

**We Collaboratively
Lead, Shape
and Deliver
Compassionate
Hospice
Palliative Care**



**2015-2016
Annual Report**



www.kemphospice.org



Mission, Vision, Values

MISSION

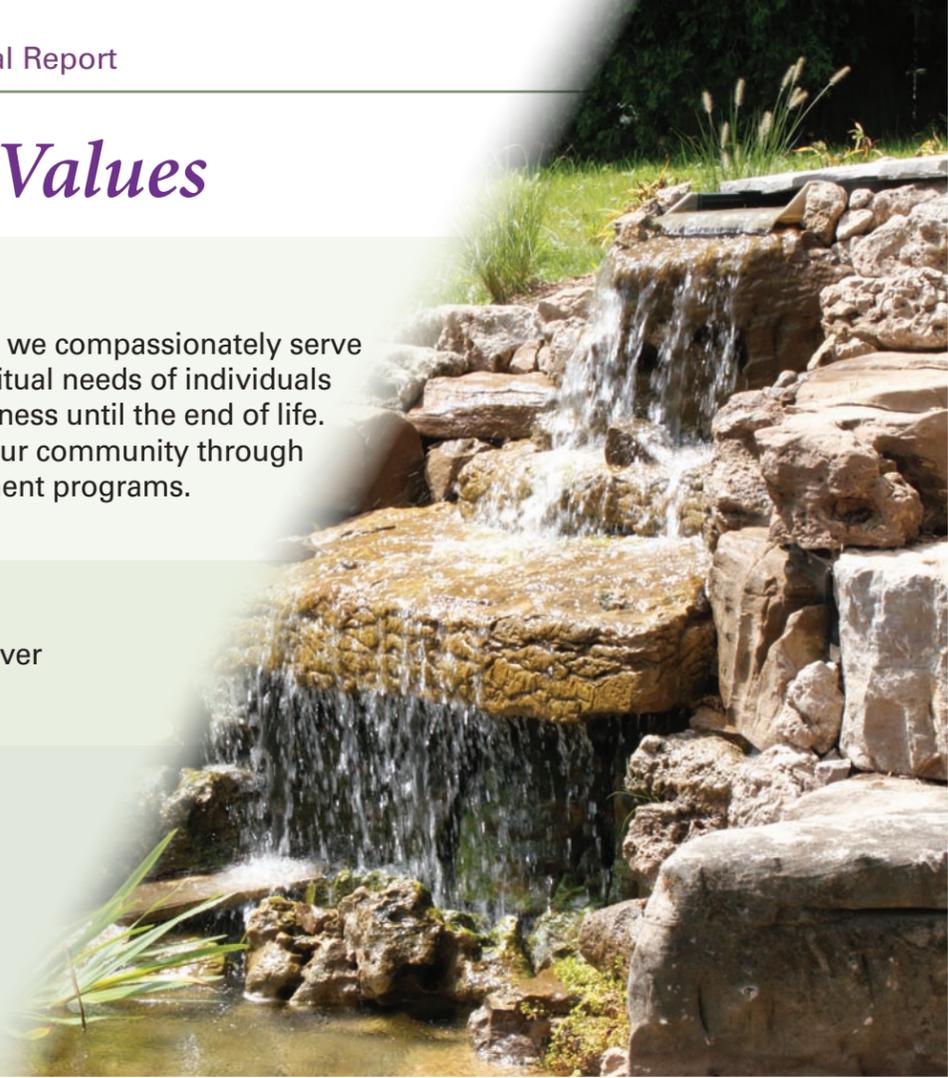
Inspired by the vision of Dr. Bob Kemp, we compassionately serve the emotional, physical, social and spiritual needs of individuals living with a progressive life-limiting illness until the end of life. We support them, their bereaved and our community through our residential, outreach and bereavement programs.

VISION

We collaboratively lead, shape and deliver compassionate Hospice Palliative Care.

VALUES

- Dignity & Integrity
- End of Life
- Compassion, Kindness and Respect
- Diversity
- Continuous Enquiry and Learning



Message from the Chair

Jane Evans, Retired former school principal, Chair of the Board of Directors

I want to begin with a thank you to everyone who makes the Dr. Bob Kemp Hospice such a caring, compassionate and loving environment to all who enter our doors. You continue to uphold the vision of the Kemp Family to provide quality palliative care to our residents and their extended family and friends.

Planning for end of life care is becoming an increasingly important issue as more options become available. We are very appreciative of the government, with their increased financial support for hospices, and their understanding that Hospice Palliative Care is a special and unique end of life journey.

We have a new 'look' at the Hospice this year. Congratulations to all who worked to develop a logo that reflects the warmth, love and compassionate care so integral to everything we do and

value. You will see it often as we continue to promote the Dr. Bob Kemp Hospice in the community.

Thank you to our donors and supporters. We are committed to finding ways to use our resources to better serve our families and continue to be a leader in Hospice Palliative Care.



Compassionate Care that Celebrates Life

OUR 10TH ANNIVERSARY YEAR

On June 16, 2006 one couple's dream came true. On that day, Dr. Bob and Mildred Kemp broke ground for Hamilton's new residential hospice on Stone Church Road East.

On June 16, 2016 we marked the occasion by reflecting on the wonderful history and legacy of the



Hospice and the important role it continues to play in the Hamilton community. Our Board of Directors refreshed our Vision, Mission and Values and we revealed our new logo, two beautiful intertwined hearts, to reflect our commitment to compassionate care and acknowledge the tremendous support we receive from the Hamilton community.

Board of Directors 2015/16

- Chair:** Jane Evans
- Vice Chair:** Carol Rand (Retired)
- Treasurer:** Steven Crawford (Retired)
- Secretary:** Nancy Donohue
- Directors:**
 - David Lumsden
 - Rick Simmons
 - Jim Panoff
 - Lu Cacioppo
 - Richard Whiting
 - Janice Shearer
 - Lynda Fraser

Board of Directors 2016/17

(Proposed: to be accepted September 29, 2016 Annual General Meeting)

- Jane Evans
- Nancy Donahue
- David Lumsden
- Rick Simmons
- Jim Panoff
- Lu Cacioppo
- Richard Whiting
- Janice Shearer
- Lynda Fraser

Executive Director's Report

Clare Freeman, CYW, BA, MSW, RSW

When we reflect on the work we have accomplished over the past year, we think of it as a time of gratitude, reflection, renewal and transition.

We feel a deep sense of privilege and honour when a family chooses to entrust the care for their loved one with us. We know that an organization is only as good as its people and for us, it is the collective and individual efforts of each member of our team, including our volunteers, that makes us special. If our walls could talk, you would see comfort, care, laughter, compassion, tears but most of all the special people who care to make a difference during one of the most difficult journeys in life.

This annual report reflects our dedication and commitment to excellence: in service quality, effective and efficient operational processes, continuous improvement, renewal as reflected in our new logo, mission, vision and values, and proactive community engagement. We would like to thank our many donors and supporters whose continued financial support helped us achieve all we did in 2015/16 and meet our operational and sustainability goals.

Ten years ago, with tremendous community support, we broke ground to expand our services to

include a residential hospice. At that time, Ontario Government made an initial partial investment into hospice palliative care. As we head into 2016/17, we are so pleased that the Ontario Government has renewed its commitment to hospice palliative care in its budget, recognizing that hospice palliative care is more than the bricks and mortar; we are a compassionate community that offers the best care for patients and value for our community.

Building on our strong foundation, we are committed continuing to strengthen our services and internal processes to serve current and emerging community needs. We and those we are honoured to care for, are so grateful for your continued support. Your involvement allows us to continue to deliver our community visiting services, day hospice program, supportive care and bereavement supports for adults and children, and our residential services.



Financial Audit Report

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INDEPENDENT AUDITORS' REPORT

To the Board of Directors of The Dr. Bob Kemp Hospice Foundation Inc.

We have audited the accompanying financial statements of The Dr. Bob Kemp Hospice Foundation Inc., which comprise the statement of financial position as at March 31, 2016, the statements of operations and changes in net assets and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

One Couple's Dream...

In 1989 Dr. Bob and Mildred Kemp brought friends to their kitchen table to discuss establishing a hospice for Hamilton. The first Dr. Bob Kemp hospice, a day program, opened in Stoney Creek in 1994. We are honoured to continue to deliver a full range of hospice services maintaining the Kemp's vision for free-of-charge compassionate end-of-life care for Hamilton residents.



Financial Audit Report, continued



Basis for Qualified Opinion

In common with many charitable organizations, The Dr. Bob Kemp Hospice Foundation Inc. derives revenue from fundraising activities and donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of The Dr. Bob Kemp Hospice Foundation Inc. Therefore we were not able to determine whether, as at or for the years ended March 31, 2016 and March 31, 2015 any adjustments might be necessary to revenues, and excess of revenues over expenses reported in the statement of operations, excess of revenues and expenses reported in the statements of cash flows and current assets and unrestricted net assets and restricted net assets reported in the statement of financial position. This caused us to qualify our audit opinion on the financial statements as at and for the year ended March 31, 2015.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of The Dr. Bob Kemp Hospice Foundation Inc. as at March 31, 2016, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Chartered Professional Accountants, Licensed Public Accountants

June 7, 2016
Hamilton, Canada

For the full auditor's report please contact Dr. Bob Kemp Hospice or visit our web site

Financial Audit Report, continued

THE DR. BOB KEMP HOSPICE FOUNDATION INC.

Statement of Financial Position

March 31, 2016, with comparative information for 2015

	2016	2015
Assets		
Current assets:		
Cash	\$ 357,873	\$ 98,417
Accounts receivable (note 2)	25,025	27,034
Prepaid expenses	32,540	24,781
	415,438	150,232
Designated funds - Camp Erin (note 3)	76,232	87,004
Contingency reserve investments (note 4)	454,654	251,919
	946,324	489,155
Property and equipment (note 5)	4,164,600	4,321,104
	\$ 5,110,924	\$ 4,810,259

Liabilities and Net Assets

Current liabilities:		
Accounts payable and accrued liabilities (note 6)	\$ 156,684	\$ 131,221
Deferred revenue	147,243	67,614
	303,927	198,835
Camp Erin deferred revenue	76,232	87,004
	380,159	285,839
Deferred capital contributions (note 7)	1,070,852	1,138,535
Net assets:		
Unrestricted	111,511	(48,603)
Internally restricted – contingency reserve (note 8)	454,654	251,919
Invested in property and equipment (note 9)	3,093,748	3,182,569
	3,659,913	3,385,885
Commitments (note 12)		
	\$ 5,110,924	\$ 4,810,259

See accompanying notes to financial statements.

On behalf of the Board:

Member

Member

Financial Audit Report, continued

THE DR. BOB KEMP HOSPICE FOUNDATION INC.

Statement of Operations and Changes in Net Assets

Year ended March 31, 2016, with comparative information for 2015

	2016	2015
Revenues:		
Grants	\$ 1,287,511	\$ 1,281,998
Donations	949,633	871,982
Special events	465,318	452,403
Other	10,703	13,398
	<u>2,713,165</u>	<u>2,619,781</u>
Expenses:		
Wages and benefits	1,917,629	1,794,295
Advertising and promotion	47,659	43,178
Interest and bank charges	12,820	13,102
Insurance	11,062	9,367
Office expense	24,776	43,626
Professional development	8,557	12,624
Professional fees	11,186	30,110
Program and services	49,649	48,778
Repairs and maintenance	45,015	42,829
Travel	9,621	7,107
Special events	148,982	136,290
Utilities	51,641	56,829
	<u>2,338,597</u>	<u>2,238,135</u>
Excess of revenues over expenses before the undernoted items	374,568	381,646
Other expenses (income):		
Amortization of property and equipment	181,775	192,496
Amortization of deferred capital contributions	(76,745)	(75,419)
Interest income	(2,743)	(2,425)
Camp Erin - revenues	(38,536)	(76,150)
Camp Erin - expenses	36,789	59,194
	<u>100,540</u>	<u>97,696</u>
Excess of revenues over expenses	274,028	283,950
Net assets, beginning of year	3,385,885	3,101,935
Net assets, end of year	<u>\$ 3,659,913</u>	<u>\$ 3,385,885</u>

See accompanying notes to financial statements.

Community Services: Clinical Nurse Specialist

Teri Crockford RN, BScN, MS, CHPCN(c), Clinical Nurse Specialist

Dignity and living the best life possible right to the end for all our patients, their families and our community is at the forefront of everything we do. Thus, continuous enquiry and constant improvement to deliver the highest quality palliative care available are embedded into our everyday values. Providing opportunities to learn and grow through informal and formal education is key to our work within our team and with community partners. We are proud of the extensive outreach and learning we accomplished through community partnerships.



MCMASTER AND MOHAWK COLLEGE STUDENT EDUCATION & RESEARCH PARTNERSHIPS

Our goal is to engage faculty, students and researchers in palliative care. Here are a few examples of our activities this year:

- Engaged medical students from both the Department of Family Medicine at McMaster University and McMaster Family Practice
- Clinical placements for nursing students from the School of Nursing at McMaster and Mohawk College
- Fourth year nursing students completing research electives are validating the research of our recent CAPCE certified nurse on "The effectiveness of reverse hypodermoclysis in the treatment of lower limb lymphedema in a patient with a palliative approach to care"
- Entered phase four of a mentoring partnership with the School of Physiotherapy at McMaster University. Their researching project is "The value of exercise within a palliative population, with a focus on our residential and day programs.
- Participated on the planning committee for the "Three Days in Palliative Care" educational session and Innovations Day hosted by McMaster University, Division of Palliative Care.

LUNCH AND LEARN

In partnership with the Division of Palliative Care, Department of Family Medicine at McMaster University, we host monthly "Lunch and Learn" sessions on topics supporting an inter-disciplinary approach to palliative care. To date over 500 staff, volunteers and community partners, including Faculty of Medicine students, professionals from the five residential hospices and hospitals in our LHIN, and CCAC have participated. Physicians, social workers, psychosocial spiritual consultants, advance practice nurses and community nurses have all been in attendance.

COMMUNITY ROUNDS

Bi-weekly community rounds are hosted over lunch at the Hospice for our community nurses and allied health professionals to discuss difficult symptom management issues, receive evidence-based approaches to care for their patients and families and receive peer support.

VALUING COMMUNITY EDUCATION & PARTNERSHIPS

Work is underway for a LHIN “Early Identification of Patients with Palliative Care Needs” project in partnership with the Regional Palliative Council. The goal is to foster a collaborative relationship between the primary and specialist teams and test/co-develop more reliable processes related to care coordination and care planning. An Early Identification Guide will help identify patients who could benefit from a palliative approach to care, especially those with non-cancer,

MENTORING WITH HAMILTON FAMILY HEALTH TEAM

We partnered with the Hamilton Family Health Team comprised of 165 family doctors and their professional team to provide palliative care mentorship. This role extends on-going mentorship with primary care physicians to better serve patients in the community



PARTNERSHIP WITH HAMILTON SHARED CARE OUTREACH TEAM

The Shared Care Outreach team partners a dozen experts in palliative care including physicians, advance practice nurses and psycho-social spiritual consultants to support the educational needs of community professionals and families (family doctors, community nurses) and patients and families regarding care, end of life and bereavement. Our goal is to achieve care that is coordinated, proactive, holistic, person and family-focused, centering on quality of life, pain and symptom management, while enhancing interdisciplinary team approaches to care in the community.

The focus is to contribute to fewer emergency room visits, allowing patients to be cared for in the right place at the right time: remaining in their home for as long as they are able and being admitted to the hospice when it's appropriate.

Community Services: Volunteers, Day Hospice & Community Visiting Programs

Cherilyn Kislosky-McLellan, BA, RPN Director of Volunteers

Our volunteers are vital to our commitment to offer quality care at the end of life. They are the heart and soul of the Hospice.

Friendly smiles, warm hearts and dedication are at the top of our volunteer's attributes. This year 35 new volunteers completed our mandatory 33 hour course and joined the Dr. Bob Kemp Hospice team.

In 2015/16, over 22,000 hours of service were recorded by approximately 150 volunteers - helping in the kitchen, administration, reception, Day Hospice, community visits, supporting children at Camp Erin, fundraising and keeping our garden beautiful. We are honoured to have such an incredible team.



A NOTE ABOUT OUR GARDEN...

Our garden is a wonderful place for rest, reflection and remembrance, appreciated by our residents and their loved ones. It's lovingly tended by our volunteers who weed, plant, maintain and weed again to make sure it's in top condition. This year our garden was visited by HGTV garden celebrity Carson Arthur who gave us

sage advice, and by Terra Nurseries who donated our new pollinator garden. For the first time, we opened our garden for the annual Hamilton Spectator Garden Tour where visitors were impressed with the peace they felt in our garden.

“Our volunteers have made the garden a very special place.”

Thank-You to Our Physicians

Dr. Bob Kemp Hospice is proud of its commitment to high quality integrated hospice palliative care.

We believe in patient-first care that includes supporting the caregivers, family loved ones and all communities of the patient. Thank you to our medical directors, Dr. Slaven and Dr. Winemaker who provide weekly patient care, 24/7 days a week on call, mentorship to our nurses, family physicians and the community.



Garden volunteers and celebrity guests

“I could not say enough about the excellent care and compassion from all the staff. Just thanks for the tremendous service you have been providing to us and so many others.”

Community Services: Volunteers, Day Hospice & Community Visiting Programs

HOSPICE PROGRAMS SUPPORTED BY OUR VOLUNTEERS

Our volunteers help us deliver two of our long-standing community support programs: the Day Hospice and Community Visits. Both programs support the needs of those living in our community with life-limiting illnesses, and their caregivers.

DAY HOSPICE

Every Wednesday is extra-special at the Hospice. It's the day our doors open to welcome day program participants. Our activity room and lobby come alive with the sights and sounds – art, discussion, music and laughter. Our guests receive a complimentary three-course home-cooked meal, have time to discuss any health concerns, engage in arts and crafts, are entertained and receive other special treats.

“Its my favourite day of the week. I look forward to Wednesdays”.

We are so thankful to those that have offered their time at the Day Hospice, including Mohawk College Massage Therapy students, The Hula Wahines dance group, Reflective Yoga Practice by Sam Clark and Vili Verhovsek, Jim Muir and Gordon and The Greater Good for their musical talents. Our program participants loved it when “Elvis” entertained them this year!



Our volunteers welcome our guests, help serve food, assist with crafts and make the day special.

We were so pleased to have our Day Program's watercolour art exhibited at the Turner Park Library for the month of April 2016. This special showing allowed the community to see the wonderful creations and learn more about the Hospice.

OUTREACH: COMMUNITY VISITS

For those in the community who are not well enough to attend the Day Hospice and for families requiring caregiver relief, the Dr. Bob Kemp Hospice volunteers offer companion visiting in the client's home or where they may be residing.

The importance of home visits and caregiver relief is pronounced in our community with the growing number of palliative patients receiving respite care in their residence.

Awareness sessions to promote our outreach programs have taken place at Juravinski, Wellwood Cancer Center, Missionfest, the ALS Support Group and at the Palliative Care Support. Show/St. Peter's LTC.

Community Services: Supportive Care, Grief, and Bereavement

Clare Freeman & Nancy Calvert-Koyzis, M.Div., Ph.D., RP, CRPO, CASC

We are dedicated to providing patients and their families with timely and appropriate supportive care and bereavement counselling. Our team is comprised of our Director of Supportive Care and Bereavement, music therapists, a child and youth specialist, bereavement social workers and committed volunteers who facilitate our bereavement groups.

In 2016/17, we reviewed our supportive care and bereavement programs and examined ways to improve upon our abilities to engage health and community partners to expand our ability to meet the needs of the community.

HIGHLIGHTS FROM THIS YEAR INCLUDE:

- In-hospice support: On average, almost 200 visits per month to offer psychosocial, bereavement and spiritual care to residents and families.
- Ongoing individual psychotherapeutic bereavement counselling for 10 people who have lost loved ones at the Hospice.
- Led two Ceremonies of “Hope and Healing” that provided opportunities for healing, remembrance of loved ones and opportunities for participants to connect with others who have also experienced loss.
- Participated in research:
 - McMaster University Caregiver Voice research that reviewed the experiences of patient and caregiver from the perspectives of caregivers post death.
 - DignityTalk research with Dr. Slaven and University of Manitoba impact of legacy-

leaving opportunities to our patients and their families.

- Reviewed community needs and developed diversified bereavement support groups
- Collaboration with other area hospices to provide community outreach information programs on death and dying.
- Developing and training a peer-led bereavement group.
- Expansion of spiritual and emotional support for residents and their families and friends in the hospice.
- Worked with the “Support over Supper” and “Hike for Hospice” bereavement support groups to incorporate new members including those from outside the hospice community.



Community Services:

Supportive Care, Grief, and Bereavement

HIGHLIGHTS FROM THE MUSIC THERAPISTS

Sara Klinck, (MMT, MTA); Kristen Anderson, (MMT, MTA).

- Offered bedside therapy six hours per week using music-facilitated reminiscence and legacy work to support the reduction of the negative impact of end-of-life symptoms.
- Provided monthly day-hospice group singing, clinical improvisation and song writing to enhance the sharing of life stories and creative self-expression.
- Offered two eight-week music therapy groups with 10 participants in which music-making and music-listening aided group members to express their grief and begin to develop musical coping skills.
- Provided two music therapy interns with supervised experience in end-of-life care.
- Began new six-week music therapy group for anticipatory grief for caregivers of hospice residents.



Music at the Hospice

Community Services:

Supportive Care, Grief, and Bereavement

HIGHLIGHTS FROM THE FACILITATORS OF THE HEALING STEPS AND THE SUPPORT OVER SUPPER BEREAVEMENT GROUPS

Val Cameron; Julia Masterson (MD, FRCPC Psych); Deborah Byrne; Carol Donaldson; Darlene Groves BA (Psych).

- The Healing Steps Group provided weekly opportunities for up to 14 bereaved adults to walk and then meet at the Hospice for emotionally supportive conversation and refreshments with others who have experienced similar losses.
- The Support over Supper Bereavement Group provided monthly opportunities for 6 to 8 bereaved adults to share a potluck supper and therapeutic conversation in a safe and caring atmosphere.
- Group members developed deeply supportive relationships that extended beyond the group, to celebrate milestones of healing and share in significant occasions to memorialize loved ones who have passed.
- Group members participated enthusiastically in Hospice fundraising events such as Paint the Town Red, Hike for Hospice, Tinsel and Tapas, the Peach Festival and garage sales.
- Some group members become permanent volunteers at the hospice.

SUPPORT OVER SUPPER:

Referrals: 95% hospice; 5% outside
Gender: 100% women
Age: 50-70 years – 99%, 25-35 years – 1%
Type of loss: Spousal – 90%; Parental loss – 5%; Child loss 5%

HEALING STEPS:

Referrals: 85% hospice; 15% outside
Gender: 75% women; 25% men
Age: 60-70 years – 85%, under 60 – 15%
Type of loss: Spousal loss - 100%



Community Services:

Bereaved Children and Youth Program

This is the third year we were able to offer bereaved children and youth, ages 6-17 years of age) the opportunity to share and heal with other children like themselves at a therapeutic grief camp at no cost to the families. In June 2015, thirty two (32) campers and over thirty (30) volunteers spent the weekend together at Camp Wenonah in Bracebridge, Ontario.

This therapeutic camp weekend includes directed grief activities, crafts, canoeing with courage, drum circle, music imagery, fishing, shelter building, archery, rock climbing, and other games and of course, sitting around the campfire at night. Our memory Wall Ceremony and Luminary Ceremony are specific opportunities for the campers to share important stories and memories about their loved ones.



Dr. Bob Kemp Hospice's Camp Erin Hamilton is delivered in partnership with The Moyer Foundation, who has an established international model for children's bereavement camps. Under that framework, our camp director and social workers coordinate activities and the training of volunteers.

This camp is offered at no charge to campers and their families, relying 100% on community donations to keep this important camp moving forward. We hope to expand our children's bereavement support throughout the year.

The original Camp Erin was founded in 2000 by World Series Champion pitcher, Jamie Moyer and his wife, Karen. It is named in memory of Jamie and Karen's friend, Erin Metcalf, a remarkable young woman who died of cancer at the age of 17. It has grown to become the largest network of bereavement camps in the country, with a camp in every Major League Baseball city in the United States and three camps were approved in Ontario – Dr. Bob Kemp Hamilton, Toronto and Ottawa.

Camp Erin allows children and youth to:

- Tell their story in a safe environment
- Process grief in healthy ways
- Meet friends facing similar circumstances
- Learn they are not alone
- Build a toolbox of coping skills and resources
- Remember, honour and memorialize those who have died
- **HAVE FUN!**

Community Services:

Bereaved Children and Youth Program

"Camp Erin taught me how to be brave and strong."
- Haidyn age 11

A FEW COMMENTS FROM OUR CAMPERS:

"It let me meet people in the same situation as I am. It had me see that I AM NOT ALONE. It gave me time to talk about my dad to a counselor. It helps me feel better when I talk about the person I lost."

- Nicole - age 12



Canoeing with Courage

"Camp Erin helped me by showing me there are others grieving. Let me try new things. Had a good time."

- Zach age 14

"Camp Erin did help me by supporting me with my loss of dad. I would suggest Camp Erin to everyone. I love Camp Erin!!!"

- Matthew age 12



Camp Erin - Happy Campers!

"It helped me because we do lots of grieving but we do lots of fun stuff like archery, rock climbing and fishing and way more but when you do it you usually get sad but when we do fun stuff we forget about it and there is Wenonah staff and Camp Erin staff to help us out."

- Ainsley age 8



Memory Wall

"Camp Erin in Hamilton helped me forget about my sadness for a while and have some fun. I had a lot of new experiences and a lot of people were going through the same thing and that helped me feel that I'm not alone."

- Arianna age 11



S'mores Around the Campfire

Residential Hospice:

Debbie Robinson, Reg N, CHPCN®, Director of Residential Care

In 2015/16 we were privileged to care for 115 residents and their families. Since opening our doors in 2007, the residential hospice has served 811 individuals and their families.

Through our Director of Residential Care and Clinical Nurse Specialist, the Dr. Bob Kemp Hospice continues to work collaboratively with the other hospices within our LHIN and Emmanuel House. We have also continued our partnership with the Hamilton Family Health Team, representing approximately 165 family doctors that generate many of our hospice referrals.

Our work continues to include the standardization of symptom management through standardized care plans and continuous education

for our staff. Our staff is proud to represent and deliver our mission of compassionately serving our residents emotionally, physically, socially and spiritually.

The RN's, RPN's and PSW's work hard to respect and honour the residents and families wishes for lasting legacies and to help with celebrating special events. They foster dignity and quality of life by promoting positive memories and experiences. We strive to enable residents to live as fully as they desire for as long as possible.



Residential Hospice Programs: Kitchen & Support Team

Kylie Natress, Kitchen Manager

The kitchen at the Hospice is a very special place. It's filled with love, laughter and generosity. What makes the kitchen buzz with love and excitement? ... All the wonderful and very talented volunteers who help with daily kitchen activities and share their love of baking with us. Our dedicated volunteers and staff work hard to provide our residents their favourite foods, just like at home.

You'll always find fresh baked goods and homemade soup in the kitchen to nourish our residents and their loved ones. To suit as many people as possible, we try to ensure there is

something for everyone. We always have a vegetarian and meat option as well as a cream and one broth based soup.

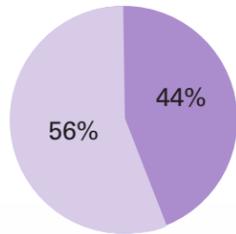
When we are aware of a special day, like a birthday or family event, we try to make it a celebration by making their favourite meal and pulling out the linen and china plates for a memorable candle lit dinner. We couldn't do all the wonderful things we do without our dedicated volunteers. **-Thank you!**



2015/16 RESIDENTS:

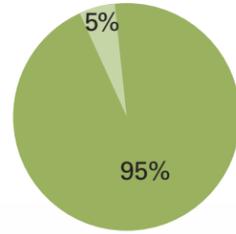
Gender

- Male
- Female



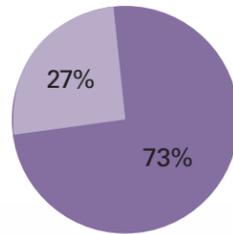
Type of Diagnosis

- Cancer Diagnosis
- Non-Malignant Diagnosis



Age of Patients

- Over 65
- Under 65



115 2015/16 Residents

- Average age was 72
- 10% were under 55
- 4 were under 45 years of age
- 17% of residents suffered from lung cancer
- Average length of stay: 15 days

QUALITY IMPROVEMENTS:

Patient Care

- Pain and Symptom Chart Audit reviewed after 3 days: 90% of chart audits meet standard
- Development and implementation of Standardized Care plans
 - Family Survey and Participation in Caregiver Survey
 - Internal Family Satisfaction: 90 patient and families responded; 100% rated overall satisfaction as very good to excellent
 - 91% rated us for excellence in patient care and as compassionate
 - CARGIVER SURVEY- AUG 15/2015-March 24, 2016
 - 100% patients families rated our care as Good to Excellent

Increase Access:

Increase admissions on weekends

- 2014/15 Sat 6%, Sun 0%
- 2015/16 Sat. 8%, Sun 3%

Increase Occupancy

- 2014/15 88%
- 2015/16 90%

THANK YOU TO THE OTHER MEMBERS OF OUR HOSPICE TEAM:



Sylvia Alvarez,
Executive Assistant



Linda and Bruce,
Building & Maintenance team



Karen Norwicki,
Administrative Asst. of
Volunteers/Camp Erin



Norma Pacifici,
Manager of Finance

How Your Donations Have Helped...

- New Ovens
- New Commercial Washers
- Water Dispenser
- Storage Fridge
- New Patient Lift



Community Support: Development

Sue Boychuk, Hon BA, Director of Development and Community Relations

This year, we reflected on the wonderful history of the Hospice: the dedication and determination of Dr. Bob and Mildred Kemp and the caring Hamilton area community that made the Stone Church Road location a reality. The Hospice was built and is maintained thanks to a kind and generous community and thrives as a pillar in the community with a stellar reputation for committed, compassionate care and renowned expertise and leadership in quality palliative and hospice care.

With growing community needs for our services and ever increasing operational costs, we are continually challenged to ensure we're able to provide essential support to the next families that need us. With just over 50% of our funding coming from government, the need for community support is critical.

This winter we launched a new development plan with a renewed focus on broad community awareness and stakeholder engagement. We want to remind the public of our rich history and learn about what we do by sharing our inspirational stories of joy, hope and peace. It's our desire to inspire new donors and to ensure

our sustained donors and sponsors feel connected to us by understanding our needs and the key role we play in the community. We want everyone to know about the little house on the mountain with the big heart.

It's our goal to expand our donor community focusing on:

- Increasing the number of

- regular donors and monthly donations
- Legacy giving through wills and insurance policies
- Major gifts for capital improvements and expansion
- Community fundraising events: our four signature events and events organized and hosted in the community that raise funds as well as awareness

The bottom line – we want Dr. Bob Kemp Hospice top-of-mind and a “Charity of Choice” in the Hamilton community.



A NOTE ABOUT OUR 2015/16 DEVELOPMENT TEAM....

Sue Boychuk (Top) is honoured to be the new **Director of Development and Community Relations**, joining the team in November 2015, bringing experience from an extensive career in the Ontario government and in community work.

Jan Nichols officially retired in **September 2015, as the Director of Development**, but his passion and commitment for the Hospice continues as he assists with our events, connects and engages – a spirit we are ever so grateful to have on our side.

Jamie Horvath (Left) joined our team as a **Communications Assistant**, bringing not only experience but also enthusiasm for the work we do.



Community Support: Special Events

Trudy Cowan, Manager of Communications and Special Events

This past year we have been privileged to have so many in the community choose the Dr. Bob Kemp Hospice as their charity of choice. Without your donations, we could not have provided the quality care and support for which the Dr. Bob Kemp Hospice has become known.

SIGNATURE EVENTS

2015 brought the Hamilton Community together for our **four signature events**, raising over **\$450,000**. We thank everyone who attended and supported one, if not all of these events.

7TH ANNUAL PAINT THE TOWN RED

Paid homage to our great country, Canada!
Held May 7, 2015 at Michelangelo's Banquet and Conference Centre, this event sold out yet again. Board member Dave Lumsden graciously chaired the committee of dedicated volunteers and board member Lu Cacioppo yet again brought Deloitte as the Event Sponsor.



11TH ANNUAL HIKE FOR HOSPICE

Held on Saturday, June 13, 2015 at Confederation Park, Bayshore Home Health continues to support the Hike for Hospice as an Event Sponsor. Ellen Oesterreich, whose brother passed at the Hospice in 2012 chaired this committee along with a dedicated team of volunteers. We thank Ellen and the committee for their hard work.



10TH ANNUAL GOLF DAY FOR HOSPICE

Held on Thursday, August 27, 2015 at the exclusive Beverly Golf and Country Club. We were honoured to welcome back Old Republic Canada as our event sponsor. Fred Hussey was our returning Committee Chair along with a special group of volunteers. It was a wonderful day on the course.



TINSEL, TUXEDOS & TAPAS FASHION SHOW

Held on Thursday, October 15, 2015 at Michelangelo's Banquet and Conference Centre, Steel Magnolia's was the theme of our 11th Annual Fashion show sponsored by Johnston Chrysler Fiat. Guests enjoyed a fabulous meal as they viewed the season's top fashions, won fabulous prizes, and helped us raise important funds. Thanks to the event Chairperson Di Murray and her amazing committee of volunteers.



Community Support: Special Events

COMMUNITY FUNDRAISING

In 2015/2016 we were honoured to have many individuals and groups raise funds for the Dr. Bob Kemp Hospice. From garage sales to trivia nights, some have enjoyed it so much it has become an annual event. We cannot thank

you all enough for your hard work and dedication to support the Hospice recipient of all funds raised. The hospice does not invest staff time or financial resources. The hospice has no legal responsibilities; details are on the web site.

ANNUAL DONATIONS THROUGH EVENTS:

- Maison Fritz held their annual Cut-A-Thon and this continues to grow year after year.
- Pharmasave holds their annual customer appreciation and fundraising bbq.
- Winona Peach Festival is a successful event each year.
- RBC Royal Bank Annual Customer Golf Tournament.
- Donations from local churches.
- Service Clubs: Ancaster, Mountain, and Hamilton Rotary Clubs
- Pearson Dunn Insurance and Jordan McCarter Car Rally
- The Dunham Group Annual Wine Tasting Event
- Hamilton Academy of Medicine Education Conference

- Southwestern Ontario Mensa-Trivia Night
- Real Canadian Superstore BBQ in memory of an employee
- A gentleman who donated the proceeds of his garage sale
- Hamilton Tiger Cats car sale- a unique car decorated and autographed by Ti-Cat players sold with proceeds donated to the Hospice
- NaRoma Pizza Bar- portion of sales came to the Hospice for National Pizza Day (February 9)
- St. Vincent De Paul School
- The students, teachers, and families of Mount Hope Elementary
- Handmade in Hamilton- locally made craft and art sale with proceeds donated to Hospice
- Glendale Golf and Country Club- Ladies Golf division
- Marjorie Pauline's 800 km walk of the Camino de Santiago (at 80 years old!)

OUR NEW COMMUNITY EVENTS/ FUNDRAISERS INCLUDED:

- Casino Day run by UFCSAH in memory of a loved one
- Residents of The Wellington Retirement residence change collection
- Shopper's Drug Mart-Tree of Life Charity Drive
- The Southern Cruisers Riding Club-Hamilton Chapter- proceeds from their 50/50 draw
- Thirty-One Gifts Raffle

A SPECIAL THANKS TO OUR MEDIA FRIENDS:

- Hamilton Spectator
- 900 CHML
- Cable 14
- Hamilton Community News
- CHTV
- Hamilton Magazine

THANK YOU TO OUR LOCAL QUILTING GUILDS...

who make all of our quilts that provide so much comfort and support to our residents and serve as a lasting memory to their families. To the Ancaster, Binbrook and Hamilton Quilting Guilds and Lakeside Quilters: thank you so much for your beautiful work made with love and compassion.



A Special Thank You to a Special Volunteer

Sue Delulio

Sue's smiling face can be seen in the Hospice approximately 30 hours week providing administrative support, reception assistance and whatever help is needed to support Hospice operations.

Sue offers her time in memory of her son who passed away as a result of cancer when he was a young adult. She understands first-hand the need for exceptional care for both the palliative individual and their loved ones.

In the spring of 2016, during national Volunteer Week, Sue was recognized by Volunteer Hamilton and the Hamilton Spectator as one of our area's "Community Builders".

A special thank you to Sue, and all our fabulous volunteers: the heart and soul of our home.



"English and Punjabi care cards are helping. I'm so happy here. The "expertise" in his handling: he's in less pain overall than he was at home."

Major Sponsors 2015-2016 Thank You!



Ways To Give

Home & Hearth Monthly Donor

A convenient way for you to give a set amount through the year. A donation of \$10 per month makes a difference. Sustained giving helps us plan and grow our programs.

Community Fundraising – Do Your Own Thing

Hosting your own fundraising event to benefit the Hospice is a wonderful way for individuals, businesses, groups and service clubs to support the Hospice and raise awareness of our programs and services. Big or small, every dollar matters. Ideas: garage sale, golf tournament, car wash, dance, lemonade stand, BBQ, coffee fund.

Corporate Leadership

Several companies proudly sponsor Hospice programs throughout the year. We can help you become a corporate sponsor and customize a package to meet your needs. Contact: development@kemphospice.org

Support our Signature Events

Each year, the Hospice hosts four events to suit a variety of interests: a gala, a family walk/hike, golf tournament and fashion show. For details and to order tickets see: <http://kemphospice.org/events>

Legacy Gift

Making a gift through a will, insurance, securities or bequest/capital gift or endowment allows us to build to meet emerging community needs.

Celebrations

Consider naming us as your “Charity of Choice” on your special occasion to encourage others to support the Hospice. You can direct donations to be made on the Hospice web site.

For more information on “Ways to Give” visit:
kemphospice.org/ways-to-give

Mark your calendar for our 2017 Signature Events

For more information and to reserve your spot please go to: <http://kemphospice.org/events>

Paint the Town Red: Thursday, May 4, 2017

Our 9th annual gala event at Michelangelo’s will bring back all that was great about the 1970’s in a fun night of fine dining and singing. Book your corporate table early and come and celebrate with us!

Hike for Hospice: Saturday, June 3, 2017

Bring your family and pets along for a beautiful 5km walk along Lake Ontario at Confederation Park and help us raise funds to help us provide free-of-charge services for the next family we care for.

12th Annual Golf Day 2017: (TBA)

A premiere golf event not to be missed! Held at one of the area’s most exclusive courses, the day also includes a great lunch and gourmet dinner and a day full of special touches. Always a sell-out so book early!

Fashion Show: Thursday, October 12, 2017

The dazzling runway is alive with spectacular clothing from area stores and designers featuring men’s and women’s clothing. The themed event always delivers a great night of fashion, food and fun. Bring your friends!



Dr. Bob Kemp Hospice

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Charitable Registration #134922392RR0001