develop a wait list and admitting processes and priorities. This is currently in progress.



Will there be a special list to accommodate crisis situations?

As the SE LHIN works to put processes in place for a wait list, crisis situations will be part of that discussion. Keeping a patient-first mandate, the SE LHIN will work to establish guidelines for crisis situations. This is currently in progress.

Will local residents have precedence over non-residents?

This is also in progress. The SE LHIN is working to develop criteria for admission and wait list priorities for our region.

Who will do the maintenance? (Snow removal, lawn care, etc.)

Hospice Quinte has a procurement policy and will follow that policy to obtain quotes and make decisions regarding maintenance contracts for the Hospice Quinte Care Centre which will include snow removal and lawn care. A full-time staff member will be employed for day-to-day maintenance issues and cleaning. All maintenance requiring an outside servicer will be done following Hospice Quinte's procurement policy with a local priority balanced with cost of service.

HEART & HOME BUILDING CAMPAIGN

How will the funds raised be spent?

All funds raised through the Heart & Home Building Campaign will be designated to the construction and outfitting of the new Hospice Quinte Care Centre, as well as the annual operations of Hospice Quinte during the campaign and the first five years of operations.

How do you know this campaign will be successful?

The Dennis Group Inc., a fundraising consulting firm who has extensive experience in managing capital campaigns, conducted a thorough community assessment in fall 2018 which clearly indicated that the community was in full support of a community-based palliative care centre. Based on the information gathered through the community assessment and the expertise of The Dennis Group, Hospice Quinte is confident that we are well positioned for a successful campaign.

What will happen if you don't raise the full \$9.5M?

Hospice Quinte's Board of Directors have done due diligence and have identified several options should the full funds not be raised. These options include alternate financing, accessing reserves designated for capital use, as well as the proceeds of the sale of 219/225 Dundas St. E. Alternate financing may be obtained to cover cash flow shortfalls during the pledge collection period of the campaign (up to 5 years).



Where will the financial support come from for the project?

We will be reaching out to individuals, businesses, corporations, organizations and foundations locally, provincially and nationally, as well as to all levels of government.

How much needs to be raised before you can begin construction?

Hospice Quinte's Board of Directors is currently in discussion regarding the percentage of the \$9.5M campaign goal that needs to be raised in order for Hospice Quinte to proceed with construction.

Can a donation be specified as to how it's spent?

Yes, a donation can be specified as to how it is spent. You can designate your donation specifically to the building project or to the growth and permanence fund. However, the preference is that donations be undesignated to ensure the appropriate revenue is available to support the entire *Heart & Home Building Campaign*.

How much has already been raised?

The campaign is currently in its early stages however, we have already received a very generous donation from the City of Quinte West of \$1M. Land has also been donated by Quinte West for the location of the Hospice Quinte Care Centre. This land will provide a great building site for the facility and has helped keep costs of the project down. The City of Belleville has generously committed \$1M to the project, along with Tyendinaga Township showing their support with a \$75,000 contribution to the campaign. Hospice Quinte has also secured funding from the MOHLTC for \$1.2M.

Will I receive a charitable receipt for my gift to the campaign for income tax purposes?

All gifts of \$20 or greater will be provided with a charitable income tax receipt.

Over how many years can I make my pledge to the campaign? Can my pledge payments be different amounts each year?

Typically, the pledge period is three to five years. It is our hope that most will choose to fulfil their pledges within the three-year period given that the expense of building the new facility will be incurred during this period. However, we are appreciative of any pledge period that most suits the donor. Flexible payment plans can also be tailored to each donor's financial situation. Pledge payments can be of differing amounts whether provided on a monthly or annual basis. We believe by providing this level of flexibility, it will help us reach our goal so that the new Hospice Quinte Care Centre becomes a reality for our community.

Are there other ways I can help support the campaign?

There are other ways you can financially support the campaign such as through gifts of securities or in-kind products and services. Beyond financially supporting the campaign, there are a variety of volunteer roles within the campaign that will allow you to provide your time and expertise. The campaign section of Hospice Quinte's website has a section called 'Volunteer Opportunities' where you will find an outline of the various volunteer positions required for the campaign. You are also welcome to call Hospice Quinte or speak to a campaign volunteer to learn more about these opportunities.



How will the community be kept up to date on the progress of the campaign and the building project?

It is very important to us that we keep our community up to date on the progress of the project and the campaign. Our Communications and Outreach Coordinator, in conjunction with our Executive Director and The Dennis Group, as well as volunteers with backgrounds in promotions and communications, will help us raise the overall awareness of Hospice Quinte as an organization and ensure the community is well informed of the progress of the building project. Project and campaign updates can also be found on the website, through newsletters, press releases, community presentations and social media.

