




Celebrating 35 years 
of providing care for changing lives in Quinte!



2019 - 2020 ANNUAL REPORT



FRAN & NEVILLE'S STORY



My involvement with Hospice Quinte has impacted my life and my family's beyond measure.

In 2005, I became a Hospice Quinte volunteer. I had been looking for a meaningful way to fill my hours upon retirement from teaching. My parents were aging, and I wanted to be able to help them in any way I could. Mom had cancer and Dad, heart problems and Parkinson's. The only experience I had to this point was the sudden death of my twin brother at 36 years old. That was a shock and I needed to understand the future path for my parents. Hospice Quinte's ten-week Volunteer Training Program was the most valuable personal education I have received.

Little did I know how becoming a Hospice Quinte volunteer would improve the quality of my life. I have met so many amazing families and clients at a very vulnerable stage of their life and have been privileged to offer help wherever I could.

Hospice Quinte also offers me several different volunteer opportunities to be involved in, fundraising, client care through the Visiting Hospice Program, volunteer training courses and providing bereavement support to others.

In the past year, the services of Hospice Quinte have been my main stay. A year ago, in March, my husband Neville and I, and our pup Buster, drove to Florida for a long awaited vacation. My husband suffered from Parkinson's Disease and was able to live a pretty normal life, until he had to visit the hospital for what we thought might just be a tune-up of Parkinson's Disease meds. If only that had been the case. Doctors discovered a brain tumor and Neville had to undergo emergency surgery. It was determined he had stage four lung cancer metastasized to the brain. Here I was alone in Florida, having to negotiate doctors, insurance companies, cancellations of so many things and plan how to return to Belleville. I can safely say my experiences of providing support to Hospice clients and caregivers helped me to face the upcoming reality of our new journey. Within four months Neville died. I was able to keep him home until his last two days because of Home & Community Care and Hospice Quinte. They arranged for two lovely ladies to come and spend time with Neville when I needed some much-needed relief.

I can never thank Jan MacInnes, from Hospice Quinte, enough for her personal support in his last

few days. We were able to have Neville transferred to Hospice Prince Edward's residence in Picton. That afternoon was so difficult, and Jan popped-in to sit with me while waiting for the transfer. I will eternally be grateful for the care and compassion Nev and I received at the hospice residence. Unfortunately, our stay was a brief two days; so much love and care reassured me that I had done the best I could for him, and I felt somewhat relieved and at peace.

This past Fall I had the privilege of attending Hospice Quinte's eight-week Bereavement Support program facilitated by Paul Mackay. The group was guided through the process of grieving, and shared and listened to each other's stories; life was affirming again. The Grief Toolbox booklet we worked through is always there for reference on "those days". The friends I met there are special to me because we shared snapshots of each other's journeys. We are not alone!

My outlook on life has been inspired by the strength, hope, love, and goodwill that has been extended to me as a Hospice Quinte volunteer and as a caregiver living in our community. Thank you Hospice Quinte, for everything!

Fran Burroughs

- Fran Burroughs,

Hospice Quinte Volunteer, Client Family Member & Past Bereavement Support Group Member

"Hospice is a philosophy of care that values life from the moment it begins to the moment it ends."

*- Dame Cicely Saunders,
Founder of the modern hospice movement*



HOSPICE QUINTE CARE FOR CHANGING LIVES

Whether you are a long-standing friend of Hospice Quinte, or just 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 left behind to work through their grief and to heal.

Hospice Quinte helps individuals and their loved ones facing terminal illness, end of life, and bereavement with compassionate care from volunteers and staff. Our in-home visiting program sends a specially trained volunteer to provide both companionship and comfort for individuals who are receiving palliative care at home, in hospital or long-term care. Volunteer visits can also provide reassurance and respite for the individual's caregiver. Our Grief Toolbox bereavement support program equips individuals who have suffered the loss of a loved one, with the tools they need to help them navigate their unique grief journeys.

This year marks an especially exciting time in our organization's history, as we proudly celebrate our 35th anniversary of providing hospice palliative care and bereavement support to individuals and families across Quinte.

All of Hospice Quinte's services are provided free of charge to residents in our service area, including 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 and ongoing support of our donors and our volunteers, our work would not be possible.

MISSION

To provide hospice palliative care and bereavement services for our region

VISION

To integrate hospice palliative care into our community

VALUES

Care
Companionship
Relationships

PROUDLY SERVING QUINTE FOR 35 YEARS



63%

BELLEVILLE

32%

QUINTE WEST

3%

TYENDINAGA MOHAWK
TERRITORY & OTHER

1%

DESERONTO

1%

TYENDINAGA
TOWNSHIP

% of Hospice Quinte clients served from each municipality within the Quinte Region.

HOSPICE QUINTE LEADERSHIP TEAM

HOSPICE QUINTE BOARD OF DIRECTORS



TEAM HQ

Bill MacKay,
President

Stan Dafoe,
Vice-President

Kim Lander,
Treasurer

Janice Coulter,
Secretary

Susan Barberstock,
Director

Lisa Campbell,
Director

Karinda Dockrill,
Director

Martha Griffin,
Director

Darcey French,
Director

Shari Pinault,
Director

Sue Thoms,
Director

Jeff Tureski,
Director



*L-R: Kim Lander, Janice Coulter,
Bill MacKay and Darcey French*

HOSPICE QUINTE STAFF



TEAM HQ

Jennifer May- Anderson,
Executive Director

Laurie Dorey,
Administration & Donor
Relations Coordinator

Jan MacInnes,
Visiting Services
Coordinator

Paul Mackay,
Community Hospice
Coordinator

Lisa McMurter,
Communications &
Outreach Coordinator

Louise Wood,
Corporate Services
Coordinator



*L-R: Jan MacInnes, Jennifer May-Anderson, Louise Wood,
Marcia Addy (volunteer), Laurie Dorey and Paul Mackay*

A MESSAGE FROM OUR BOARD PRESIDENT & EXECUTIVE DIRECTOR



To all of our supporters, volunteers, event sponsors and planners, our Board of Directors would like to extend our sincere appreciation for your dedication to Hospice Quinte. Over the last two years we have embarked on a journey that will not only change the face of the organization, but will also revolutionize end of life care for our local communities. As part of a dynamic team of community leaders on our Board, I am proud of the work that we have done and the dedication and stewardship they have shown for the future of the agency. I am confident that once our plans for the Heart & Home Building Campaign are realized we will leave a legacy of caring that will be cherished by future generations for a long time.

A handwritten signature in blue ink that reads "Bill MacKay".

Bill MacKay, Hospice Quinte Board President

It has been an extraordinary year for Hospice Quinte!

Our long-time vision of the Hospice Quinte Care Centre became a giant step closer to reality for our community. Our Heart & Home Building Campaign, launched April 2019, will make this dream come true of providing a special place to go for those who do not wish to die in hospital and cannot or choose not to be cared for at home. We are now one very small step away from beginning construction this summer!



I wish to thank the City of Quinte West, City of Belleville, Tyendinaga Township and the many others whose overwhelming generosity brought us to over halfway of our \$9.5M campaign goal in just 9 months. This success was also due to the determination of the powerhouse team of Co-Chairs, Ross McDougall and John Williams who led the charge, along with many passionate campaign volunteers. We sadly said goodbye to John earlier this year as he lost his battle with cancer, however, our fundraising continues with strong momentum to ensure the legacy he began for our community will continue on in his memory.

I look to the coming year filled with more excitement and great opportunity for our community and for Hospice Quinte.

A handwritten signature in blue ink that reads "Jennifer May-Anderson".

Jennifer May-Anderson, Hospice Quinte Executive Director

THE HISTORY OF HOSPICE QUINTE

1985 Hospice Quinte was formally established, as the Regional Hospice of Quinte, on March 7th, 1985 with an 8-member Board of Directors. The objective of the organization was to establish community based palliative care programs, resources, systems and facilities within the Quinte Region.



1987 Hospice Quinte had 21 members, received \$1,156 in donations, and incurred \$982 in expenses.



1988 Hospice Quinte received funding from Community and Social Services to hire its first employee, Ann Murphy, as Volunteer Coordinator. With her direction the first Volunteer Training Program took place.



1989 In June 1989, an anonymous supporter purchased a house to use as a hospice residence. After renovations the Hospice House at 59 Moira St. E. opened on October 27th with the first resident received on November 23rd. The annual budget for the Hospice House was \$200,000, of which a large part was for round the clock nursing care. This was the first freestanding hospice residence in Ontario.



1991 The Hospice House residence was funded entirely through donations, and after the first year it became clear that this was creating significant challenges for Hospice Quinte. In April 1991 the Hospice House residence closed temporarily. During its 17 months in operation, the Hospice House provided 38 residents with palliative care.



1994 In March 1994, the Hospice House officially closed.



1998 Hospice Quinte holds its first fundraising gala.



2004 Hospice Quinte receives its first online donation.



2005 Hospice Quinte achieves a record month of care in March 2005, with an average of 17.5 hours of care per day, and surpassed that record in November with an average of 23.3 hours of care per day.



2006 Hospice Quinte hires Bob Carter as the first Executive Director for the organization and moved the office to Millennium Pkwy in Belleville.



2008 Hospice Quinte received the Not-For-Profit Business of the Year award at the 12th Annual Quinte Business Achievement Awards.



2009 The Bioniche Hospice Quinte Centre opened on September 29th after Bioniche Life Sciences generously leased 225 Dundas St. E. to Hospice Quinte for \$1 per year. In November, Hospice Quinte ran its first Rainbows Program for bereaved children.



2010 Hospice Quinte achieved Level One and Level Two accreditation from the Hospice Association of Ontario.



2014 Hospice Quinte purchased the Hospice Quinte Bioniche Centre from Bioniche.



2017 Hospice Quinte submitted its Business Plan and Capital Funding applications to the South East LHIN for a 6 bed hospice care centre. The City of Quinte West donated 3.5 acres of land and \$1 million towards the construction of the new hospice care centre.



2019 Hospice Quinte launches the Heart & Home Building Campaign with Ross McDougall (former mayor of Belleville) and the late John Williams (former mayor of Quinte West) as co-chairs. In March, the City of Belleville announces a \$1 million donation and Tyendinaga Township announces a \$75,000 donation to the project.



THE IMPACT WE MADE THIS YEAR, TOGETHER



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. Volunteers can provide up to four hours of service each week, to be scheduled as needed.

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 was remodeled this year. Peer Telephone Caregiver Support 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. A new bi-monthly Cyber Caregiver Support email was also introduced, which contains helpful tips, information and directs caregivers to valuable resources.



BEREAVEMENT SUPPORT

Our 8-week Grief Toolbox bereavement support groups are available for anyone 18+ who has suffered the loss of a loved one, whether it be a child, parent, sibling, relative, friend, neighbour or colleague. Each 2-hour session is structured and covers key topics like understanding the grief experience, managing the stress of change and preparing for special occasions. With compassionate and helpful care, grieving persons can find themselves enriched by the experience of a bereavement support group.

**Individuals Supported and Group Sessions Held reflect both caregiver and bereavement support clients.*



i
ABOUT
OUR
CLIENTS



AGE OF CLIENTS SERVED

| 65+ | 18-65 | 18 & UNDER | UNKNOWN |
|-----|-------|------------|---------|
| 57% | 39% | 0% | 4% |

99.27% OVERALL CLIENT SATISFACTION



97.06% REPORTED POSITIVE IMPACT

Service statistics from 2019-2020 fiscal year (April 1 - March 31).

YOU CAN HELP US ACHIEVE OUR MISSION ...

Hospice Quinte is home to a community of 173 active volunteers and 12 volunteer board members. These community-minded individuals provided a total of 5,649 volunteering hours in our community last year. Our Visiting Volunteers made 2,658 visits to palliative care clients and assisted us in supporting 176 individuals through 80 caregiver and bereavement support group sessions.



Volunteers support Hospice Quinte in our daily operations, like at our reception desk and with fundraising and events, and they make a significant difference in the lives of people in our community when they need it the most. A huge heart-felt "THANK YOU" goes out to each of our volunteers, for enabling us to provide care for changing lives and for choosing to be a part of our family!

**173 ACTIVE
VOLUNTEERS**



**5,649 TOTAL
HOURS SERVED**



**2,658 CARE
VISITS MADE**



... TO PROVIDE CARE FOR CHANGING LIVES

Margaret's Story

When I started working as a palliative care volunteer two years ago, I did not consider how it would affect MY life, only how I could make a small difference in someone else's.

In my work with Hospice Quinte, I have come to learn that hospice palliative care is so much more than just trying to be there for someone in a time of terminal illness, but it's also about connecting. Connecting to another's desire to feel validated, to be heard, to be affirmed; to acknowledge their struggles, their fears, their needs and their wants, and their rights as a dying person. To have their death, and how they die, have just as much meaning as how they lived their life. It has helped me look at people through a more kind, compassionate and nonjudgmental set of eyes.

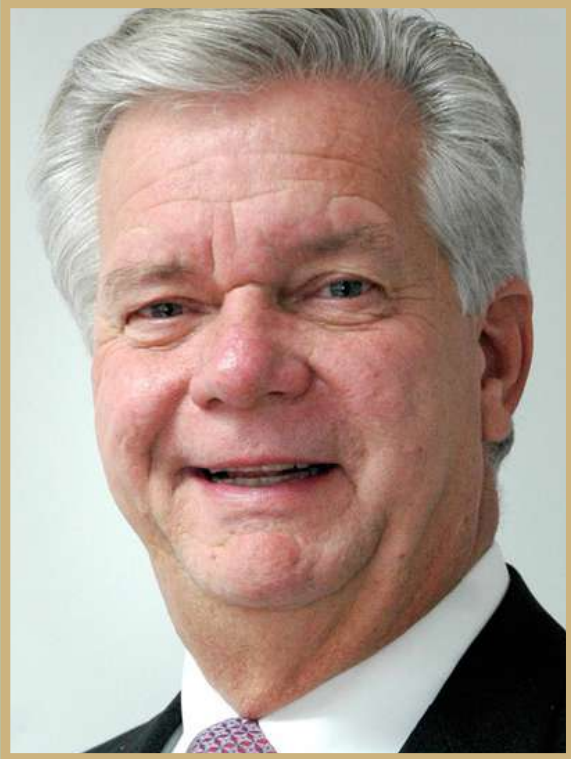
I have learned to support each patient in a combination of not only their physical needs when dying, but through all domains – their social, spiritual, psychological, emotional, and practical needs as well. To realize that the end of life journey is unique to each person and their family, and that every family dynamic is different, and each one comes with their own unique set of challenges and fears. As a palliative care volunteer, I respect and focus on the needs of everyone, but each in their own different way. Individuals will suffer differently, grieve differently, and die differently. Everyone's story is their own, and it needs to be their story until their very last breath.

In my lifetime I have had four experiences with death in my immediate family – my grandmother, father, brother, and mother – all at different stages of my life. Three of them were in a hospital setting and I was unable to be there at the time of death. That affected me deeply and it seemed very impersonal to me. As I reflect on those deaths, there were no family meetings, no counselling, no discussions about what to expect. I was very unprepared and unaware of what was to come. My fourth experience was very different. My mother was in palliative care and I was with her throughout her end of life journey. The nurses and PSWs were wonderful to her and to me. I read to her, we talked, we listened to music, we touched, we connected. They were some of the most beautiful and profound moments of my life. When she died, we were there with her telling her how much she was loved and knowing that her death was a reflection of how she had lived her life. It is because of this experience that I decided to work as a palliative care volunteer.



Margaret Hewitt, Hospice Quinte Volunteer

REMEMBERING JOHN WILLIAMS



It was with great sadness that Hospice Quinte learned of John Williams' sudden passing on February 25th. Hospice Quinte had the great honour and pleasure of working closely with John over the past year as he Co-Chaired our Heart & Home Building Campaign in support of the new Hospice Quinte Care Centre.

Ross McDougall, friend and fellow Campaign Co-Chair, had these kind words to share about John, "John and I were Co-Chairing this campaign, and he was a great partner to have. Even in John's final days, his commitment to the campaign continued, wanting to ensure its success".

Jennifer May-Anderson, Executive Director, adds that "John was extremely passionate and committed to the project, realizing a great need in the community for such a facility. He led the campaign charge, along with his Co-Chair Ross McDougall, with great enthusiasm and determination that was matched by few others."

John was instrumental in raising over 50% of the \$9.5M campaign goal in well under a year – a true testament to his powerful personality and willingness to be wherever, whenever and do whatever it took to ensure success.

Bill MacKay, Board Chair of Hospice Quinte shared these words about John, "Hospice Quinte found a true friend in John and we are honoured to be joining the many other legacies he has left our community. We will be forever grateful for his willingness to take a leadership role in the Heart & Home Building Campaign. He is leaving an indelible mark on the Hospice Quinte Care Centre – one that will not be forgotten."



A CRITICAL SITUATION & THE NEED TO DO MORE



The demand for hospice palliative care in Canada is steadily increasing and will soon create a significant concern. 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 - those who would prefer to die in a hospice have to travel outside the community.

There is currently a critical gap in services in our community for individuals who do not need acute care, or who wish not to die in hospital but cannot be cared for at home.

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.

Additional statistics show us that:

- 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). 41% of caregivers reported negative effects on their mental health and 38% reported negative effects on their physical health (Health Canada). The average cost to caregivers is approximately \$18,200 a month in lost wages, lost leisure time, and out-of-pocket costs (Health Quality Ontario).
- More than 259,000 Canadians die each year, and most die in old age. By 2026, the number will increase by 40% to 363,000 (Canadian Hospice Palliative Care Association (CHPCA)).

- Each death will affect the well-being of, on average, five other people – family, loved ones and caregivers – or more than 1.25 million Canadians a year (2019) and more than 2 million by 2036 (CHPCA).
- Since 2017, nearly 15,000 people were either discharged from hospital or bypassed hospital to go to a hospice, saving more than \$140M and freeing up 204,171 hospital beds for other patients (HPCO).
- Last year, 27 of our clients spent their last days in hospital when they would have been eligible for a hospice residence.

These statistics are disturbing, particularly for our region where more than 25% of our population is 60 years of age or older. Within our service area, there are no community-based hospice beds therefore, individuals requiring end-of-life care need to travel outside of our community. This adds additional stress on families during an already distressing time.

**We hope to face death surrounded
by those we love, feeling safe,
comfortable and cared for.**

*- Canadian Hospice Palliative
Care Association*

Hospice Quinte is committed to addressing the serious gap in healthcare in our region by building the Hospice Quinte Care Centre. The six-bed community-based hospice residence will provide palliative care for those in our community nearing the end of life. It will be an alternate place to go, right here in our own community, when a cure is no longer possible and hospital or home care are no longer an option.

The 10,947 square foot building will be conveniently located bordering Quinte West and Belleville, on a 3-acre property, generously donated by the City of Quinte West, providing easy access from across our region. It will be strategically positioned on the property, maximizing the greenspace to enhance the peaceful and home-like environment. The design will also accommodate a future expansion to 10 beds.

Residents will be cared for by a highly skilled multi-disciplinary team of physicians and allied health care providers who will focus on pain management, comfort and providing the greatest quality of life possible. Extensively trained volunteers will work collaboratively with the team to ensure the emotional, cultural, spiritual, practical and functional needs of each client and their family are met. Our current volunteer base will also grow exponentially to serve the increase in clients and demand for our various programs. Professional care will be provided 24 hours a day, 7 days a week, and at no cost to the family.

The Hospice Quinte Care Centre will journey alongside clients, families and caregivers, during the transition of the illness to death and through bereavement. The building's design is focused on the needs and comfort of the resident and their family, providing an environment that is a safe, comfortable, quiet and welcoming place that feels as close to home as possible.

Construction is proposed to commence in August 2020, with the projected opening of Fall 2021.

A LOOK INSIDE THE HOSPICE QUINTE CARE CENTRE

The Hospice Quinte Care Centre will be built to the medical standards outlined by the Ministry of Health - the same medical standards as a hospital. It will be a purpose-built facility to accommodate a wide variety of strict Ministry requirements, such as:

- Larger resident suites to allow for hospital beds for clients and a day bed for loved ones to stay.
- Wider hallways and doorways to allow for greater accessibility.
- A kitchen that meets health and safety standards.
- Utility rooms that are a certain size to accommodate clean and soiled laundry.
- Storage space for medications.
- Full family bathroom that is accessible and spacious.

***Images displayed are concept images only.**



Some of the key features of the Hospice Quinte Care Centre will include:

- Six private residence suites each with:
 - Private outdoor patio with full accessibility from the suite from a hospital bed.
 - Day bed and lounge to accommodate overnight guests.
 - In-suite bathroom with shower.
 - One suite will include a bariatric lift for those needing assistance in and out of bed, while another will feature special ventilation to accommodate smudging ceremonies.
- Two kitchens - one dedicated to the preparation of residents' meals, as well as a kitchen for family use to prepare light meals and snacks.
- Open-concept family dining.
- A quiet/spiritual room.
- Gathering spaces, including bright sunrooms and lounges.



A SNAPSHOT OF HOSPICE PALLIATIVE CARE ...



- 70% of Canadians do not have access to hospice palliative care.
- 2 out of 3 of Canadians die in hospital.
- Nearly half (47%) of palliative care patients in Canadian hospitals waiting to be discharged to a more appropriate setting (such as hospice residence or at home with support) died before they could be discharged.
- 71% of physicians and 80% of nurses strongly support enhanced hospice and palliative care.



- In 2017-2018 there were 103 hospices in Ontario - 47 hospice residences, 82 visiting hospices and 21 with both.
- In January 2020 there were 342 hospice residence beds in 49 locations. 200 beds were in development and an additional 310 needed to meet present demand.
- Over half of Ontarians die in hospital.
- The largest numbers of people with Aboriginal ancestry in Canada live in Ontario on 207 reserves and settlements. There is a need to facilitate better quality of living and dying in many ways, including through enhancing access to palliative care in these communities.



- No palliative care wards in local hospitals.
- Visiting in-home hospice services for caregiver respite and client companionship are offered by volunteers.
- Hospice Quinte's 6-bed hospice residence in development.
- Based on a population of 102,000 there are:
 - 1,020 people at the late stage of chronic illness; 2/3 expected to die within a year.
 - 646 people eligible for Hospice Quinte's visiting services, some will choose hospice residence when it is available.
 - 34 people will need hospital care at end of life.

THANK YOU FOR 35 WONDERFUL YEARS!

Hospice Quinte is celebrating 35 years of providing care for changing lives, and we couldn't have reached this incredible milestone without you - our compassionate community of supporters.

Your support allows individuals from our community who are in the advanced stages of a life-limiting illness to live the best quality of life possible, in comfort, with companionship and dignity. It provides caregivers with peace of mind and a much needed (and deserved) break. And it provides a safe place where those struggling with their grief can connect, learn from and support each other, and begin to heal.

Your support has also made our dreams of a Hospice Quinte Care Centre a reality! The \$9.5M Heart & Home Building Campaign was launched this year to raise funds for the construction of a world-class 6-bed community-based hospice residence to serve our community.

Your support is crucially important to the improvements that must be made to hospice palliative care in our community, as our aging population and the rise in chronic illness continue to create the ongoing need for community-based and in-home hospice palliative care services.

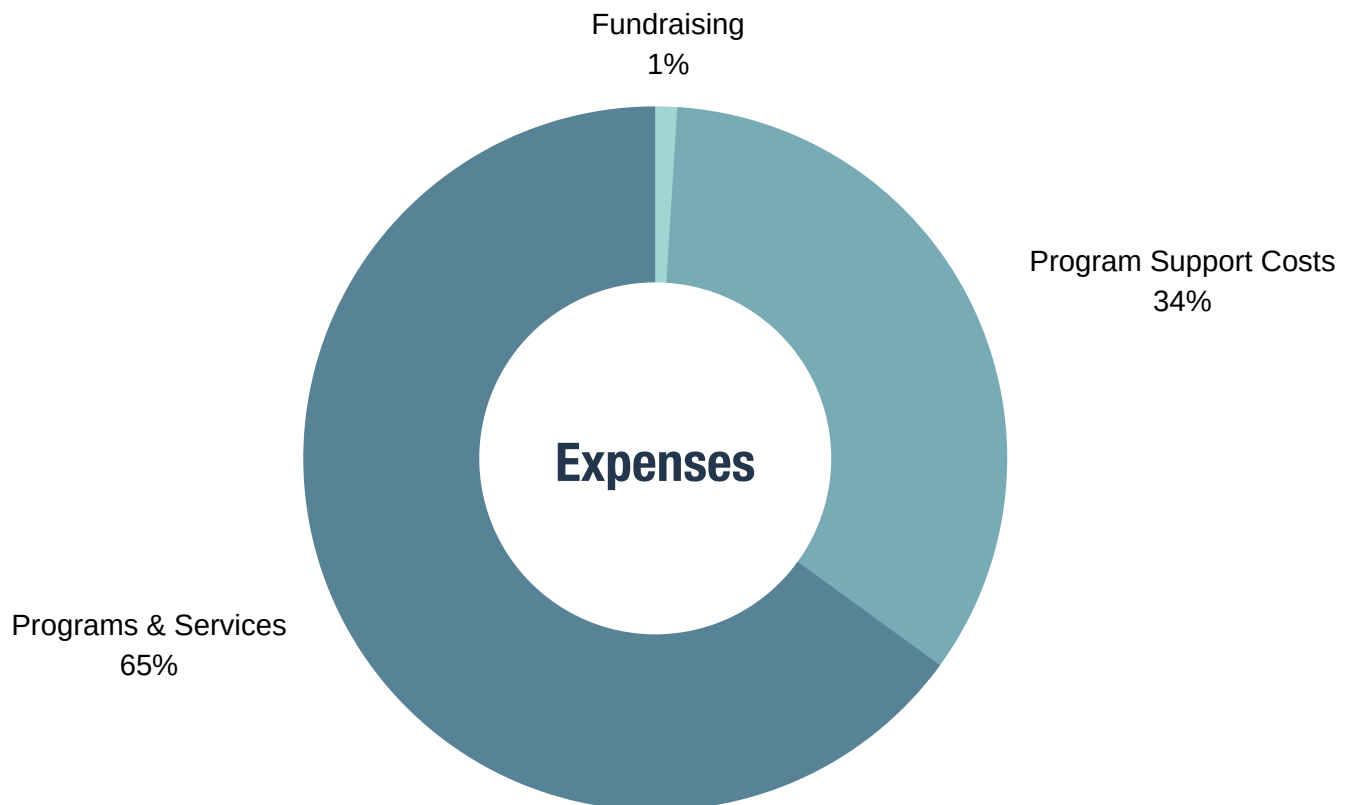
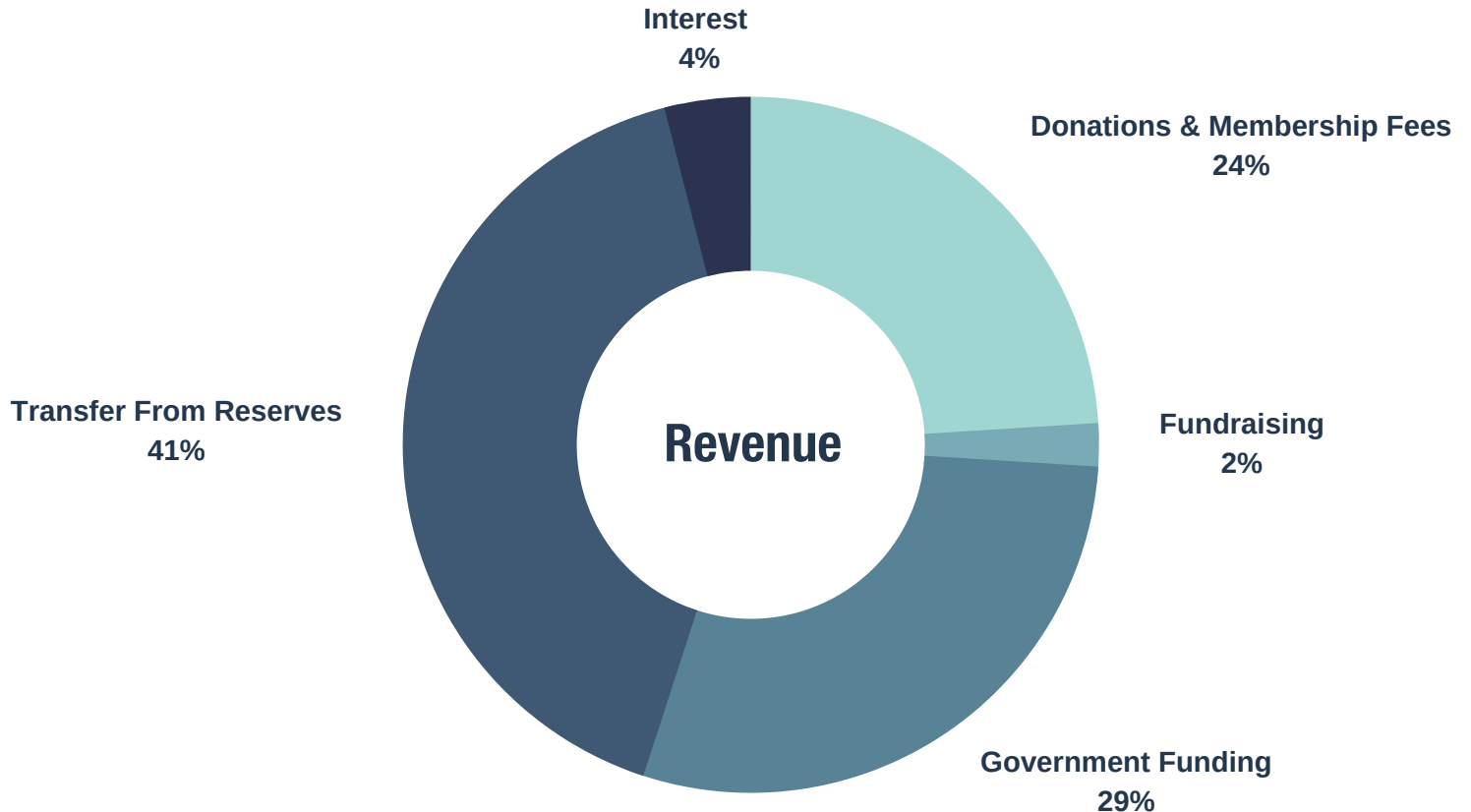
We are truly grateful for your continued support as we embrace the next 35 years of providing care for the changing lives in Quinte.



HOSPICE QUINTE FINANCIAL INFORMATION

2019 - 2020 FISCAL YEAR (APRIL 1 - MARCH 31)

Copies of our audited financial statements are available upon request.





“Hospice is not a diagnosis; it is a plan of care for the diagnosis.”

– Gabrielle Elise Jimenez



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