



**HOSPICE
QUINTE**

Care for changing lives



2018 - 2019 ANNUAL REPORT

THE STORY OF KATHY & KIET TRAN



Hospice Quinte was contacted by Kathy Tran in May 2018 on the recommendation of her husband's nurse. Kathy was the primary caregiver for her husband, Kiet, caring for him at home following a diagnosis of an uncommon brain disorder that had affected his movement, control of walking and balance, speech and swallowing.

As Kiet's wellbeing declined, it became apparent to Kathy and Kiet's health team that his case was unique, and his illness and symptoms progressed quickly. Frequent hospitalizations for symptom management were required, but as long as it was possible, Kathy was determined to have Kiet stay home.

Kathy, being employed full-time as an office manager for a wholesale company, was

provided with some time off to care for Kiet but knew besides her caregiver role, that she had another job to do too. Kathy was able to continue working, with the help of an understanding employer, community health care support, and hired caregivers. Her office was only a five-minute drive away and she often had the ability to bring some work home with her, but Kathy still required some assistance for the days she had to go into the office. Kathy's request for Hospice Quinte Volunteer visits were for each morning from 7:30am - 8:30am. This would give Kathy the ability to go into the office early while Kiet slept, and also gave her the peace of mind knowing the proper support that Kiet needed was there until his daily scheduled PSW arrived.

To best accommodate Kathy and Kiet's needs, a team of two volunteers was formed to ensure that Kathy could always rely on that early morning respite. Hospice Quinte Volunteers, Yvonne and Denise, were paired with the Trans to provide them with the support that they needed. Occasionally, a third volunteer, Janet, was called upon as a fill-in when either Yvonne or Denise had a scheduling conflict.

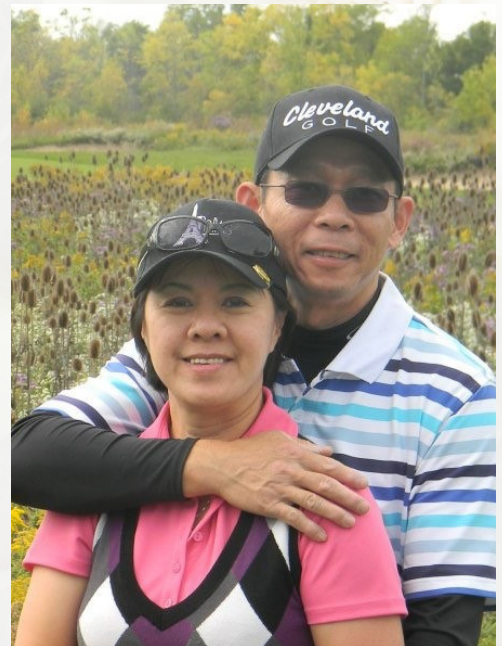
Each volunteer expressed great admiration for the Trans, a loving couple who were trying to do the best they could with the situation they were in. Yvonne, Denise, and Janet were not

only there for Kiet when Kathy was unable to be, but they showed compassion and support for Kathy as she worked herself to beyond exhaustion.

In late August 2018, another lung infection took Kiet to hospital. Kathy had arranged for family and friends to stay at Kiet's bedside when she had to be in the office. She also requested to change her Hospice Quinte Volunteer visits to be scheduled in two-hour blocks on Saturday and Sunday mornings, so that she could slip away to the office and work uninterrupted. To best accommodate Kiet and Kathy's needs, Hospice Quinte Volunteers Maureen and Marianne, who volunteer in hospital, were added to the team.

From August to October 2018, Kiet's condition unfortunately worsened and Kathy began to spend more time with him in hospital, only leaving for a few hours in the evening to rest, before returning to the hospital early the next morning.

On October 17, 2018, Kiet passed away in hospital, with the love of his life, Kathy, by his side. A celebration of life was held several weeks later at Trillium Woods Golf Club, a place where Kathy and Kiet shared many happy memories together. Kathy, touched by the support she and Kiet both received, invited each of their Hospice Quinte Volunteers to attend the memorial celebration.



"Thank you for giving me the opportunity to give my heartfelt "thank you" to Hospice Quinte and to each of the volunteers who supported Kiet and I during this difficult time. I can't say enough about your organization and volunteers. You made such a difference and helped so much, especially closer to Kiet's end of life. It was not only Kiet who you cared for; the volunteers would greet me with hugs and ask me how my day went. I want you to know that the kindness, compassion and support that you showed to us made a true difference in our lives, and I will be forever grateful."

- Kathy Tran, Hospice Quinte Client Family Member



HOSPICE QUINTE 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 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

COMPASSIONATELY SERVING THE QUINTE REGION

Hospice Quinte Service Areas

Municipalities:

- Quinte West
- Belleville
- Deseronto
- Tyendinaga Township
- Tyendinaga Mohawk Territory



57%

BELLEVILLE

35%

QUINTE WEST

3.9%

**TYENDINAGA MOHAWK
TERRITORY & OTHER**

2.4%

DESERONTO

1.7%

**TYENDINAGA
TOWNSHIP**

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

HOSPICE QUINTE BOARD OF DIRECTORS

2018 - 2019

DARCEY FRENCH, PRESIDENT

MICHAEL PIERCY, VICE PRESIDENT

KIM LANDER, TREASURER

JANICE COULTER, SECRETARY

SUSAN BARBERSTOCK, DIRECTOR

LISA CAMPBELL, DIRECTOR

STAN DAFOE, DIRECTOR

MARTHA GRIFFIN, DIRECTOR

BILL MACKAY, DIRECTOR

SHARI PINAULT, DIRECTOR

SUE THOMS, DIRECTOR

JEFF TURESKI, DIRECTOR

HOSPICE QUINTE STAFF

2018 - 2019

JENNIFER MAY-ANDERSON, EXECUTIVE DIRECTOR

LOUISE WOOD, CORPORATE SERVICES COORDINATOR

LISA MCMURTER, COMMUNICATIONS & OUTREACH COORDINATOR

JAN MACINNES, VISITING SERVICES COORDINATOR

PAUL MARTIN, EDUCATION & SUPPORT SERVICES COORDINATOR

A MESSAGE FROM OUR BOARD PRESIDENT



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.

Part of the work that we have done in the last two years has involved creating lasting partnerships with local and provincial governments and supporters. We have greatly expanded the scope of influence of Hospice Quinte and are quickly becoming a recognized agent of growth and change in the region. In addition to this work to advance the agency proper, we have also hired excellent teams to shepherd the work we are doing to get the Hospice Quinte Care Centre planned, funded, and built in the next two years. This has proven to be a monumental task and we are incredibly proud of the work our staff, consultants, community members, and fellow Board Members have committed to ensuring the success of the campaign and future site.

While we are busy expanding and planning for future partnerships and growth, we continue to keep a keen focus on the logistics and business of the agency. Over the last year we have developed policies to ensure the work we are doing follows a good governance model. We have worked with office staff to streamline procedures to help strengthen the work being done and create efficiencies for them to do their work. We have also looked at financial policies and practices to make sure we have the money necessary to address current and future priorities. Our key goal is to ensure the viability and growth of the agency for a robust future.

As a group, we recognize that there has been a lot of change over the last year. We have asked a lot from our staff and volunteers, and greatly appreciate your ongoing support. You truly are the heart of the agency and we could not do the work we do without you. I am going to make a personal invitation to all of you. Please reach out to us to share your thoughts, your concerns and your goals as we move forward. We do value transparency and your voice in the work we are doing. This has been a strength of the agency in the past, and will be a necessity for our continued viability and growth for the future. Thank you to all who make Hospice Quinte a shining model in our region.

A handwritten signature in black ink that reads "Darcey French". The signature is written in a cursive, flowing style.

**Darcey French, President
Hospice Quinte Board of Directors**

A MESSAGE FROM OUR EXECUTIVE DIRECTOR



2018-2019 was another successful year at Hospice Quinte. Within these pages, we have the opportunity to highlight some key achievements and special moments from the year.

At Hospice Quinte our volunteers and staff put clients and families first as they navigate their end-of-life or bereavement journey. This compassionate, whole-person approach to care is made possible thanks to our community's ongoing and generous support. Donations fund over 70% of our programs and services. We receive each gift with gratitude and remain committed to carefully allocating every dollar to augment client and family care.

Over the past year we have been working hard to bring the dream of a six-bed Hospice Quinte Care Centre closer to reality. With the diligent work of our architects and project manager plans for the project are extremely close to final approval from the Ministry of Health and Long Term Care. We were very pleased to announce that Ross McDougall and John Williams joined the efforts as Co-Chairs of the Heart & Home Building Campaign and fundraising for the project is moving forward under their conscientious direction.

Last year we supported 350 community palliative clients in homes, hospital, and long-term care. We also served well over 500 people in our support programs for bereavement and caregivers. With your generous support, we are providing all of these services free of charge.

Thank you for being part of our shared legacy of care.

A handwritten signature in blue ink that reads "Jennifer May-Anderson". The signature is written in a cursive, flowing style.

**Jennifer May-Anderson, Executive Director
Hospice Quinte**

"The loss of a loved one is one of the most difficult times in any person's life. Hospice gave my family the opportunity to relieve the everyday stresses of the unknowns in our journey to the end of my Mom's life. Hospice treated our family with dignity and respect, issued appropriate care, kept our family up to date with her health and what we should expect next. They granted our family the opportunity to peacefully spend the last few days of my Mom's life together in a very serene atmosphere. The staff and volunteers unselfishly offered their assistance with any of our requests and answered any questions that we had 24 hours a day. They turned an overwhelming situation into a wonderful experience from the time we entered hospice right up to her last breath. Unfortunately, my family had to travel out of town for my Mom to receive hospice care, which added an additional burden at a very trying time in our life. We greatly need a hospice in Quinte so families have access to the same level of exceptional care, close to home.

- Richard Anderson & Family

HOSPICE QUINTE SERVICES & STATISTICS

VISITING HOSPICE



Our visiting hospice program provides respite for caregivers and a volunteer to visit with hospice palliative care patients. We serve patients who are in the terminal stage of a life limiting illness. We visit in homes, hospital, and long term care facilities. Our volunteers can provide up to four hours of service each week, to be scheduled as needed. They provide social, emotional, and practical support to the patient and their family, friends, and caregivers.



350
CLIENTS
SERVED



AGE OF CLIENTS SERVED

65+	18-65	18 & UNDER	UNKNOWN
↓	↓	↓	↓
56%	39%	1.5%	3.5%

99.58% OVERALL CLIENT SATISFACTION



98.66% REPORTED POSITIVE IMPACT



CAREGIVER SUPPORT

In spite of its rewards, being a caregiver to someone who is terminally ill can be demanding and stressful. Even if you feel alone, you aren't. Joining Hospice Quinte's caregiver support group helps individuals get out of the house on a regular basis to prevent isolation. It also puts caregivers in touch with other caregivers who are able to find commonality in their situations, and learn from each other. Groups are held at the Hospice Quinte office in the Bay View Mall in Belleville.



"GRIEF TOOLBOX" BEREAVEMENT SUPPORT

Our Grief Toolbox bereavement support groups run for eight consecutive weeks. These groups are for anyone 18+ who has suffered the loss of a loved one, whether it be a child, young person, parent, sibling, close relative, friend, neighbour or work colleague. With compassionate and helpful care, grieving persons can find themselves enriched by the experience of a bereavement support group. Groups are held at the Hospice Quinte office in the Bay View Mall in Belleville.



133 GROUP SESSIONS HELD



591 CLIENTS SERVED

THE POWER OF HOSPICE QUINTE VOLUNTEERS

Hospice Quinte was home to a community of 128 active volunteers and 12 volunteer board members. These community-minded individuals provided a total of 9,544 volunteering hours in our community last year. Our Visiting Volunteers provided 5,487 hours of hospice palliative care support to clients.

9,544 TOTAL HOURS SERVED



Diane McKay, Hospice Quinte Reception Volunteer



L-R: June Davidson, Hospice Quinte Client & Rhonda Lee, Hospice Quinte Visiting Volunteer

Volunteers are truly the heart of Hospice Quinte. They support us 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. Without the generous gift of time and continued support of these individuals, to simply put it, Hospice Quinte wouldn't be able to do what we do!



I have been a volunteer with the bereavement support groups offered at Hospice Quinte for a couple of years now. What a tremendous honour it is to journey alongside and support those in our community working through grief and bereavement. It is so rewarding to watch as the group begins to find the skills, tools and support through one another to continue living, and living well, after the loss of a loved one.

- Cyndi Crowder, Hospice Quinte Bereavement Support Group Volunteer

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. And, statistics show us that:



70-80% of Canadians would prefer to die at home, but the reality is that 67% of Canadians died in hospital (Statistics Canada, 2007).



Our community needs new programs and services that are being offered by other hospices in Ontario that we cannot provide without a new purpose-built facility.



Currently, those who would prefer to die in a hospice have to travel to Picton or Madoc.



The cost of a hospice palliative bed is estimated to be \$460 daily (HPCO).



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 (HPCO).



Over the past 33 years, Hospice Quinte has continued to expand its services to meet the changing needs of the community however, in order to continue to do so, we need to expand.



96% of clients say hospice has positive impact on quality of life, and 97% of clients have high satisfaction with their hospice experience (HPCO).



Within the City of Belleville, the population of the 75+ age group is anticipated to double by the year 2041 (Watson Associates Economists, 2019).



In Hastings County, Paramedics currently respond to patients in their last 90 days of life an average of three times and, by legislation, are required to transport these patients to a hospital emergency room. Being able to spend your final days in hospice would alleviate this (SERPCN).



Only 3% of Canadians die suddenly. That means 97% of us will need help to live well to the end of life – in comfort, with meaning and with support for our caregivers. That is what hospice palliative care is (HPCO).

HOW WILL HOSPICE QUINTE ADDRESS THE GROWING AND CHANGING NEEDS OF THE QUINTE REGION?

By rallying together with members of our community to develop the Hospice Quinte Care Centre. With the integration of the Hospice Quinte Care Centre within our community, it will enable us to build upon our well-recognized bereavement programs and introduce new services to meet the varied and continued needs of families and caregivers across Quinte.



THE HOSPICE QUINTE CARE CENTRE



WALKING THE JOURNEY TOGETHER

Hospice Quinte is committed to providing our region with a valuable community benefit – a place that will meet the unique needs of each individual, with care, comfort and compassion at the centre. An alternate place to go when hospital or home care are no longer an option.

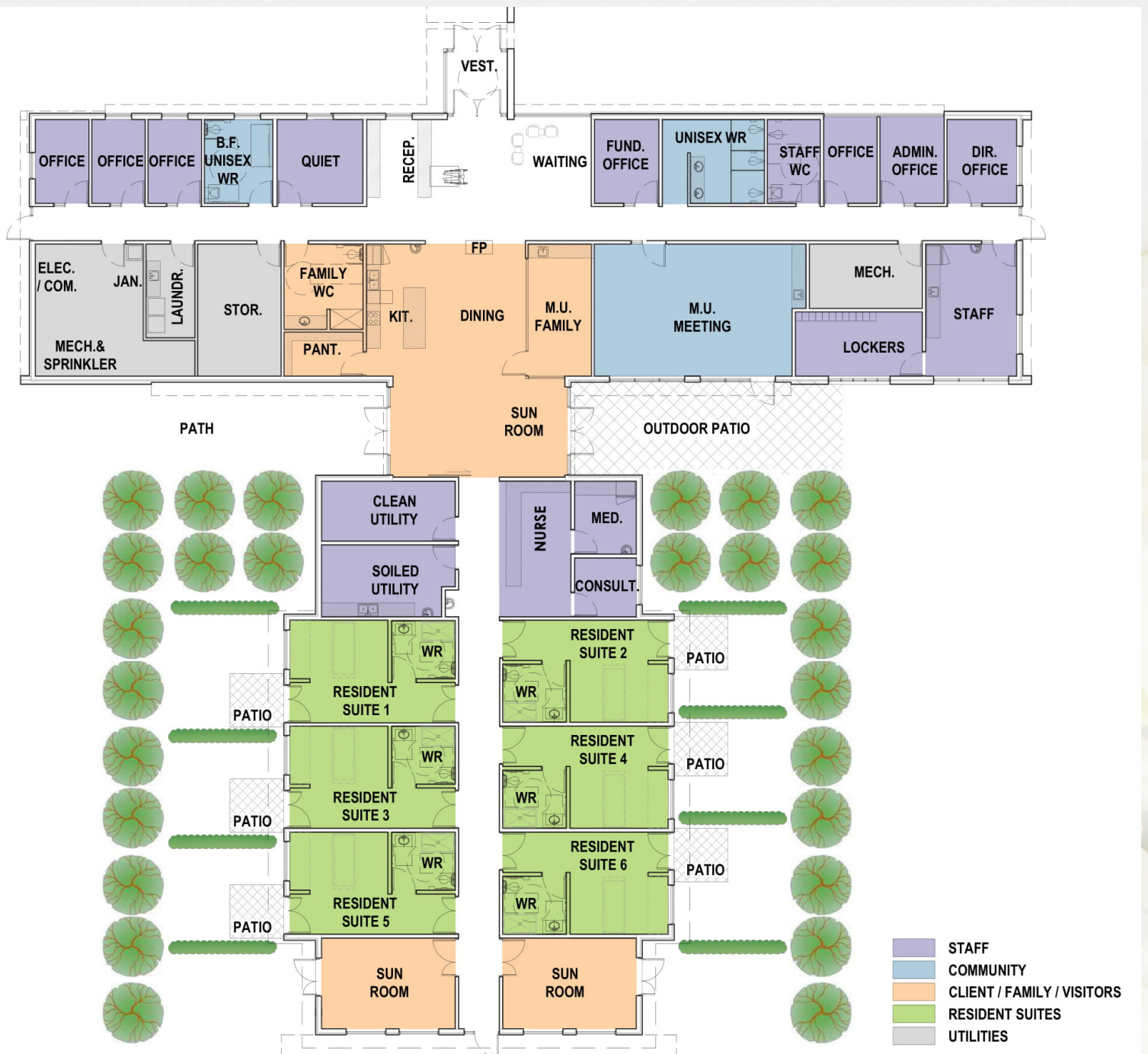
When a cure is no longer possible, the Hospice Quinte Care Centre will journey alongside clients, families and caregivers, during the transition of the illness to death and through bereavement.

A highly skilled multi-disciplinary team of physicians and allied health care providers will focus on pain management 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.

A PLACE LIKE HOME

The 10,947 sq. ft. Hospice Quinte Care Centre will be a safe, comfortable, quiet and welcoming place that feels as close to home as possible. It will be strategically positioned to maximize the surrounding green space to enhance the peaceful and home-like environment, and will accommodate a future expansion to 10 beds.

Professional care will be provided 24 hours a day, 7 days a week, and at no cost to the client or their family.

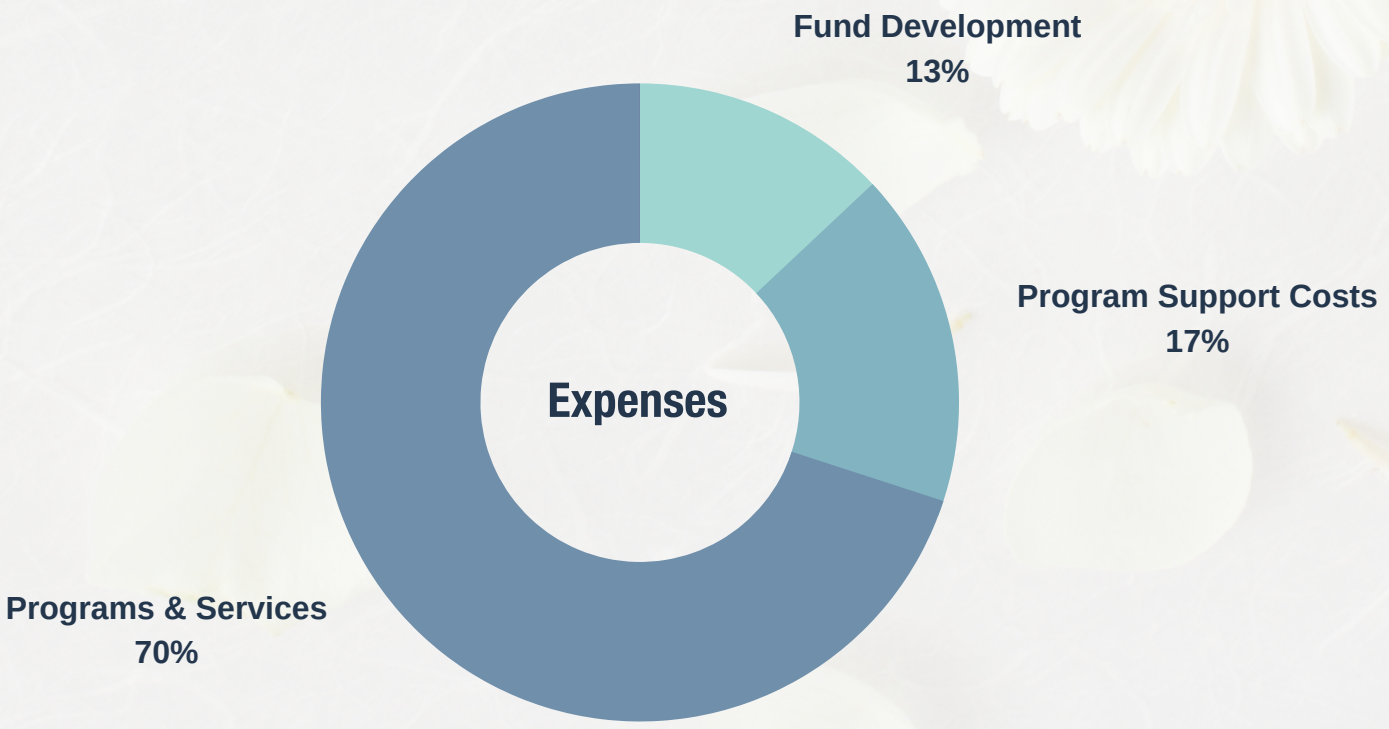
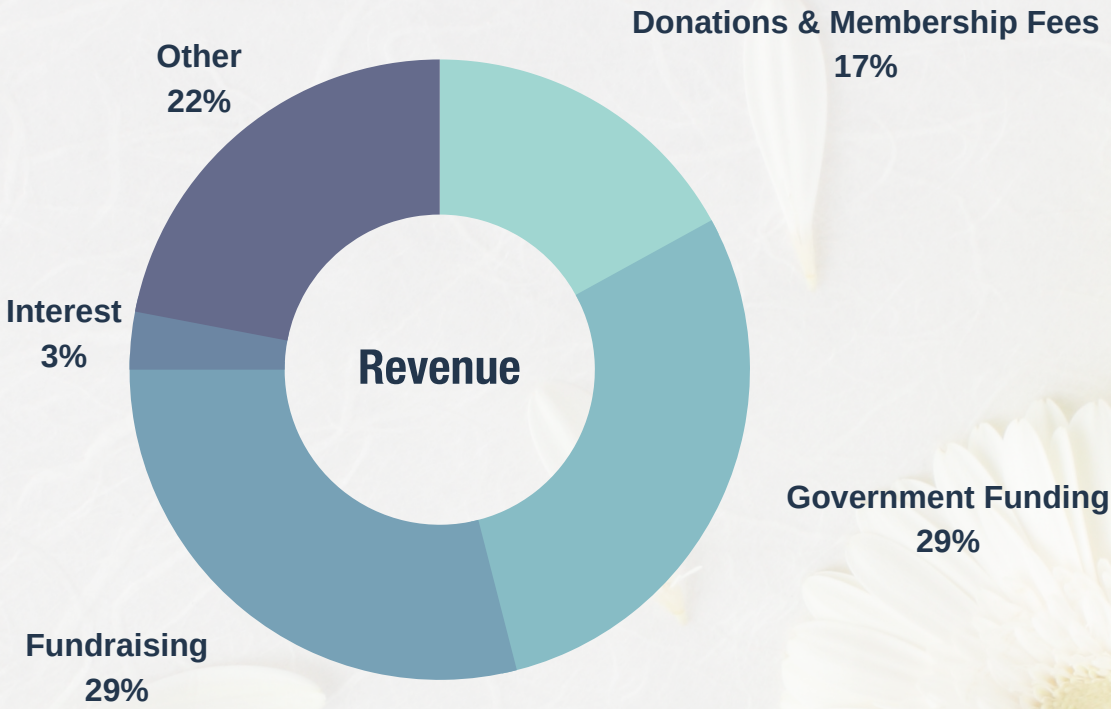


A PLACE FOR CLIENTS, FAMILIES, EXPANDED PROGRAMMING & STAFF

- 6 bedrooms, each with a private washroom, private outdoor patio & accommodation for guest overnight stay.
- Light-filled spaces that are calming, welcoming & accessible.
- Quiet / spiritual area.
- Bright open concept kitchen & dining room.
- Laundry facilities for family use.
- Family rooms for private visits.
- Sun rooms, lounges & gathering spaces.
- Peaceful outdoor green space & garden.
- Support program space.
- Visiting hospice program space.
- Spiritual care space.
- Complimentary therapy space.
- Community program space.
- Nursing station & medical services area.
- Volunteer space.
- Administrative offices.

HOSPICE QUINTE FINANCIAL INFORMATION

2018 - 2019 FISCAL YEAR (APRIL 1 - MARCH 31)



Copies of our audited financial statements are available upon request.



*“Life is pleasant. Death is peaceful.
It’s the transition that’s troublesome.”*

– Isaac Asimov



HOSPICE QUINTE

**2-470 Dundas St. E. (Bay View Mall)
Belleville, ON K8N 1G1
613-966-6610 info@hospicequinte.ca
HospiceQuinte.ca**

Office Hours: 9:30am to 4:30pm, Monday to Friday

Registration No. 119114452 RR 0001