

***Dr. Bob Kemp Hospice***  
**Compassionate Care that Celebrates Life!**

*Annual Report 2008 – 2009*



## ***One Man One Vision***

August 22, 1913 - June 14, 2009



*We are thankful to Dr. Bob for his vision, his dedication and his passion for dignity and excellence in end of life health care. For it was that vision and a very strong determination that made this home possible. Our heart felt gratitude to Dr. Bob who has brought to fruition a home, which encompasses quality, care and support throughout the hospice experience.*



## **A Message from the Board Chair**

Respectfully submitted by: Mark Cripps

Søren Kierkegaard, the 19<sup>th</sup> century Danish philosopher, said “the highest and most beautiful things in life are not to be heard about, nor read about, nor seen but, if one will, are to be lived.” I believe this quote offers insight to the meaning and purpose of the Dr. Bob Kemp Centre for Hospice Palliative Care, and provides substance to our mantra “Compassionate Care that Celebrates Life.”

I also find this quote fitting as a way to describe the life of our founder, Dr. Bob, who passed away June 14. As a doctor and health care pioneer, Dr. Robert Kemp was dedicated to helping people live. Now his legacy will live forever in this special hospice that bears his name. He will not be forgotten. We all miss him dearly, and are eternally grateful for having had the opportunity to walk side by side with him on this journey.

As chair of the Board for the Dr. Bob Kemp Centre for Hospice Palliative Care, I am extremely proud of what we were able to accomplish in 2009. Despite a difficult recession, and a tough environment for fundraising, we were extremely successful in getting our message out to the community through many new and exciting events. We have seen a marked increase in our support base, and our recognition in the community broadens each and every day.

As part of our strategic plan, the board also committed to finding ways to collaborate with the other hospices in the LHIN. One of our first projects involved a unique partnership with the Hamilton Tiger Cats. We will continue to meet with our hospice counterparts within the LHIN and work on building a collaborative environment that harnesses the passion and energy we all share. Together, we will only gain strength in our advocacy.

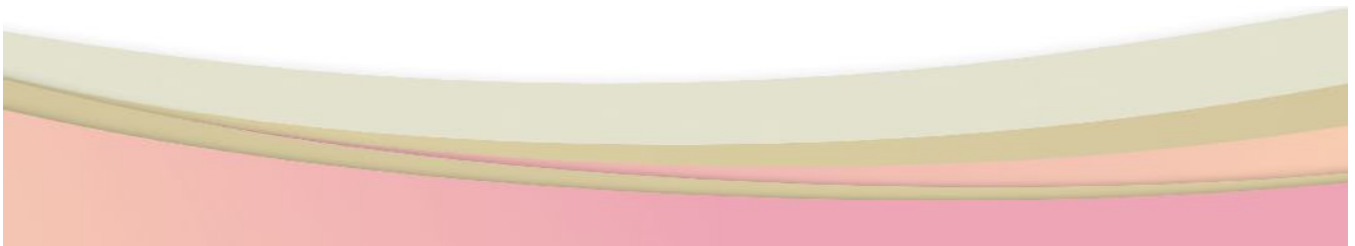
I would like to welcome the new members of our Board of Directors. We have been successful in recruiting some outstanding members of the community to serve on our board. I want to thank all our board members for their ongoing commitment to the Dr. Bob Kemp Centre for Hospice Palliative Care.

The Board recently held an informative governance retreat. We will take this education forward as we work towards strengthening our board governance model.

One of the most rewarding aspects of the past year was witnessing how hospice palliative care has advanced into the mainstream, and is now an integral part of the health care system in Ontario.

This wouldn't be possible without people like our founder Dr. Bob Kemp who had the undeterred vision, and Executive Director Beth Ellis, who remains one of the leading advocates and architects for hospice palliative care both at the provincial and national level.

Lastly, I would like to thank our dedicated team of staff and volunteers. The milestones we achieve as an organization are a tribute to your dedication to hospice palliative care. Our board appreciates that the volunteers and staff at the Dr. Bob Kemp Centre for Hospice Palliative Care are the architects of the foundation we walk upon.



## **A Message from the Executive Director**

**-Beth Ellis**

*“Vision without action is merely a dream. Action without vision just passes time. Vision with action can change the world.”*

**Joel A. Barker**

On June 14, 2009 our community lost a true visionary with the passing of our founder and friend, Dr. Bob Kemp. “Dr. Bob” as he was so fondly referred to, took a concept of care that encompassed dignity, compassion and excellence at end of life and put it into action; creating a vision and indeed changing our world. We are truly grateful to Dr. Bob for reaching beyond his dream and working with fortitude and dedication to bring to fruition the Dr. Bob Kemp Hospice. Dr. Bob exemplified **Vision with Action**.

My past 13 years there have seen many changes at the DBKH. We have grown from one client and two volunteers to an organization that supports close to 800 individuals a year, with our volunteer base reaching more than 200 and donating an incredible 37,000 hours annually! From two small offices at St. Joseph’s Ambulatory Care Centre to this lovely 16,000 square foot home encompassing programs that extend the full spectrum of end of life care we certainly have come a very long way. Yet the journey is not over, it is merely taking new roads. The past year we have nurtured and strengthened our roots while continuing to reach beyond our own front doors. From research projects, to pandemic planning with our local hospices, staff and volunteer education, strategic planning, an increased media profile and many more exciting endeavors as discussed in our program reports we have strived to build capacity and maintain ourselves as a leader in Hospice Palliative Care for our community.

As we are all aware nothing is ever achieved without a tremendous amount of support and hard work. I would like to extend my sincerest appreciation to the Hospice Staff, Volunteers and Board Members who dedicate themselves to ensuring that dignity; compassion and excellence of care continue to be our foundation. This tremendous team has on many occasions gone above and beyond their Hospice roles reaching from within and extending themselves to the needs at hand. I am so very proud of all our Dr. Bob Kemp Hospice family who believe in the power of many and the strength of a solid community. Once again my deepest gratitude, in your working to maintain our Hospice’s **Vision with Action**.

As Chair of the Network it has been my privilege to work with Executive Director Julie Darnay and the members of the HNHB Hospice Palliative Care Network to identify and begin the progress of building a HPC strategy from a systems perspective. This has been an effective way of engaging members, facilitating dialogue, and mobilizing problem solving resources. As well as creating a system of shared values, identity and goals for Hospice Palliative Care.

We must now more than ever look merely not within our own backyards but rather look with vision towards the horizon that stands before us. Thinking “outside the box” has a whole new depth and meaning now. As with many aspects of our world today, HPC is undergoing a time of major change as we make a significant shift in transforming from the “old ways” to an uncharted, yet innovative landscape. We are being called to work in ways we have never done before, and perhaps never even imagined we could ~ or would. We are being called upon to live and be a **true community**, working **together as integrated and equal partners** with hospitals, long-term care facilities, our aboriginal community, community partners, the homeless and supportive housing. The move to eliminate individual “silos” is not by any measure a new concept, but we now need to shift from theory to reality. A testimony of this new shift is in the work of our two HPC provincial associations who after years of functioning separately are now in the process of taking action to come together as one single voice. **~Vision into Action**.

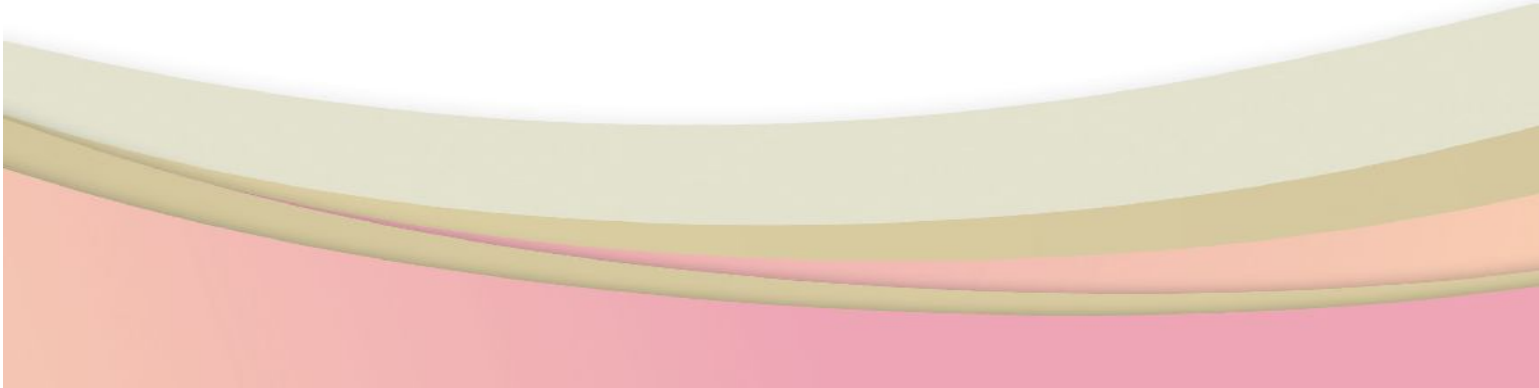
*In closing I am humbled and honoured to thank all the individuals and families we have had the privilege of supporting. I continue to stand in awe of your courage as you walk life's most difficult and sacred of journeys. It is truly your strength of spirit and deep love of one another that inspire us and remind us to embrace each day and to celebrate life. My heart felt gratitude for It is truly you who encourage us to ~ keep the vision moving forward with action and hopefully change the world in how we care for one another.*

*Sincerely*

*Beth Ellis*

***“Within the Eagles vision is the world and all its possibilities. It is our responsibility to have the foresight of Eagle”***

*~Manakawa*



## BEREAVEMENT & SPIRITUALITY

*Respectfully submitted by: Maureen Talbot, Director of Bereavement and Spirituality*

This past year the Bereavement and Spirituality program has continued to support DBK Hospice clients from the residential, day and home support programs as well as the community at large. Support and ongoing support has been offered to over 700 clients and their families through cards, phone calls, bereavement support groups, individual support and our biannual memorial and celebration of life service.

Music Therapy Bereavement Group: This new eight-week program continues to prove successful. We were thrilled to be approached by the Hamilton Spectator to feature an article on this innovative program in September of this year. Once again the calls and interest poured in and the groups, which already fill up quickly, now have an active waiting list for the next session to be held in February 2010. We were pleased to accommodate 15 individuals between our two sessions held in 2009.

In April of this year Sara and I once again had the opportunity to feature our program through an experiential workshop presentation at the 2009 Ontario Hospice Palliative Care Conference.

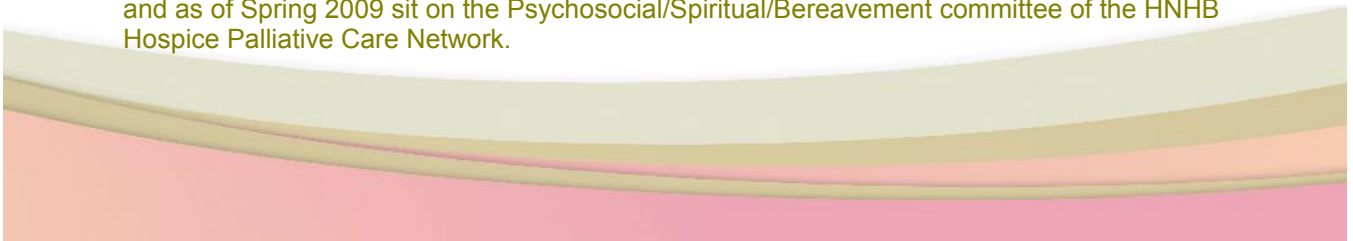
Children's Loss Group – "THE BUILDER'S CLUB": We continue to offer this program for children experiencing loss. This year we had 6 children participate in our spring session and are in the midst of preparing for our winter session. Two of our dedicated volunteers have been specially trained to assist in facilitating this program. We are also looking at the feasibility of developing a weekend camp program for summer 2010.

Biannual Memorial & Celebration of Life Service: Our Memorial & Celebration Services continue to be held biannually in June and December. Our June Service hosted almost 100 individuals and we expect the same this December 10. Also in our June Service, with saddened hearts we gave tribute to our founder Dr. Bob Kemp who passed away June 7. We were very grateful to have Dr. Bob's daughter and son in law, Linda and Bruce Hutchinson, join with us for this very special evening. The Service, which is facilitated by our Music Therapist Sara Klink and myself, provides an excellent opportunity for families to honour their loved ones and connect with staff and other families once again. It is an essential part of our *Aftercare* program.

Celebration of the Season: On December 21 this year we will once again host our "Celebration of the Season" event. The evening is open to hospice residents, their families, staff and volunteers as a time to celebrate and reflect upon the spirit of the holiday season. Working together with our Director of Volunteers this evening is also a dedication to our many Volunteers who are an integral part of our Hospice. Approximately 90 - 100 individuals usually share in this very special evening with us.

Staff Reflections and Check In: In April of this year I began to facilitate a daily morning check in and reflection time for staff. It provides a time for all of us to share our thoughts, feelings and concerns as well as the space we are in and what we need from each other to be the best we can be to our families, clients, each other and ourselves. It is also a good opportunity to ground ourselves and remember each day the importance of the care we provide.

- I continue to be involved with the Legacy Leaving research project in partnership with, McMaster University and Dr. Marissa Slavin. I am on the Bereavement Network of Hamilton, am in my fifth year on the Provincial Hospice Palliative Care Conference planning committee and as of Spring 2009 sit on the Psychosocial/Spiritual/Bereavement committee of the HNHB Hospice Palliative Care Network.



## DAY & HOME SUPPORT PROGRAMS

*Respectfully submitted by: Mary Klingenberg, RN, CHPCNc*

2009 Statistics for these programs are as follows:

- 65 families have been served in our outreach programs
- 56 clients, caregivers and staff have been served by Ontario College of Health and Technology student massage therapy placement program, conducted monthly from September to April

2008 the identified barriers to service (community awareness and education) were addressed by:

- increased media profile (Hamilton Spectator, Mountain News)
- public presentation (Hamilton Spectator)
- word of mouth (clients, families, and professionals)
- improvement of website
- increased networking with community partners

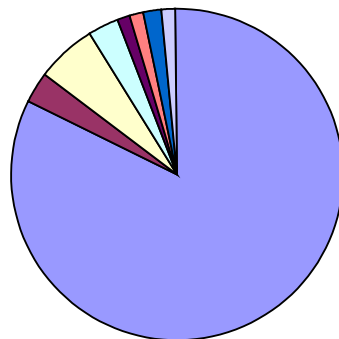
These efforts continue, and have increased inquiries by families as well as referrals by CCAC. We have identified front line health caregivers as a potential referral source and will be hosting community partners in service's orientation sessions in 2010.

Other plans for 2009/2010 are:

- Conduct a day program research project in partnership with McMaster University Occupational Therapy program, aimed at determining the needs of day program clients and developing meaningful and rehabilitative activities. This project will be conducted alongside a similar project at McNally House. It will span 3 years, resulting in a researched, evidence-based program manual.
- Develop guidelines and ethics for the use of complementary therapies
- Begin administering program surveys to caregivers and home visiting clients
- Complete audit reports for HAO volunteer accreditation

I continue to provide frequent consultation and advocacy for community clients and their families, which is indicative of the demand for skilled hospice palliative care in our community. This year I have obtained my Canadian Hospice Palliative Care Nurse certification, and continue to increase my own expertise through clinical service and education.

DIAGNOSIS



■ Cancer	82%
■ MS	3%
■ End Stage Heart Disease	6%
■ HIV	3%
■ End Stage Lung	1.50%
■ Alzheimers	1.50%
■ ALS	1.50%
■ Other	1.50%

## ***Development, Fund Raising and Special Events***

Respectfully submitted by: Jan Nicholas, Director of Development

*Tracey Robertson, Coordinator of Special Events*

*Jean Waite, Administrative Assistant, Development & Accounting*

***Paint the Town Red***~ One of our newest events was an absolute success! With a short timetable to pull it all together we were thrilled to have a sell - out evening with 600 tickets sold, and created a signature event that will be repeated for years to come. We were also extremely grateful to Nationally Acclaimed Glass artist, Shirley Elford, who graciously stepped up as our Honourary Chair.

***Dr. Bob Kemp Hospice Annual Golf Tournament***~ Proved once again to be a lucrative event for us. We are extremely thankful to Bayshore Home Health for building this tournament into a strong enough event that allowed us to carry it on our own this year. We not only sold out but have a list of eager golfers ready to hit the links again next year.

***Tinsel, Tuxedos and Tapas***~ Another sell out event for us!!! 600 enthusiastic guests enjoyed a first class evening as we celebrated our fourth year of our fall fashion fundraiser. This year we welcomed our local Firefighters and look forward to their participation again at our 2010 event.

***Tiger Cats***~ We had the opportunity this year to enter into a partnership with the Hamilton Tiger Cats thanks to the driving force of our dedicated supporter, **Marchese Pharmacy**, we were able to sell 750 game vouchers and be recognized at two football games.

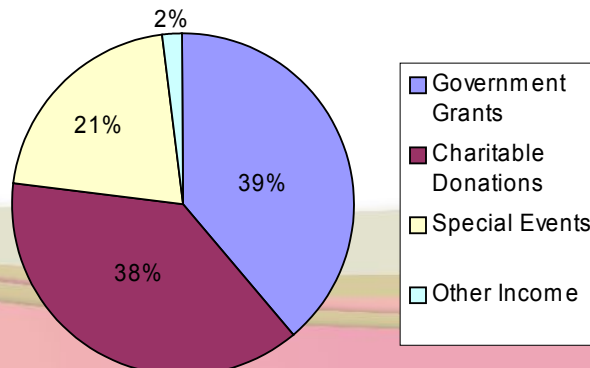
***Holiday House Tour***~ Our first year with this event and we are thrilled to have six beautifully decorated homes participating, our hospice home being one of them.

***Our Community***~ With an increased awareness at our Hospice there has been an increased number of individuals, companies and organizations that have come forward to bring in further financial resources to our home. We are thankful to our Hamilton community for standing by us and supporting the work that we do.

***Media Coverage***~ The Hospice has received an amazing amount of media coverage and all this has helped to increase our profile and public awareness. A very special thanks must go out to Hamilton Community News, The Spectator, SNAP Magazine Hamilton, Ch News, West of the City Magazine, Cable 14, Corus Radio Stations 900 CHML, Country 95 and Y108.

***Volunteers***~ *Our Volunteers have been extremely generous in sharing their time and energy in bringing to fruition the many special events and fundraising endeavours we have had this year. Without the **hundreds and hundreds of hours our Volunteers so generously gave**, our Development team and our Hospice as a whole would not have been able to achieve the success we have in 2008/2009. ~Our sincerest and heart felt thanks!*

### **INCOME**



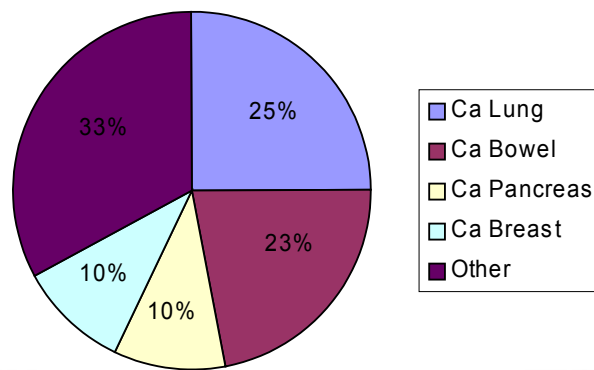


## RESIDENTIAL PROGRAM

Respectfully submitted by: *Ellie Sly, Director of Residential Care*  
*Teri Crockford, Clinical Nurse Specialist*

- Total Admissions to date -194
- Admissions since April 1, 2009 - 66
- We have been instrumental in decreasing the average total length of stay for patients from Tertiary Acute Palliative Care Unit of Henderson Hospital, waiting for hospice placement, from 14.3 to 10.3 days.
- DBK Hospice continues to work closely with the four other hospices in our LHIN regarding common concerns such as pandemic planning.
- We have continued our partnership with Family Medicine at McMaster University and the Division of Palliative Care, to provide opportunities for student placements at the Hospice, and increased capacity building of referring family physicians.
- We currently have 4<sup>th</sup> year nursing students from McMaster University doing both a clinical placement and a research project.
- We have also been involved in student placements for registered practical nurses and personal support workers from Mohawk College.
- Clinical Nurse Specialists in hospice palliative care within our LHIN meet regularly at DBK Hospice to review current literature, access best practice guidelines for such topics as nursing roles in palliative care and intrathecal pain management.
- We were honoured to speak, both Provincially and Nationally, at the Hospice Palliative Conference, on our experience with C.Difficile and Provincially on the practical management of respiratory symptoms in hospice.
- We were delighted to have four of our RN staff obtain their Hospice Palliative Care Certification in April 2009. We are also supporting two of our RN staff by hosting a certification study group for all LHIN hospice palliative care nurses, partnered with the DeSousa Institute.
- Residential staff meetings are held monthly, at which time we debrief on deaths in the previous month. This helps the staff have closure for these residents. We also review what went right and what did not – to improve our care as needed.

DIAGNOSIS



## VOLUNTEERS

*Respectfully submitted by: Lynn Berven, Director of Volunteers  
Christina Mills, Co-ordinator of Community Volunteers*

Year Two as the Director of Volunteers has sped by at an incredible rate and I am pleased to say the Volunteer Program continues to grow. We have recruited, educated and orientated another 75 volunteers who continue to bring their skills and supportive hearts to the Hospice. The Hospice currently has 208 volunteers who have donated over 37,000 volunteer hours. The Volunteer Program boasts a variety of multicultural volunteers from India, Africa, Yugoslavia, Greece, Holland, and Pakistan, which are very beneficial to residents and clients alike as we support individuals from other cultures.

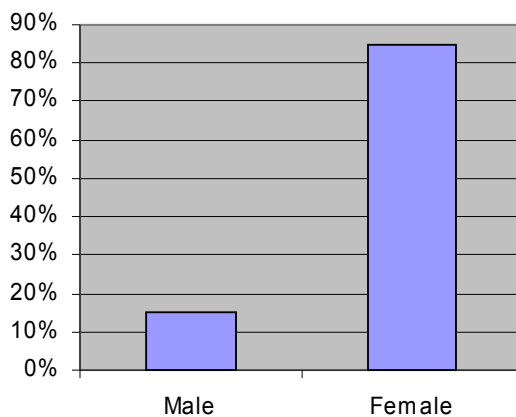
The Complimentary Therapies Program has grown to include many new services such as facials, manicures, pedicures, reflexology and healing touch for our residents, their caregivers, community clients and to staff as part of the Hospice wellness initiative to live life to the fullest for as long as possible.

With the addition of Christina Mills to the volunteer management team, the community home visiting program continues to offer support to individuals and their families who have high hospice palliative care needs as well as those who have little or no support. With more community referrals Christina looks forward to monitoring many new matches in 2010.

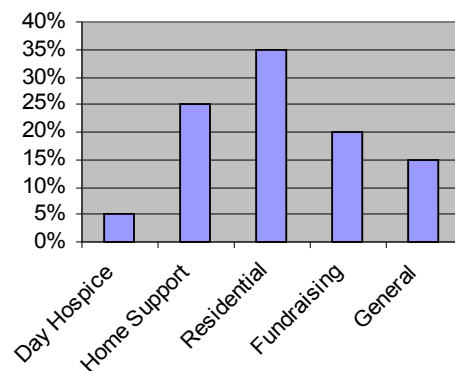
2010 will be another busy year, as we will need to re-certify in order to maintain our Level 2 accreditation from the Hospice Association of Ontario. This ensures quality dimensions and high standards in the areas of accessibility, client prospective, safety, competence and continuity with other providers to maintain the Hospices' reputation as an outstanding center of excellence.

In closing, I would like to thank everyone who contributes to the Hospice team and helps us maintain our integrity as a community leader in Hospice palliative care.

**VOLUNTEERS**



**VOLUNTEER SUPPORT**



**THE DR. BOB KEMP HOPSICE FOUNDATION INC.**  
**Statement of Operations**  
**Year Ended March 31, 2009**

**2009**

<b>Revenue</b>	
Donations	\$ 235,076
Grants	1,155,171
Interest	9,266
Dividend Income	4,675
PST Refund	3,416
Miscellaneous fundraising income	359,004
	<b>1,766,608</b>
 <b>Expenses</b>	
Bank interest and charges	5,270
Board of Directors	5,491
Advertising and promotion	7,721
Conferences, & Memberships.	22,698
Insurance	11,692
Medical supplies	1,695
Property Taxes	2,439
Office Expense	48,108
Professional Fees	6,998
Programs & Services	20,894
Repairs & Maintenance	26,963
Residential Costs	31,329
Special Event Expense	38,825
Travel	12,051
Utilities	29,651
Wages & Benefits	1,490,273
	<b>1,762,098</b>
<b>Excess of Revenue over Expenses before other Items</b>	<b>4,510</b>
 <b>Other Items</b>	
Unrealized loss on disposal of investments	<39,524>
Amortization of Property, Plant and Equipment	<299,858>
	<339,382>
 <b>Excess (deficiency) of Revenue over Expenses</b>	 <b>&lt;\$334,872&gt;</b>

*Dr. Bob Kemp Hospice Foundation Inc.*  
*277 Stone Church Road East,*  
*Hamilton, Ontario L9B 1B1*



*Our Mission:*

*Dr. Bob Kemp Hospice is dedicated to excellence in the provision of supportive care to individuals in the Hamilton region who are living with a life threatening illness. We will achieve this goal through: partnerships with families, friends, caregivers and community agencies; open and honest communication; accountability for our resources.*



**Board Of Directors – 2009**

**Mark Cripps, Chair**

**Joan Andrews**

**Betty Beaudoin**

**Jean Byrnes, Treasurer**

**Leanne Ciancone**

**Mary Dow**

**John Dunton**

**Roger Howard**

**Joan Hutcheson, Secretary**

**Paul Lakin**

**Michael Schwenger**

**Andrew Sloan**

**Beth Ellis, Executive Director**

**Core Values**

***Our core values set the foundation in all areas of the DBKH. From direct client support to fundraising initiatives it is these core values that frame the work we do.***

*Dignity*

*Integrity*

*Personal Centered Care*

*Compassion*

*Open and Honest Communication*

**DR. BOB KEMP HOSPICE**

277 Stone Church Rd. East, Hamilton, ON L9B 1B1

Phone: 905.387.2448

Fax: 905.387.7822

[www.kemphospice.org](http://www.kemphospice.org)

Registered Charitable # 134922392RR0001