

Caring



Together



Dr. Bob  
**KEMP  
HOSPICE**

# **ANNUAL REPORT 2019/2020**

Compassionate Bereavement & Palliative Care for Adults and Children

# MESSAGE FROM THE BOARD OF DIRECTORS

*Thank You!*

“Caring Together”: this phrase truly defined how the Hospice has operated this past year. Our community, our staff, our volunteers and the family members of those who have spent their last days with us have all worked together to ensure that we continue to compassionately serve the emotional, physical, social and spiritual needs of those in our care. We have the most amazing, professional, caring staff and

198 wonderfully dedicated volunteers. They provide our clients and their families with the support and complex care required, from nursing and personal care, to bereavement support and hugs, all the while providing a home-like environment with delicious homemade meals and snacks. Our management team provides excellent guidance and direction. We are committed to continuing our future growth in pediatric

palliative care and increasing our community supports through our day wellness programs, bereavement programs, volunteer visting outreach programs and expanding community awareness and education seminars such as our Advance Care Planning sessions. By working and “Caring Together” Dr. Bob Kemp Hospice has become the leader in the field of palliative care and bereavement services.



**ANN HOLTON**  
Chair of The Board of Directors

This would not be possible without our strong team and the generous on-going support of our donors and community partners. We as a Board thank each and every one of you. As we end our year in the midst of a global pandemic we know that by “Caring Together” we will be able to continue to deliver needed services and excellent compassionate hospice palliative care to all those in need.

— *Ann*

**Providing excellence in care to individuals and families living with a progressive life-limiting illness.**

## 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
- Diversity
- Compassion, Kindness and Respect
- End of Life
- Continuous Enquiry and Learning

### BOARD OF DIRECTORS 2019/20

**Ann Holton (Chair)**  
Ruby Sarmiento Amog  
Nancy Donohue

Anna Filice  
Joe Khan  
Shairoz Kherani

Joe Mercanti  
Janice Shearer  
David Vainer

### BOARD OF DIRECTORS 2020/21

(Proposed to be accepted September 2020 Annual General Meeting)

**Janice Shearer (Chair)**  
Ruby Sarmiento Amog  
Anna Filice  
Ann Holton

Joe Khan  
Shairoz Kherani  
Douglas Mattina

Joe Mercanti  
David Vainer  
Karen Watters

## YEAR IN REVIEW

**1,174**  
Patients, their families and community served by our team

**995**  
Clients in our community and bereavement programs

**179**  
Served at end of life at our home

**134**  
Children participated in Camp Keaton and children's programs

**198**  
Volunteers

**26,770**  
Documented volunteer hours

**394**  
Attended Community workshops and seminars

**2019 / 2020**



**CLARE FREEMAN**

CYW, BA, MSW, RSW  
Executive Director

## MESSAGE FROM OUR EXECUTIVE DIRECTOR

*With Deep Gratitude.*

Caring Together as a team and community is the cornerstone to providing compassionate high quality palliative care and bereavement services. Our board of directors, staff and volunteers work hard every day to bring compassion alive throughout our walls.

As you read through this annual report I know you will see compassion come through these pages. Our values of leadership and quality improvement have resulted in our ability to serve more families and better meet the needs in our community. This year we were able to further expand our bereavement services

for adults and children as well as continue to build upon our pediatric palliative care initiatives. We were also able to continue our public education work in the areas of Advance Care Planning, wills, Power of Attorneys (POA), as well as pain and symptom management.

Thank you to Hospice Palliative Care Ontario for evaluating our volunteer programs and awarding us accreditation for meeting the standards. We are grateful to our funders, supporters and donors who have helped us sustain our important work in the community.

At the time I am writing this report, March 31st, the COVID-19 pandemic has hit Canada and Ontario. As we adjust to these uncertain times our main priority is to continue to provide compassionate services to our families.

Caring Together as a community is the most important gift we can give each other. Be well, practice physical distancing, wash your hands and give if you can.

Stay safe and compassionate.

*— Clare*

# 2019/2020 HOSPICE FINANCIAL REPORT



**NORMA LUISON**  
Manager of Finance

It is a pleasure to present our financial statements for the year 2019/20. We want to thank and express our gratitude to all of our generous funders and donors. With their support we were able to meet all of our funding requirements.

Our team is always working to keep expenses down while providing excellent service and compassionate care.

We are thankful to Iris Berryman who donated her property to us this year. Due to her generosity we will be able to increase parking and outreach services.

Thank you to the City of Hamilton for a new grant to support our bereavement programs and to the many supporters who gave to Camp Keaton. As we move forward with the vision of a pediatric hospice in our community, our board approved the expense for a capital campaign feasibility study, thus the increase in professional fees this year. The feasibility study demonstrated community support to continue towards a build for a pediatric hospice and bereavement centre.

We experienced some significant increases (69%) in repairs and maintenance from the previous year due to repairs required for our property and the newly acquired property from Iris Berryman.

Finally, thank you to Pettinelli, Mastroluisi LLP, our auditors for working with us this year.

## The Dr. Bob Kemp Hospice Foundation Inc.

### Statement of Operations and Changes in Net Assets

Year ended March 31, 2020, with comparative information for 2019

	2020	2019
Revenues		
Grants	\$ 1,575,337	\$ 1,540,853
Donations	837,701	892,817
Special events	438,973	469,504
Other	47,231	87,063
	<u>2,899,242</u>	<u>2,990,237</u>
Expenses		
Wages and benefits	2,049,047	1,960,120
Special events	157,058	205,128
Programs and services	104,684	114,137
Professional fees	85,081	107,218
Repairs and maintenance	80,001	55,986
Advertising and promotion	65,374	91,405
Office and general	51,664	34,103
Utilities	50,605	48,771
Interest and bank charges	29,029	27,031
Professional development	20,169	5,798
Insurance	15,547	18,634
Travel	8,921	8,081
	<u>2,717,180</u>	<u>2,676,412</u>
Excess of revenues over expenses before the undernoted items	<u>182,062</u>	<u>313,825</u>
Other income (expenses)		
Amortization of deferred capital contributions	94,000	92,410
Interest income	32,950	25,295
Realized loss on investments	-	(257)
Unrealized (loss) gain on investments	(99,054)	19,283
Amortization	(165,435)	(170,486)
	<u>(137,539)</u>	<u>(33,755)</u>
Excess of revenues over expenses for the year	44,523	280,070
Net assets, beginning of year	4,323,473	4,043,403
Donation of land (Note 11)	<u>285,000</u>	<u>-</u>
Net assets, end of year	<u>\$ 4,652,996</u>	<u>\$ 4,323,473</u>

See accompanying notes to the financial statements.

For the Full Audited Financial Statements please contact Dr. Bob Kemp Hospice.

2019/2020

# GOVERNMENT FUNDING VS FUNDRAISING

**\$1,323,905**

**PRIVATE DONATIONS,  
HOSPICE RUN SIGNATURE  
EVENTS & GRANTS**

**\$1,575,337**

**GOVERNMENT FUNDING**

# THANK YOU

TO ORGANIZATIONS AND FOUNDATIONS FOR GRANTS AND MAJOR DONATIONS



Government of Canada



Hamilton



Ontario



- Carolyn & Robert McCormick Foundation
- Edith H. Turner Foundation Fund
- The McCallum, McBride Fund
- Malloch Foundation Fund
- General Mills Foundation Hometown
- Benefaction Foundation
- Rotary Club of Hamilton
- Rotary Club of Hamilton East Wentworth Stoney Creek
- Fred and Arlene Bennink Directed Funds through Charitable Impact Foundation

# DAY HOSPICE & VOLUNTEER VISITING PROGRAMS



## A MESSAGE FROM OUR DAY HOSPICE

**CHERYLYN KISLOSKY-MCLELLAN**

B.A., RPN  
Manager of Adult and Pediatric Wellness and Volunteer Programs



**KAREN NOWICKI**

Administrative  
Assistant Volunteers

The Day Program celebrations and activities this year have come in all shapes and sizes. In caring together, we have had a blast with 'celebrate your middle name', 'National Nutella Day' and 'wear a hat and tell a story' to name a few. Simple themes are a great means to encourage sharing at the end of life.

Folks that attend our Wednesday program for adults enjoy the memories and reflection associated with time, place and rhythm. We are grateful for Geoff Walker and his karaoke, Bel Cantro Strings, Gordon Zanity-Donn and the Greater Good and the Bethel Senior Choir for entertaining us with an array of talents and instruments.

Hospice volunteers are essential in the services we offer. This year we had two training programs with 24 registered new volunteers. Our volunteers are the warm faces at reception and they cook mouth-watering pastries and prep for meals. Our beautiful grounds are a result of dedicated gardeners who, regardless of the weather, weed, prune and tend to the needs of our property. Dying people in our community are paired with a volunteer for companionship for the duration of their illness through our Volunteer Visiting program. Our events are executed with the assistance of volunteers to greet guests, sell raffle tickets, and spot during live auctions. Our hospice

volunteers are absolutely amazing, giving people, sharing their array of talents.

### Music Therapy In the Day Hospice Program:

Monthly group sessions were provided by Music Therapy Interns with typically 6 to 8 community participants and 2 to 3 volunteers in attendance. The group wrote songs, sang together, improvised on instruments, and engaged in song discussion and sharing of life stories/experiences.

## FOR CHILDREN

Supporting children with illness in our community at our Pediatric Day Wellness Program on Thursday mornings is a place to 'just be'. There are no milestones to achieve or regimented program activities. Children, with a caregiver, come to the Hospice for laughter, music, sensory stimulation and compassionate care. One mom, named Karlee, described the atmosphere as being similar to "going to grandma's". Stories and resources are shared. Hospice staff and volunteers eagerly await snuggle time. Crafts, stories and homemade pastries await!

– **EMILY SKOUTAROU**

Coordinator of Pediatric  
Wellness Programs

*"My favorite day of the week is Wednesday. I live for it."*

**MARY KREIDL, DAY PROGRAM CLIENT**

*"I like volunteering because it adds structure and a sense of purpose to my life. Truthfully."*

**RICHARD REBLE, HOSPICE VOLUNTEER**

### Music Therapy Pediatric Day Wellness:

Music Therapy was offered as part of the Pediatric Day Wellness program whenever community participants attended. Music was used to make a connection with the children and families, to provide care for the family unit. Children were given opportunities to play or listen to instruments (together with their caregivers, if desired), to enhance creativity, nonverbal interaction, sensory stimulation and/or relaxation, and to encourage motor functioning/response (if specified). Goals for music therapy were discussed and arranged with the parents'/caregivers' feedback.

### COMPLIMENTARY THERAPIES

Nie Spa (mani & pedi)  
Mohawk massage therapy students  
Flo McLaughlin-Reflexology  
Rose Philip- Touch Therapy  
Susan Oliver- Touch Therapy  
Karen Galer-Animal Therapy Sugarbun bunny visits  
Janie Davis-Hair Styling

### ENTERTAINMENT:

HULA Wahines Hawaiian dance group  
The Hamilton Conservatory of Music  
Geoff Walker-Karaoke & Guitar  
Jennifer Spleit-Landry, Music Director  
Bel Canto Strings Academy  
Gordon Zanity Donn and the Greater Good Choir  
Bethel Senior Choir



## OUR MUSIC THERAPY PROGRAM

**SARA KLINCK**  
MMT, RP, MTA  
Music Therapist

MusicTherapy is a discipline in which credentialed professionals (and interns/students receiving clinical supervision) use music within a therapeutic relationship to address various domains of health (physical, emotional, cognitive, communicative, social, spiritual). Certified MusicTherapists hold a degree in MusicTherapy, have completed a supervised internship, passed a board certification exam, and engage in continuing education in order to safely and ethically practice.

MusicTherapy sessions are uniquely designed to address the needs/goals of the residents or clients. Different music-making and music-listening experiences are then created and/or adapted, and implemented. For example, hospice MusicTherapists might help someone to write a song about their life or to leave messages for loved ones, they might improvise on instruments or vocally to promote deep breathing and relaxation in order to reduce pain and anxiety. Sessions might also take the form of musical life

review, listening to music that is personally significant for the resident and then engaging in music-facilitated reminiscence and discussion. Some residents and loved ones will choose to play/sing live music together with the therapist as a shared experience and communicate messages to each other through the music.

MusicTherapists engage in consultation with the multidisciplinary healthcare team to effectively practice whole-person care at the end-of-life.

### Music Therapy Bereavement Groups:

Four community participants engaged in the 8-week music therapy bereavement group programs offered in spring and fall 2019. Sessions followed a topic-based and music-centered approach in which participants engaged in various music-making and music-listening experiences to assist in expressing grief and developing further coping resources.



## FROM THE KITCHEN: THE HEART OF OUR HOME

**KYLIE NATTRESS** :  
Kitchen Manager

**LEISA VANDERHEYDEN** :  
Part time kitchen staff

When families remember their time at our Hospice a memory of our kitchen is almost always at the forefront. I am so grateful for our team of staff and volunteers that have worked so hard over the past year to make our kitchen the heart of our home. One of the first things we ask a resident and their families is to list their favorite foods. From week to week you will see a stocked supply of whatever is the most requested. If a resident loves ice cream then we make sure we have it on hand! Fresh soup is made daily and the aroma of baked goods fills

the house from end to end. We have a lot of fun cooking for the themed Day Hospice on Wednesdays and anytime we hear of a special occasion you will often see a cake or special goodies being made just for that. Coffee and sweet treats are offered to everyone who visits our home. In fact, most of the snacks served at our in-hospice events are made right in our kitchen. Of course near the end of our fiscal year was the beginning of COVID 19 restrictions and that meant a lot of changes. Despite these changes, our kitchen still remains a special place in our home.

# RESIDENTIAL CARE



**DEBBIE ROBINSON**  
Reg N, CHPCN(C)  
Director of Residential Care

## DIRECTOR OF RESIDENTIAL CARE

Our residential team of RN's, RPN's and PSW's have continued to support 179 residents with their journey of life, along side their families. Big thanks to all of the staff who are working together in a team approach allowing us to deliver compassionate care, kindness, and whole person centered care to our residents and families. We have had the pleasure this year to celebrate with our residents and families: a wedding in our great room, special anniversaries, birthday parties, and a celebration of life while the resident was still alive and able to participate.

We consider it an honor and privilege to serve our residents alongside their family.

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*"Everyone was so caring, I liked that they spoke to the patient to obtain their needs. They always spoke to family members. The 'waving goodbye' or send off ceremony was beautiful."*

*"No words can express how thankful we are to all the staff and for this building. There is not enough room on this paper to mention all of the positive things we have experienced here."*

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**ARMILA KAJANI**  
RN, BScN, MN, CHPC  
Clinical Nurse Specialist

## CLINICAL NURSE SPECIALIST

Referrals are received for patients with a life limiting illness for the hospice and the Palliative Care Outreach Team. We continue to respond to all referrals within 24-72 hours. We continue to assess and evaluate each unique patient, family and circumstances to ensure they are supported at home as long as possible from a psychosocial and symptom management perspective. Every effort is made to transfer the patient to hospice for end of life care if that is the patient and/or family's wish. Each patient is unique and requires frequent collaboration from a team approach including the family, family physician, palliative physician, bereavement support clinician, HNHB LHIN, visiting nurses, other hospices and hospice volunteers. The continuous education and support provided to patients, families, nurses and family physicians allow patients to be cared for at home as long as possible, with the goal to avoid unnecessary hospital emergency visits.

Providing the highest level of care to our patients and families is an integral component of what we do.

We strive to ensure our knowledge and practices are reflective of the current best evidenced based practice. Ongoing education and mentoring is provided to our residential staff and involves frequent collaboration with the Co-Medical Directors and the Residential Director.

In partnership with the Division of Palliative Care, Department of Family Medicine at McMaster University, we continue to host monthly "Lunch and Learn" sessions which focus on topics supporting an inter-disciplinary approach to palliative care. Various health care professionals attend this monthly.



## OUR MEDICAL DIRECTORS



**DR. SABIRA KANANI**

As we approach the completion of our third year as Co-Medical Directors, Dr. Russell and I continue to be proud to be associated with the Dr. Bob Kemp Hospice. We have strived as a team to make this place one that is efficient and effective at caring for residents with terminal illnesses and their families at these difficult moments in their life. During our tenure we have seen year-upon-year increases in our referrals and admissions and we are proud to say that our team has worked ever harder to complete assessments in a timely fashion such that we can have a steady stream of residents filling our beds. They have ensured that the residents are able to be admitted during the day as well as evenings and on weekends such that we are always near our capacity, thus ensuring that care is facilitated in a timely fashion.



**DR. SHARON RUSSELL**

While we don't know what the future holds, we know that our team will continue to work hard to make sure that the high standards that we all aspire to are continuously met and that our residents and their family are always cared for in the best way we know how. As of the writing of this, an international pandemic is here and states of emergency have been declared in several jurisdictions, including ours. With the ever present uncertainty, one thing that our residents and their families can be sure of is that our staff are prepared for several contingencies and that despite these challenges, we shall always provide a high level of care and service to our community. We look forward to your ongoing support now and always as we navigate through these difficult times.

**2019/20 RESIDENTS: 179**

**18%**  
UNDER 64

**82%**  
OVER 65

**88%**  
CANCER  
DIAGNOSIS

**12%**  
NON-CANCER  
DIAGNOSIS

**53%**  
FEMALE

**47%**  
MALE

### MUSIC THERAPY IN RESIDENTIAL CARE:

Music Therapists and Music Therapy Interns/Students provided nearly 300 sessions at the bedside this past year. Sessions were tailored to meet the unique needs of residents and/or family members while in-house. Some residents chose to engage in songwriting or instrument playing/improvisation, while others preferred listening to

live music to help them fall asleep or to engage in dialogue about music that impacted them in meaningful ways.

While sessions are crafted uniquely, goals frequently included using music for legacy creation, pain and symptom management, life review and reminiscence, facilitating self-expression and dialogue, reducing anxiety and promoting relaxation.

# GRIEF & BEREAVEMENT PROGRAMS – ADULTS



**JESSICA MILLETTE**  
RSW MSW  
Manager of Bereavement  
and Supportive Care

When we are grieving we can feel completely alone even when we are standing in a crowded room. We want to continue to foster connection and caring in the community through our programs and services. We have been able to serve 86 individuals through our 13 support groups where participants come to share, grieve, and care together alongside our trained peer volunteers. We were also able to help other communities in our region care together by providing an onsite youth grief support group for clients of the Youth Wellness Centre, as well as provide onsite grief support and education for an organization that experienced loss in the workplace.

This past year we have found more ways to help families at our Hospice care together and make meaningful memories through our memory projects and events. We have been able to expand our memory projects from word clouds, hand molds, letter writing, and voice-recording teddy bears to include thumbprint medallions, customized family bead making, memory slideshows, and helping families host gatherings at the Hospice.

This year we transformed our Great Room into a wedding chapel, retirement party gathering, birthday party room, holiday space, as well as helped a resident welcome guests to their own living celebration of life.

These are some of the ways we have helped our residents create meaningful memories with their loved ones and we continue to care together as we welcome the next family to our hospice and explore how we can turn our house into their home.



*"The sense of community. I shared a story I have never shared. I feel lighter."*

– PARTICIPANT FROM  
YOUTH WELLNESS  
CENTRE YOUTH GRIEF  
SUPPORT GROUP

*"It's nice to be with people going through the same problem."*

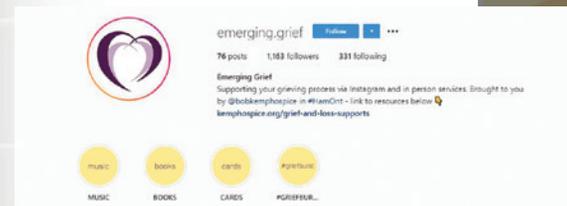
– GROUP  
PARTICIPANT

# SUPPORT BEYOND GROUPS

One of the most popular platforms for almost any subject is social media. Grief is something a person lives with all the time and although support is available sometimes you need support outside of groups and counselling sessions. In December of 2019 we created emerging.grief on Instagram. This page is available 24/7 and has created a digital community filled with candid, honest and helpful content around death, loss and grief of ALL kinds. Posts are made daily and encourage interaction from our followers to share memories or feelings of grief. To date we have gained over 1000 followers. A special thank you to Annie Horton for all of her work and heart put into this project.



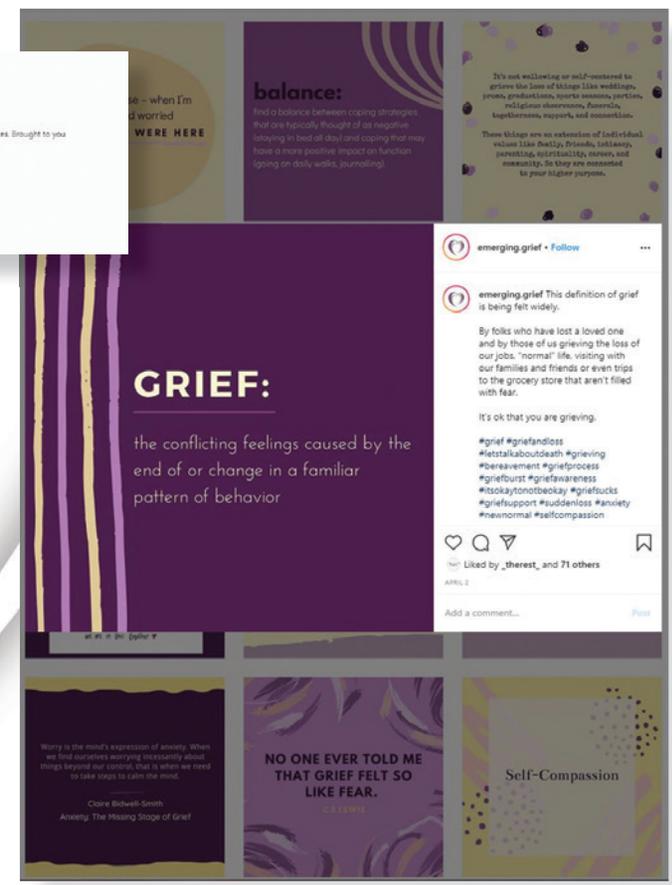
*Great Room transformed into wedding chapel*



**@EMERGING.GRIEF  
INSTAGRAM ACCOUNT  
WAS CREATED IN  
DECEMBER, 2019.**

**it's ok to:**  
feel emotionally overwhelmed

**it's also ok to:**  
feel numb, or nothing at all



# GRIEF & BEREAVEMENT PROGRAMS – CHILDREN



## SUSAN REPA

CSW  
Coordinator of Children and Family Support Programs and Director of Camp Keaton

The Children's Bereavement Program has grown significantly this year. We heard from the community that in addition to individual and group counselling, they wanted more and different types of family, youth and children's programming.

This year we began offering monthly Family Nights. Community families and DBKH families were invited to join us for themed events. We celebrated "Day of the Dead" in October and honoured family members that had died. In November, National Bereavement month, we honoured our loved ones by making Memory Butterflies and memory family beads. Our December Gingerbread Event welcomed 54 people to the hospice where each family made their own gingerbread house and placed written memories into the house before decorating them. In March the families painted and decorated birdhouses to welcome spring.

We introduced a monthly games night where community and DBKH children and youth, aged 6-17, joined us to play bereavement themed games as well as League of Nations our DBKH created game.

Our concurrent children/youth/parent groups ran twice during the year for 7 weeks, offered every other week.

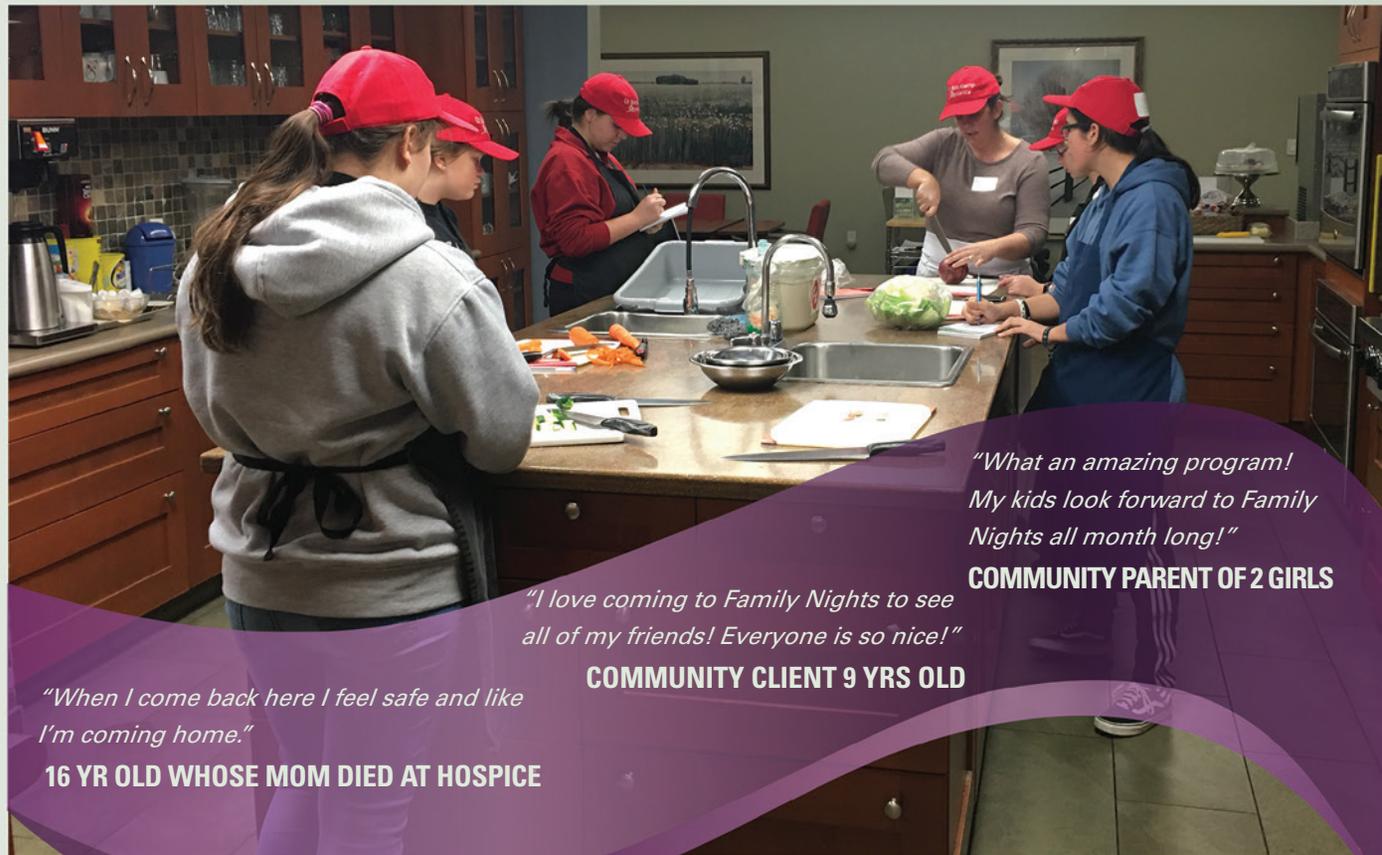
"Cooking Up Care", a 6 week program, was a huge success for our youth 12-17 years, who enjoyed coming to the hospice, having a cooking lesson where they made dinner together in our kitchen and then eating together while talking about challenges they are currently facing.

Community partnerships were built with Donald V. Brown Funeral Home, where we supported the family and friends of 14 year old Devan Selvy, during the visitation and funeral services. We also provided bereavement support at the Donald V. Brown Annual Memorial Service held at the United Church in Binbrook.

We supported Lynwood/Charlton's Compass Program by conducting a bereavement group for the youth and staff who had been struggling with the death of family members.

We supported the HWCDSB parents conference by presenting on "How to talk to your children about death?" and "How do I know that my child is grieving?"

From family nights to individual counselling and supporting our community partners, we are all Caring Together!



*"What an amazing program!  
My kids look forward to Family  
Nights all month long!"*

**COMMUNITY PARENT OF 2 GIRLS**

*"I love coming to Family Nights to see  
all of my friends! Everyone is so nice!"*

**COMMUNITY CLIENT 9 YRS OLD**

*"When I come back here I feel safe and like  
I'm coming home."*

**16 YR OLD WHOSE MOM DIED AT HOSPICE**

# CAMP KEATON 2019



**KAREN NOWICKI**  
Administrative Assistant  
Camp Keaton

2019 marked the first year that Camp Erin Hamilton was rebranded Camp Keaton Hamilton in honor of Keaton Millar. Forty-three campers attended and participated in camp activities. New technology was implemented as we Facebook Live streamed our Opening Ceremonies. We also used Facebook to engage parents and allow them to see the activities that their children were involved in. Camp was an incredible experience for our campers. They introduced us to their loved ones at our Memory Wall which then acted as a focal point for the children to return to during the weekend. This year we added Dr. Susan Woolhouse, a Palliative Care/MAID provision Physician, to our Ask the Professional activity. Susan was able to answer challenging questions with clarity and sensitivity which assisted in easing our campers' worries. Many of the children built new friendships and acquired a greater understanding of their own grief and ways to comfort themselves.

*"I thought I made my dad die because we fought the day before but Dr. Susan says that I couldn't have caused it."*

*"Look at all the faces on the wall! So many people have died!"*

*"There are so many kids just like me."*



# DEVELOPMENT



## A MESSAGE FROM OUR DIRECTOR OF DEVELOPMENT

**DANIELLE ZUCCHET**  
Director of Development

As the Director of Development, I have the privilege of meeting nearly every family that walks through our doors. I never tire of showing families our warm, inviting home where we will care for their loved ones when I take them for a tour.

Dr. Bob Kemp Hospice is an organization developed through a community effort to address the needs of palliative care. Our services are driven from the needs of families in the greater Hamilton area and are made possible through the dedication of volunteers, the Board of Directors and our staff. Our community will always need bereavement and hospice palliative care services. It is my role to ensure the sustainability of our organization and the ability to grow our programs and services so that we continue to meet these needs.

While I lead our team in our fundraising efforts, I am always so moved by the generosity of individuals, families, businesses and corporations that give so generously to support the Hospice. We rely on our community to help us raise over 1.3 million dollars not funded by the government.

I invite you to look at our website, [www.kemphospice.org](http://www.kemphospice.org), for our current wish list, as well as on the back cover of the AGR for a list of ways that you can support us.

A special thank you to all of our corporate sponsors, estate and personal donations that help us serve our next family.

With deep gratitude,

— *Danielle*



# COMMUNITY EDUCATION

One of our core values as an organization is for continuous learning. We invest in this for our staff and volunteers and continuously look for opportunities and new approaches to educate our community. Death and dying are probably one of the hardest topics to broach and yet they affect every single person and family. The more a person can understand the less fear they will have.

**DANIELLE ZUCCHET**  
Director of Development

Over the last year we have used the following platforms for community education and awareness:

- Monthly Newsletter
- Advance Care Planning Sessions
- Media interviews on Cable 14, CHCH, CHML 900
- Newspaper articles in print and online
- Monthly Lunch N Learn Workshops
- Radio public service announcements (PSA's)
- Social Media Platforms
- Special Projects: Stories of The Time In between
- Videos on Advance Care Planning, hospice needs, virtual tours, etc
- Billboards across the city

**ARMILA KAJANI**  
RN, BScN, MN, CHPC  
Clinical Nurse Specialist

Thank you to our community media partners for assisting us in educating our community. We continued our Advance Care Planning sessions in this last year hosting three sessions at the SHED in Dundas. We added a second part to this program that focuses on the Power of Attorney for personal care, wills and estates. This year we also started work on our special project 'Stories of the Time In Between' which is an event that features 10 local celebrities paired up with photographers and together they created the meaning of their life in words and pictures. At the end of our fiscal year some of our education events were quickly turned virtual and even with this new platform we had a great turnout. We look forward to continuing our education and to ease the burden and fear so many of us experience when faced with end of life care for ourselves and our loved ones.

**JENNIFER ROWAN**  
Manager of Events and  
Community Awareness



## 2019/2020 EVENTS



**JENNIFER ROWAN**  
Manager of Events and  
Community Awareness



**LINDSAY BARNETT**  
Special Events Assistant

We are honoured to have the support from local businesses, community organizations, and individuals who raise money independently for the Hospice. From car washes to corporate dunk tanks, the effort and organization does not go unnoticed and we are grateful for your dedication as an ambassador for the Hospice.

Dr. Bob Kemp's vision was to provide all of the programs, including residential care, at no cost to the patient and their families. In order to continue to follow his vision we are required to raise just over 1.3 million dollars annually. Every year we run four major events that are generously supported by our community and corporate sponsors. Check our website for 2020 and 2021 dates.



## DONATIONS THROUGH COMMUNITY EVENTS

- 50/50 Draws and Grand Prize VIP Car Draw
- Funding Innovation Inc. Art Easel Program
- Garage Sale
- Nie Spa Open House
- Oak Gables Golf Tournament
- Rotary Clubs
- Silicone Tech Tailgate Party
- Trudy Deys Art Show and Sale
- Turkstra Lumber BBQs
- Holiday Market
- Fortinos on Rymal Road
- Wine Survivor
- Rona on Stone Church Road
- Abercarn Cup
- Soupalooza Fest
- Ticat 50/50 Draw
- Winona Peach Festival

# SIGNATURE EVENTS FOR 2019

## SIGNATURE EVENT SPONSORS:

- Accident Support Services
- Agro Zaffiro
- Ancaster Mill
- ARU Polaris
- Bay Gardens Funeral Home Incorporated
- Blouin, Dunn LLP
- Boehringer Ingelheim (Canada) Ltd.
- Carmens Banquet Centre
- City of Hamilton
- Collyer Benson Capital Inc
- Dave Lumsden
- David Vainer
- Deloitte Management Services LP
- Discovery Group of Investigators Ltd.
- Effort Trust Company
- Fernandes Hearn LLP
- Ferrell Builders Supply Ltd.
- First Ontario Credit Union
- Gerard Cox
- Hrycay Consulting Engineer Inc.
- Hutchinson Family
- Ives Insurance
- Jocelyn Maurice
- Johnston Motor Sales Co. Limited
- Marita Zaffiro
- McMaster University
- Meridian Credit Union Limited
- Metro Consulting
- Michelangelo Events & Conference Centre
- Monaghan Reain LUI Taylor LLP
- Multi-Area Developments Inc.
- NFP
- Ontario Insurance Adjusters Association Hamilton Chapter
- Old Republic Inc.
- Peter and Nina Cicchi
- Pinnacle Insurance
- Ross & McBride LLP
- SCS Investigations
- Sedgwick
- SLS Insurance Brokers
- StressCrete
- TEAMM Foundation
- Ted and Madeleine Dwyer
- The Dunham Group Inc.
- Tube Mac Industries Ltd.
- Wendy Tompkins



### 11TH ANNUAL PAINT THE TOWN RED

Held on May 2nd, 2019 at Michelangelo's with over 400 guests in attendance. Our generous community was able to help raise close to \$170,000.



### 15TH ANNUAL HIKE FOR HOSPICE

A wonderful day was had by over 400 attendees at Confederation Park. This amazing group of sponsors, walkers and donors were able to raise over \$101,000.



EVENT SPONSOR:



### 14TH ANNUAL GOLF DAY FOR HOSPICE

There was beautiful weather for the 128 golfers that came out to support our day. We were able to raise over \$104,000. A special thanks to our long time event sponsor, Old Republic Canada.



TITLE SPONSOR:



### 2ND ANNUAL HANDBAGS FOR HOSPICE

With special thanks to our wonderful event sponsor Johnston Motors, we raised over \$111,000. It was held on October 9, 2019 at Michelangelo's.



TITLE SPONSOR:



# THANK YOU TO OUR DEDICATED STAFF & TEAM

## Clare Freeman Executive Director

Lindsay Barnett  
Eva Donovan  
Melissa Howes  
Armila Kajani  
Cherilyn Kislosky-McLellan

Events Assistant  
Office Administrator  
Payroll-Administrative Coordinator  
Clinical Nurse Specialist  
Manager of Children/Adult  
Wellness and Volunteer Programs

Sara Klinck  
Norma Luison  
Lynda McLean  
Jessica Milette

Music Therapist  
Manager of Finance  
Housekeeping  
Manager of Bereavement & Supportive Care  
Maintenance  
Kitchen Manager  
Senior Administrative Assistant  
Coordinator of Children and Family Support Programs

Edward Moriarity  
Kylie Nattress  
Karen Nowicki  
Susan Repa

Director of Residential Care  
Manager of Events and Community Awareness  
Coordinator of Pediatric Wellness Programs  
Maintenance  
Part Time Kitchen  
Director of Development

Deborah Robinson  
Jennifer Rowan

Emily Skoutarou

Bruce Thomson  
Leisa Vanderheyden  
Danielle Zucchet

## RESIDENTIAL CARE TEAM

Kathy Adams  
Sharon Lee Alvarenga-Carballo  
Sandra Andreychuk  
Liz Bliss  
Jessica Bristol  
Brandi Browett  
Erin DeJong  
Kathryne Cobbett  
Autumn Covill  
Jane Crover  
Patricia Daly  
Brenda Fortin  
Ashley Gardrie  
Terri Gilmour  
Johanna Griffioen  
Evelyn Hamilton-Laurent  
Samuel Iweriebor  
Kirsten Jambor  
Mary J Klingenberg  
Sarah Laing  
Christy Magyar  
Meagan McCallum  
Darlene McKillop  
Ellaine Melicio  
Cameron Meyers

PSW  
RPN  
Casual RPN  
RPN  
PSW  
Casual RPN  
Casual RPN  
Casual RN  
Casual PSW  
RPN  
Casual RN  
PSW  
Temporary FT RN  
PSW  
RPN  
RPN  
Casual PSW  
Casual PSW  
RN  
PSW  
PSW  
RN  
RN  
Casual RPN  
PSW

Monica Morais  
Urszula Nowak  
Leoncie Ntigrankabo  
Jason O'Marra  
Jessica Parrington  
Bonnie Peekstok  
Laura Sajgo  
Donna Scriven  
Emily Renee Skoutarou  
Janet Thompson  
Amanda Truffen  
Candice Unsworth  
Stephanie Warden  
Naomi Zohoor

Casual RPN  
Casual PSW  
RN  
Casual PSW  
RN  
PSW  
Casual RN  
Casual PSW  
Casual RN  
Casual PSW  
Casual RPN  
RPN  
Casual RN  
Casual RPN

## PLACEMENT STUDENTS

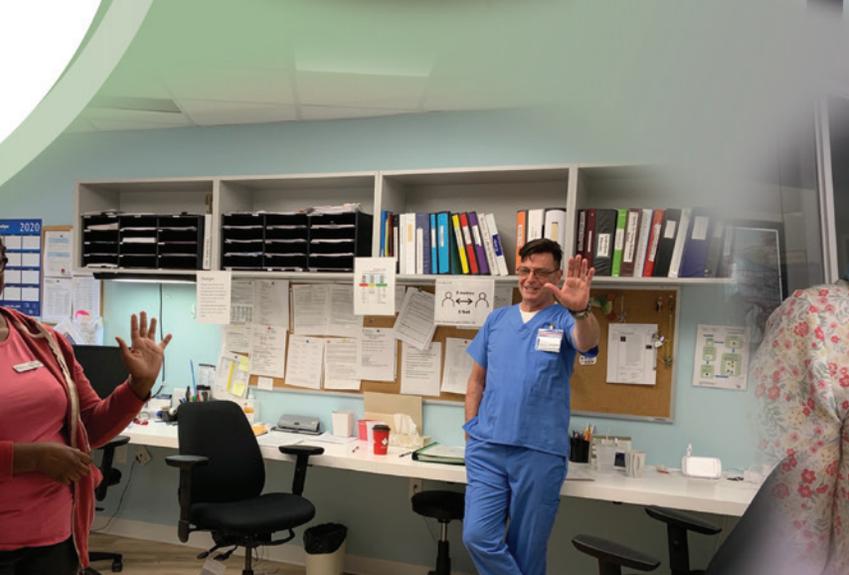
Emily Diemert  
Stefanie Maxim  
Sara Picard  
Ashley Redshaw  
Kennedy Smith

Bereavement Program  
Bereavement Program  
Music Therapy Program  
Bereavement Program  
Bereavement Program]

## SUMMER STUDENTS

Sylvia Dobosz  
Mariana Hormooz  
Kristen Johnston

Special Events Assistant  
Student Administrative Assistant  
Volunteer Programs Assistant



# THANK YOU TO OUR DEDICATED VOLUNTEERS

Thank you to our 2019/2020 Volunteers! Below is a list of those who submitted their volunteer hours, but we thank all volunteers who give of their time and talent to helping families in our community.



Stephanie Angell  
 Sara Barker  
 Terry Beninger  
 Lou-Ann Bick  
 Nazlim Bilgi  
 Sheryl Boblin  
 Stephanie Bristo  
 Eleanor Brown  
 Carrie Browne  
 Deborah Byrne  
 Diane Cameracci  
 Tammy Camposilvan  
 Angela Canci  
 JoAnne Chalifour  
 Everett Colburne  
 Margaret Cottrell  
 Ankie Cowan  
 Carmel Davieau  
 Janie Davis  
 Susan De Iulio  
 Cassandra DePaiva  
 Patti Dudek  
 Jane Evans  
 Sandy Gagich  
 Karen Galer  
 Chris Garner  
 John Girolami  
 Nancy Groppo  
 Mary Ellen Hall  
 Ann Hennessy  
 Vanessa Henry  
 Norah Hickey  
 Cornelia Hogeterp  
 Marie Holland  
 Michael Hooghiem  
 Annie Horton  
 Eileen Huang  
 Baqir Kedwai  
 Joe Kielb  
 Kathie Kielb  
 Josephine Knott  
 Bonnie Konowalchuk

Andy Korosi  
 Anne Kozlowski  
 Nicole Kucheran  
 Liz Laing  
 Jo-Anne Lavigne  
 Rosanne Leddy  
 Deborah Lindeman  
 Eva Liu  
 Pam Lyn  
 Kirsten MacAulay  
 Lindsay MacLeod  
 Loretto Mahony  
 Angelica Martinez  
 Florence McLaughlin  
 Charles McMillan  
 Alan McQueen  
 Leslie Milburn  
 Susan Miller  
 Cindy Milne  
 Julie Morelli  
 Robert Morton  
 Don Munro  
 Sylvia Murphy  
 Eileen Nagtegaal  
 Kristina Nedelka  
 Diwata Ojastro  
 Lisa Oliver  
 Susan Oliver  
 Andrew Osyany  
 Jean Packer  
 Cassandra Pakula  
 Susan Parkinson  
 Barbara Patriquin  
 Daphne Payne  
 Rose Philip  
 Sue Phillips  
 Roxanne Rapedius  
 Richard Reble  
 Anne Reid  
 Norah Rigley  
 Kathleen Roberts  
 Bryon Robertson

Linda Robson  
 Lily Romano  
 Joyce Ross  
 Sharon Ross  
 Amna Saigal  
 Fran Scott  
 Sally Shea  
 Mary Smith  
 Camille Soo Lum  
 Sharon Spence  
 Susan Spence  
 Doreen Stallard  
 Christianne Stephens  
 Peggy tenBrinke  
 Sely Trail  
 Carol Turner  
 Sara Van Barneveld  
 Maggie Van Rooij  
 Grace Vanderwoude  
 Geoff Walker  
 Susan Walker  
 Jennifer Wall  
 Patricia Ward  
 Jackie Watt  
 Kim Wiley  
 Susan Williams  
 Mary Wilson  
 Lauren Winemaker  
 Thea Woudwyk  
 Eliza Wu  
 Petra Wuppermann  
 Shashinder Yadav  
 Lori Zivanovich  
 Paul Zucchet

This list does not include Camp Keaton Volunteers, Mohawk Massage Students, NIE Spa, Event Committee Members or Board Members.



# A LIST OF WAYS YOU CAN GIVE

## Memorial Gifts/Celebrations of Life

Consider naming us as your “Charity of Choice” to encourage others to support the Hospice. Donations can be made on the Hospice website, credit card, over the phone or donation cards are available in our office.

## Memory Path

Join the many families that have added their loved ones to our beautiful garden memory path. For a gift of \$1,000, a customized stone plaque is added to our garden. Ask our office for a form.

## 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.

## Caring Together Monthly Donor

A convenient way for you to give a set amount through the year.

## Legacy and Dignity Gift

Make a gift through a will, insurance, securities or bequest/capital gift or endowment.

## Support our Signature Events

Each year the Hospice hosts four events to suit a variety of interests: a gala, a family hike, golf day and Handbags for Hospice. For details and to order tickets see [www.kemphospice.org/events](http://www.kemphospice.org/events)

## Campaigns

Consider joining our community donor list to make your contributions to our seasonal appeals mailed to area residents.

## Corporate Leadership

Several companies proudly sponsor Hospice programs. We can help you become a corporate sponsor and customize a package to meet your needs.

## SPECIAL PROJECTS AND FUTURE EXPANSION

Please ask us about our wish list that is always changing depending on the current needs of our Hospice. Check out our website for the most current wish list. One of the needs we have is to replace each one of our 10 beds which are 11 years old. One of the most asked for requests from our families is to be able to lie in bed with their loved one. This is a big project that requires all door ways to be widened and then the purchase of specialized beds. We are also looking to expand our programs for children and in the near future to start a capital campaign for a pediatric hospice. Please let us know where your interests are and we would love to work with you.

**To make a donation call  
(905) 387-2448 or online  
[www.kemphospice.org](http://www.kemphospice.org)**

