

Caring Together

THROUGH COVID



Dr. Bob
**KEMP
HOSPICE**
Compassionate Palliative Care
& Bereavement Services

Annual Report
2020/2021

MESSAGE FROM THE BOARD OF DIRECTORS

CARING TOGETHER, PIVOTING AND REACHING OUT FARTHER DURING COVID

Coretta Scott King once said that “The greatness of a community is most accurately measured by the compassionate actions of its members.” This statement is truly a reflection of our community here at the hospice. In the face of a world turned upside down by a virus of which we had no control, our community pivoted and reached further than at times humanly possible. In so doing we were able to continue offering care in the most compassionate way imaginable to each family we were privileged to serve.

Family is a natural therapy and medication for those at end-of-life. In our residential program we did our very best to ensure family was safely at bedside, and remarkably we remained COVID-free. We knew how critical our outreach programs were for supporting those dealing with death, so as quickly as possible we pivoted to offer our supports virtually. We invested in our grief and bereavement supports, and the response has been overwhelming.

This and so much more could not have been possible without a management team who lead with commitment, a staff who care with compassion, volunteers who give tirelessly, and a community at large who support us. To all of you on behalf of the Board of Directors – thank you.

During the past year the Board of Directors completed a three-year strategic plan that details our commitment to advancing supports in pediatric palliative care, bereavement services, outreach, and to the strengthening of our internal processes.

While the long-term impacts of COVID on end-of-life are unknown, and even harder to imagine, we do know they will be there. So it is with immense gratitude that I say thank you to everyone in our community for joining us in caring together; providing us the privilege of serving the emotional, physical, social, and spiritual needs of all living with a life-limiting illness until the end-of-life.

With gratitude...



JANICE SHEARER
Chair of The Board of Directors

— Janice

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 2020 – 2021

JANICE SHEARER	JOE KHAN	DAVID VAINER
RUBY SARMIENTO AMOG	SHAIROZ KHERANI	KAREN WATTERS
ANNA FILICE	DOUGLAS MATTINA	
ANN HOLTON	JOE MERCANTI	

BOARD OF DIRECTORS 2021 – 2022

JANICE SHEARER	JOE KHAN	(Proposed to be accepted September 2021 Annual General Meeting)
RUBY SARMIENTO AMOG	SHAIROZ KHERANI	
ANNA FILICE	JOE MERCANTI	
ANN HOLTON	DAVID VAINER	

MESSAGE FROM OUR EXECUTIVE DIRECTOR



CLARE FREEMAN
CYW, BA, MSW, RSW
Executive Director

This year has undoubtedly been one of the most challenging our hospice has ever faced. In late March, when the COVID pandemic hit Canada and Ontario, we had to change the way we work. I am so incredibly proud of our Board of Directors, staff, volunteers, and supporters. I want to acknowledge the incredible support we received from the City of Hamilton, the Community Foundation, the Ontario Trillium Foundation, and our Provincial and Federal governments whose additional financial contributions allowed us to continue to offer all of our services and pay for the additional costs of supplies related to COVID. Caring together as a team and community has allowed us to meet challenges, deliver excellent care, and remain without a COVID outbreak.

As you read through this annual report, I hope you will see, as I do, the incredible passion, talent, perseverance, and dedication of everyone. We have witnessed some very dark moments and some incredible triumphs. I want to offer my deep condolences to all the families who came through our home and to everyone we served in the community

who had a loved one die this year. We know that the pandemic caused much pain to you and your family and that the restrictions imposed were most difficult on you. Your sacrifice for the community good was noticed. I also want our community to recognize that our team has sacrificed and witnessed incredible pain; they are heroes/heroines. I feel privileged to work alongside such an incredible group of people.

We are excited about the increased availability of the vaccines, and we will reach 90% double vaccination by early June. We look forward to emerging from the shutdown and opening our doors more widely. We look forward to more face-to-face contact, and we will carry forward the experiences that will continue to strengthen and make our services more accessible.

Caring Together is getting us through!

With deep regards,

— Clare

YEAR IN REVIEW 2020 / 2021

690	443	133	130	113
Patients, their families and community served by our team	Grief and bereavement sessions	Served at end of life at our home	Volunteers	Volunteer visiting hours

2020 / 2021

HOSPICE FINANCIAL REPORT



NORMA LUISON
Manager of Finance

Despite a year of challenges here and in the community, I am pleased to share the financial statements for this fiscal year 2020/21. Our gracious thanks and sincere gratitude go out to all of our generous donors and funders for their support, especially during this difficult year when the COVID-19 pandemic started right at the beginning of our fiscal year. With their support, we were fortunate to be able to meet all of our funding requirements.

As the goal of our team is always to provide excellent service and compassionate care at the same time, we are always working to keep expenses down.

We are thankful to the Hamilton Community Foundation and the City of Hamilton for new grants enabling us to expand our bereavement programs to further support the community as well as help cover costs associated with the pandemic.

As we experienced an 18% decrease in community donations, we are thankful for the additional support we received from the Federal, Provincial, and Municipal Governments, to ensure that the extra pandemic expenses were met and to support a recovery plan for a COVID-19 reserve. The Trillium Grant we received this year will greatly help towards the expansion of the bereavement programs for the upcoming year.

Our gratitude goes out to the funders that enabled us to complete repair and maintenance on our additional building at 271 Stone Church Road East, as now it is fully functional.

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, 2021, with comparative information for 2020

	2021	2020
Revenues		
Grants	\$ 1,829,746	\$ 1,575,337
Donations	777,070	884,932
Special events	274,400	438,973
	<u>2,881,216</u>	<u>2,899,242</u>
Expenses		
Wages and benefits	2,444,604	2,049,047
Programs and services	122,039	104,684
Repairs and maintenance	93,581	80,001
Advertising and promotion	74,737	65,374
Special events	57,401	157,058
Utilities	49,148	50,605
Office and general	43,754	41,664
Professional fees	35,342	85,081
Interest and bank charges	22,452	29,029
Insurance	18,029	15,547
Professional development	7,630	20,169
Travel	6,394	8,921
	<u>2,975,111</u>	<u>2,707,180</u>
(Deficiency) excess of revenues over expenses before the undernoted items	<u>(93,895)</u>	<u>192,062</u>
Other income (expenses)		
Government assistance (Note 12)	723,998	-
Unrealized gain (loss) on investments	105,957	(99,054)
Amortization of deferred capital contributions	94,482	94,000
Interest and dividends	32,363	32,950
Realized gain on investments	18,441	-
Donation to the Hamilton Community Foundation	(50,000)	(10,000)
Amortization	(160,290)	(165,435)
	<u>764,951</u>	<u>(147,539)</u>
Excess of revenues over expenses for the year	<u>671,056</u>	<u>44,523</u>
Net assets, beginning of year	4,652,996	4,323,473
Donation of land	<u>-</u>	<u>285,000</u>
Net assets, end of year	<u>\$ 5,324,052</u>	<u>\$ 4,652,996</u>

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

2020 / 2021

GOVERNMENT FUNDING VS FUNDRAISING

\$1,051,470

PRIVATE DONATIONS,
HOSPICE RUN SIGNATURE EVENTS
& GRANTS

\$1,829,746

GOVERNMENT FUNDING

THANK YOU

TO ORGANIZATIONS AND FOUNDATIONS
FOR GRANTS AND MAJOR DONATIONS



Government
of Canada



Hamilton

Ontario
Trillium Foundation



GRANTS/ MAJOR DONORS

- BENEFACTION FOUNDATION
- CAROLYN E. & ROBERT J. MCCORMICK FOUNDATION
- CIBC WOOD GUNDY
- EVERGREEN CREMATORIUM
- HAMILTON COMMUNITY FOUNDATION
- MACKENZIE INVESTMENTS
- OIAA HAMILTON CHAPTER
- PILLAR FINANCIAL SECURITY
- RONA
- THE WEISZ FAMILY FOUNDATION
- TUBE MAC INDUSTRIES LTD.
- UNITY SPIRITUAL CENTRE

DAY HOSPICE & VOLUNTEER VISITING PROGRAMS



CHERYLYN KISLOSKY-MCLELLAN

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



KAREN NOWICKI

Administrative Assistant Volunteers

In working with people at the end of their life, human connection is paramount. To hold hands, offer palliative massage, lean in to engage in deep conversation, and walk arm in arm are, in my professional opinion, of absolute necessity. COVID came in like a tsunami and wiped this all out. To be human. In traditional times, we support those with a life-limiting illness in our community at our Day Program on Wednesdays, by sharing a beautiful four-course meal prepared by volunteers and telling life stories.

The Day Program has continued weekly during the pandemic via Zoom, a two-dimensional platform. We have enjoyed guest speakers, McMaster University volunteers created conversation-provoking videos for the group about hobbies and keeping busy during lockdown, and creatively assisted with simple games. The group was happy to continue with Music Therapy with the help of Holly, our Music Therapy Intern, via the internet. However, please know what people are lacking is touch. We are incredibly fortunate to be able to support our community through multimedia; it's different, it absolutely has a place in end-of-life support going forward, but quite frankly, it isn't enough.

The Dr. Bob Kemp Hospice Volunteer Visitors have been sensational in continuing to support their clients via the telephone and other Internet platforms. It is a friendly call that our clients look forward to weekly. The palliative in our community are 'stuck' and have been now for over a year, and a year can feel like a lifetime when time is limited.

We were able to convert our volunteer training to web-based learning. It is an absolute pleasure to work alongside our 130 volunteers; whether new or taking a step back during the pandemic, your support is felt. Our volunteers are some of the finest people in our community. Thank you for your ongoing commitment to hospice.





OUR MUSIC THERAPY PROGRAM



SARA KLINCK

MMT, RP, MTA
Music Therapist

Music therapy provides psychosocial and emotional support to families in our residential house, clients in our day hospice and participants in our bereavement programs. In March of 2020 we had to pause our in-person services due to COVID-19. We were delighted to connect with the general public through Facebook Live music sessions in the spring and summer of 2020. Music therapy has so many benefits during the grieving process and it is an integral part of the bereavement support services offered here at the hospice. In July we were able to work with our supportive care team to provide virtual sessions for families in our residential house and to our Day Hospice Clients using zoom. Our team includes interns/students receiving clinical supervision. Music Therapists are certified in order to safely and ethically practice. At times there is a nervousness from clients around the level of participation and contribution or the capacity and energy level required, both physically and emotionally. They quickly realize that they can engage at their own level and it can simply be a listening experience. Each participant chooses the connection that is meaningful and helpful in that moment and it can be adapted, which builds trust with the Music Therapist and fosters clients' connection to music. Our team focuses on how music can help, not just how someone can "correctly participate" in creating music. Sessions might also take the form of songwriting, musical life review, listening to music that is personally significant for the resident and then engaging in music-facilitated reminiscence and discussion.

FROM THE KITCHEN: THE HEART OF OUR HOME



KYLIE NATTRESS

Kitchen Manager

Our kitchen still remains the heart of our home despite the adjustments due to the pandemic. Although things may look a little different, providing healthy, comforting meals is still our priority. We ensure that our residents receive their favourite foods. Coffee, tea, sweets and our famous soups are offered to all who enter the hospice ensuring everyone feels welcomed and looked after.

LEISA VANDERHEYDEN

Part time kitchen staff

There have been changes made to the way food is served utilizing compostable containers to minimize cross-contamination. We continue to provide the same excellent care and service we are known for, and we will always put the needs of our residents first. COVID-19 will not keep us from doing what we do best; caring for our patients and their families will always be our top priority.

RESIDENTIAL CARE



DIRECTOR OF RESIDENTIAL CARE

DEBBIE ROBINSON

Reg N, CHPCN(C)
Director of Residential Care

Our residential team has worked hard to remain COVID outbreak-free; our extra duties of cleaning and masking have paid off on the residential side. Our team has been creative to create space for family to remain as close as possible through enclosure visits, window visits, and helping our residents to have visits outside on days that are warm enough. Our generous donors have made it possible for loved ones to have electronic visits with Zoom or FaceTime when no other solution could be found.

Our residential staff has met the challenges of this year in so many ways that it is hard to identify all the means in which they have adapted and supported our families. We have again made weddings, special birthdays, and anniversaries happen.

Our residential team has had the opportunity to serve 133 residents with a welcoming smile and compassionate care.

Thank you to our families for their patience and understanding as we journey on in hope that this pandemic may soon end.



CLINICAL NURSE SPECIALIST

ARMILA KAJANI

RN, BScN, MN, CHPCN(c)
Clinical Nurse Specialist

This past fiscal year was challenging with the team adapting to the COVID world. We received 485 referrals from the LHIN, all of which were assessed within 24 to 48 hours. Each patient and family encounter guided our decisions with respect to who could possibly stay home a little longer with symptom management and who needed hospice admission. For each referral, we continued to collaborate with multiple disciplines and organizations to ensure they received the best possible care until they could be admitted into hospice or remain at home until the end. Due to stricter visitor restrictions at the hospice, we found that many families wanted to try and keep their loved ones at home until the end, or for as long as possible. We supported and honoured their wishes wherever possible.

I continued in my role to educate and support patients, families, nurses in the community, and family physicians to achieve optimal pain and symptom control. We continued to do our best and provided the highest level of care. This included having informal education sessions with community nurses, caregivers, and patients during and after each patient assessment. Medical rounds continued in the hospice once per week, and informal education was provided to the hospice nurses each time based on current evidence-based best practice.

It is truly an honour to provide compassionate care to the patients and families we serve in the community and hospice.



OUR MEDICAL DIRECTORS



DR. SABIRA KANANI

We are pleased to provide the Medical Directors' report to the board of the Dr. Bob Kemp Hospice.

The COVID-19 pandemic has challenged all health care institutions with its unprecedented risks of widespread infection, serious illness, and death. For the DBKH, these challenges were magnified by our small size, a modest budget, and nursing staff who now had to choose between facilities or location of work. As Medical Directors, we saw our primary task as understanding and guiding the implementation of COVID infection prevention and control as well as testing policies with our nursing and executive colleagues.

To ensure that our hospice could continue to serve the dying, we understood that teamwork and interprofessional collaboration were at the heart of this mission. We were fortunate to be able to use our close working relationship with Hamilton Health Sciences and St. Joseph's Healthcare to bring expert infectious disease advice and virology testing to our team. Working together, we were able to maintain strict use of personal protective equipment and



DR. SHARON RUSSELL

employ a COVID-19 testing strategy which would keep patients, their families, and our staff safe. Among the hospices in our region, we were the only hospice to avoid any COVID outbreaks or need for lockdown. As a result, our beds were in great demand and our occupancy remained high throughout the year.

The pandemic brought a new challenge to the hospice community and particularly to Bob Kemp. As a result of the ramp down of many hospital programs, the closure of family physician offices, and significant staffing difficulties in the LHIN Home and Community Care Support Services, our patients were – and still are – often admitted with poorly controlled symptoms and much closer to the end of life than we have previously seen. These very ill patients were also separated from their families. The entire team knew and experienced the additional burden of caring for much sicker patients whose families were often frustrated and angry with provincial government visitation policies. Through all of this, they continued to maintain nothing less than the highest standards of professionalism.

After our remarkable ability to remain outbreak-free and fully operational, our second major achievement was to maintain a team spirit and collegiality across all hospice staff disciplines during this very difficult year. The safety and security of our hospice fundamentally depended on the high quality of services provided by our excellent housekeeping, kitchen, and maintenance staff. Allied health and supportive care staff, as well as volunteers, continued to provide popular counseling, grief, and bereavement programs, rising to the creative challenges of doing almost all of it online. The nursing staff were exemplary in their dedication to carrying the heaviest burden of physical and emotional care for our patients and their families. As physicians, we are proud to be part of this dedicated and exceptional team.

Respectfully submitted,

Sabira Kanani, MD and Sharon Russell, MD

2020/2021

**RESIDENTS:
133**

**24%
Under 64**

**76%
Over 65**

**97%
Cancer
Diagnosis**

**3%
Non-Cancer
Diagnosis**

**53%
Male**

**47%
Female**



GRIEF & BEREAVEMENT PROGRAMS – ADULTS



ASHLEY MIKITZEL

MSW, MEd
Bereavement and
Supportive Care Manager



JESSICA MILLETTE

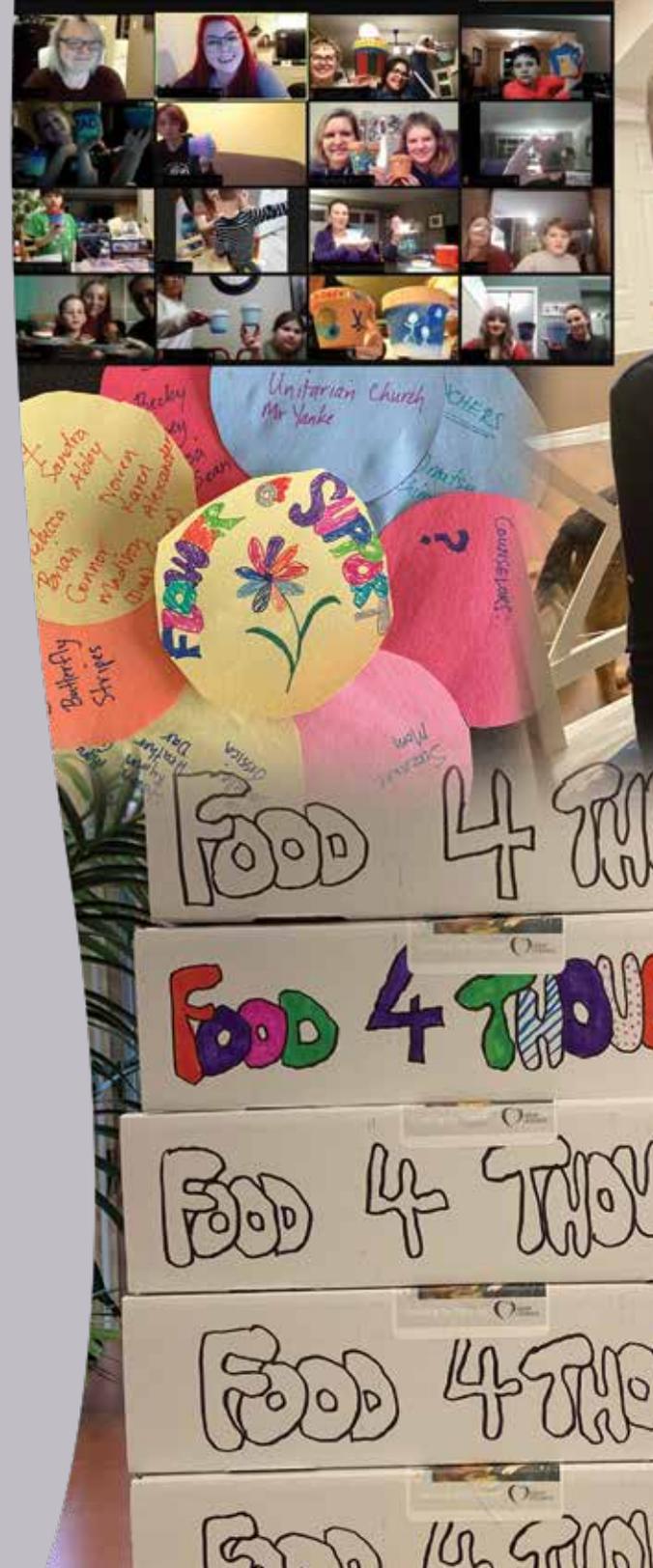
MSW, RSW
Bereavement and Supportive
Care Coordinator

Connection is something we all need in our daily lives, at end of life, and in the moments afterwards as we grieve. The COVID-19 pandemic has drastically shifted how the Bereavement and Supportive Care Department is able to connect and provide support for those in our hospice and those grieving in our community. We have been able to continue supporting individuals with counselling and 1:1 peer support via video conferencing and telephone sessions. Despite not being able to offer some of our staple groups like Support Over Supper and Hiking Through Grief, we were still able to support 58 individuals across 12 group programs. We were fortunate to be able to offer three of our programs onsite this fall following strict safety protocols for all of our participants.

Working with our residential families, our team continued to find creative ways to provide safe connections and helped celebrate meaningful moments like birthdays, anniversaries, and holidays. We also expanded our memorial services; hosting virtual gatherings to honour loved ones on Mother's Day, Father's Day, Overdose Awareness Day, and Survivors of Suicide Loss Day. We have had to limit our visitors to keep our communities safe, but we have fostered connection through window visits, virtual visits, and more intimate

connection using our enclosure space – a structure designed specifically for our hospice that allows our residents and a loved one to be separate, yet still be able to connect with the power of touch. We have continued to innovate how we can support our families with our legacy projects with many volunteers and community members donating to our Connection Hearts program. These hearts, made from the same ball of yarn, are a symbol of the love that binds us to our loved ones, even if we have to be apart.

We are seeing grief not only through death, but also in the loss of our way of living, job security, as well as the uncertainty of living in the midst of a global pandemic. Our community is recognizing the need to grieve, and we have seen this in the increase in our referrals. In order to continue to provide compassionate support and connections for our community, we were able to expand our department. In February 2021 we welcomed Ashley Mikitzel, our new Bereavement and Supportive Care Manager, the development of a new Bereavement and Supportive Care Coordinator role, as well as expanding our student program to provide four onsite placement opportunities for students. With the profound grief we all carry, it is more important than ever to continue to foster connection, support, and healing as we move forward on our grief journeys. As we continue to care together and build compassionate communities while having to be physically apart, the Supportive Care Team recognizes the deep need to provide support for various losses. Moving forward, we hope to re-establish connections with other caring communities to work towards better meeting the needs of those grieving traumatic losses, substance or opiate misuse loss, as well as other stigmatized losses. We also hope to continue to enhance our grief support in times of COVID-19 and beyond through creating an enhanced bereavement volunteer training program, creating grief support for frontline workers, and other losses experienced in this pandemic.



GRIEF & BEREAVEMENT PROGRAMS – CHILDREN



SUSAN REPA

CYW, RMT
Coordinator of Children and
Family Support Programs and
Director of Camp Keaton

This year the Child and Family Bereavement Program continued to expand despite COVID-19 being a huge barrier. In March we were required to stop all in-person groups. The early stages of the COVID-19 lockdown meant we needed to think outside of the box and develop a new way of delivering bereavement supports to children, youth, and families. It was at this time that the very difficult decision was made to cancel Camp Keaton Hamilton 2020.

Initially we continued offering our monthly games nights but we offered them weekly as a way to keep our children and youth engaged. We offered 1:1 counselling in lieu of groups and added our monthly Family Nights. We delivered all of our programs and counselling via Zoom. As we entered the summer months, we began weekly craft times in addition to our weekly games nights. Once a month we also offered educational webinars; *Ask The Doctor* with Dr. Susan Woolhouse (How to talk to your children about COVID-19), *Funerals and Rituals: How They Are Changing* with Cassandra DePaiva and Dr. Chris Stevens, and *Grief Dreams* with Dr. Joshua Black.

We planned for the fall roll out of new bereavement supports, and in September were able to deliver virtual groups for children, youth, and families:

Cooking Up Care (12-17 years old)

StoryTime Explorers (5-8 years old)

Photo Vision Club for Youth (13-17 years old)

Gaming Through Grief (9-12 years old)

Our team (Mohawk College Child and Youth Counselling Student and I) assembled Cooking Up Care food boxes that had the weekly recipe and food items. These were delivered to the participants homes and left outside to ensure contactless delivery. The participants logged on for their cooking lesson and grief-related topic for the evening. This model was used to deliver craft bags for StoryTime Explorers, and the children would log on and have a grief or feelings related story read to them and then participate in the craft. The books and crafts changed weekly.

Gaming Through Grief was added in January, and participants worked through the app Apart of Me with their facilitator. Photo Vision Club for youth pivoted from taking photographs to looking at photos and discussing the emotions that the photos elicited in them. Our facilitators then tied these discussions to grief topics, such as models of grief and feelings iceberg, to support the youth in better understanding their grief.

Our monthly Family Nights and Games Nights have grown exponentially. Our Family Nights are hosting upwards of 15 families or approximately 45 to 50 participants. We follow the same model as Cooking Up Care to deliver the Family Night craft box.

Partnerships

We have built partnerships with The Suicide Prevention Council, CAS, CCAS and The Ontario Children's Programming Network. We have continued strengthening relationships with Hospice Niagara, ARCH Hospice, Hummingbird Centre for Hope, Mohawk College, Hamilton Police Services, HWDSB, HWCDSB and Haldimand Norfolk School Board.



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.

Grief Text and Online Chat Service

In January we launched the first Provincial GriefText and Online Chat Service. We currently have 16 volunteers sharing three shifts a day, seven days a week from 10am to 10pm. From January 1st to March 31st we have had 365 people initiate service and 82 chatters. We had chatters reach out to us from all over Ontario, including Sault Saint Marie, London, Toronto, Hamilton, Ottawa and some from the United States and the Yukon.

@EMERGING.GRIEF AND @EMERGING.GRIEFKIDS COMBINED INSTAGRAM ACCOUNTS HAVE OVER 4,500 FOLLOWERS



GRIEF TEXT LINE

Grief Support
Text & Online Chat Service

Monday to Sunday 10 am to 10 pm
289-278-1885 text
or Click Here for Weblink

LEGACY INFO

There are beautiful ways our loved ones can remain with us after they are gone through memory/legacy work. Through hand moulds, fingerprints, Hospice Bears with audio recordings, and so many other ways, our team works diligently with families in our residence and community to make these items available to them.

Making memories, especially in our final days, is so important and something we encourage both here as well as outside of hospice settings. These memories strengthen the invisible string that ties us to our loved ones and are a reminder of that string when we feel far away from or are missing our loved ones, especially after they pass. Memory making is a great support we offer that can bring comfort to our residents, their families, and members of our community.



CAMP KEATON HAMILTON



SUSAN REPA

CYW, RMT
Coordinator of Children and
Family Support Programs and
Director of Camp Keaton



KAREN NOWICKI

Administrative Assistant
Camp Keaton

Camp Keaton is an opportunity for children to build new friendships, participate in camp activities and acquire a greater understanding of their own grief and ways to comfort themselves. Due to Covid-19, Camp Keaton was unfortunately unable to run in 2020. Families and children were supported through our other bereavement services and groups. We are so grateful for the continued community support for this program. We look forward to hosting campers again, when it is safe to do.

Camp Keaton Hamilton
2022 Date:
JUNE 3RD - 5TH



GRANTS RECEIVED



**DARE TO BE YOU
CHARITY**



CHML CHILDREN'S FUND



**BURLINGTON
FOUNDATION**

**HAMILTON
COMMUNITY
FOUNDATION**



**NICHOLAS MORELLI
MEMORIAL FUND**

**THE MCCALLUM
MCBRIDE FUND**

**MALLOCH
FOUNDATION FUND**

EDITH H. TURNER GRANT



CIBC MIRACLE DAY

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CIRCLE OF LIFE

**CREMATION AND BURIAL
CENTRE INC.**

OLD REPUBLIC

**OPTIMIST CLUB OF
STONE CREEK**

COMMUNITY EDUCATION



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



JENNIFER ROWAN
Manager of Events and
Community Awareness

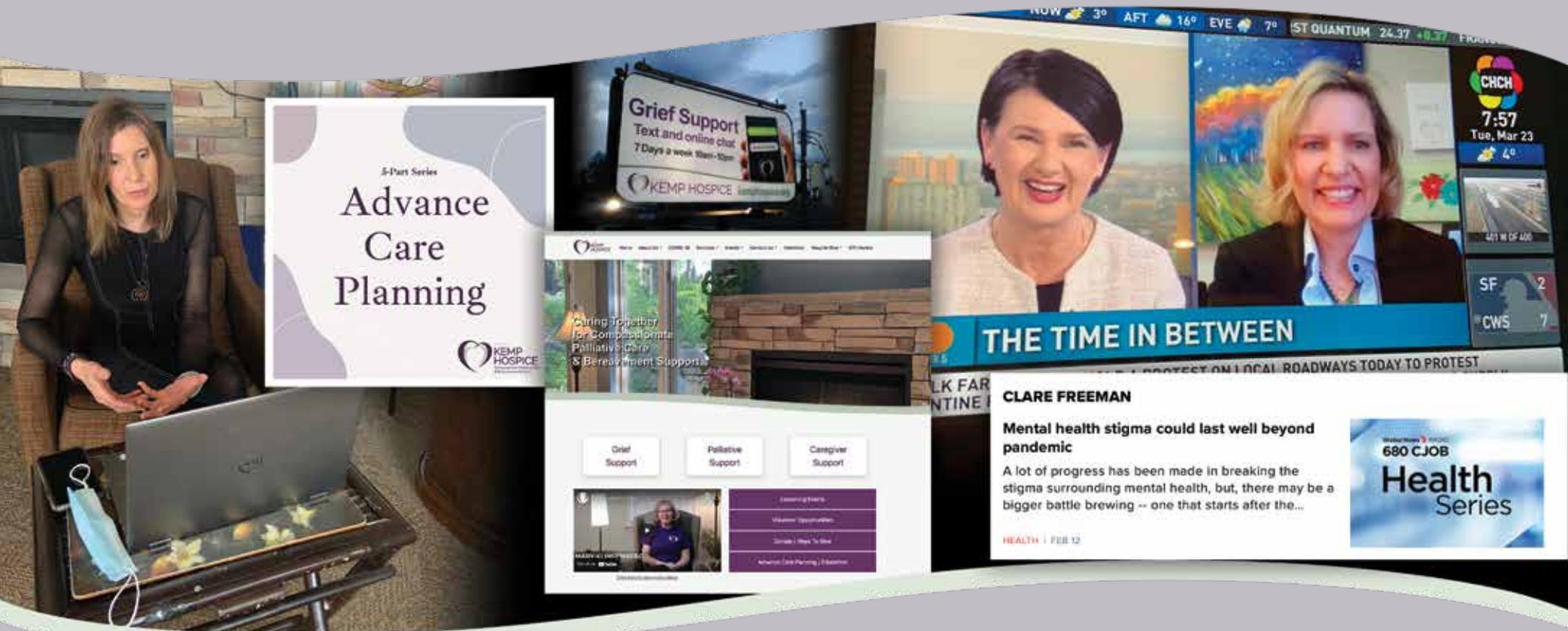
One of our core values as an organization is continuous learning. We invest in ongoing education for our staff and volunteers and constantly search for opportunities and new approaches to educate our community.

Death and dying are probably one of the hardest topics to broach and yet they affect every single person and family.

Advance Care Planning sessions were held through zoom to the general public and to specific groups including the Retired Women's Teachers Association. We have now created a 5-part interactive series that will be offered twice a year to the general public, as well as privately, to organizations and corporations that request it. A special thank you to Sandra Andreychuk for coordinating and co-facilitating this program.

Our Cable 14 series was cancelled for 2020, but we look forward to opportunities afforded to hosting a show on Living with Loss in 2021. We are so grateful to our media partners, Pattison and BOUNCE 102.9 (formerly Klite FM), for enabling us to advertise our grief text and online chat, grief support programs and events.

A special thank you to the Dunham Group and the grant from the McMaster Business School for designing our new website.





DEBUT EVENT: STORIES OF THE TIME IN BETWEEN

Stories of the Time In Between was a project that was postponed due to COVID-19 restrictions, so plans were made to hold the event through a live stream filmed at the Art Gallery of Hamilton in early spring of 2021. The project was coordinated by our events team along with Annie Horton and featured 10 local celebrities paired up with a local group of photographers. Together they created the meaning of their life in words and pictures.

The inspiration for this project was to use art as a means to open up deeper conversation about planning for times when we can't speak for ourselves. These vital conversations help each one of us to support those who will mourn us and to give as much thought to the end of our lives as we do to the beginning.

A special thank you to the 10 local celebrities (listed below) Annie Horton and Sandra Lucas.

- | | |
|--------------------|-----------------|
| Dr. Mohit Bhandari | Keanin Loomis |
| Mike Filer | Chris Farias |
| Sunni Genesco | Shannon Graszat |
| Annette Hamm | Lesley Stewart |
| Sonia Kumar-Seguín | Tom Wilson |



DEVELOPMENT & FUNDRAISING

A MESSAGE FROM OUR DIRECTOR OF DEVELOPMENT

Over the last year, our fundraising efforts have been considerably affected by the effects of the pandemic. We were forced to cancel *Paint The Town Red* and events we have held annually for more than ten years.

With the uncertainty of the past year, the one constant has been YOU, our donors. With your continued support, you help to keep our doors open and provide compassionate end-of-life care and bereavement support for our families. A heartfelt thank you to all of our corporate funders, sponsors, and donors who continue to support us year after year.

With kindness and deep gratitude,
— Danielle

2020/2021 EVENTS

Our fiscal year began just a few weeks into the pandemic, which immediately impacted our plans for upcoming galas and events that were well underway in their planning. We are so grateful to our committee members for each of our three signature events that went above and beyond in their ability to pivot into a virtual platform. We are honoured to have the support from local businesses, community organizations, and individuals who helped us achieve as close to our targets as possible. A special thank you to Oak Gables Golf Club for hosting their tournament on our behalf. Our team worked hard to create an online gift market and were successful in safely hosting two outdoor markets.



DANIELLE ZUCCHET
Director of Development



JENNIFER ROWAN
Manager of Events and Community Awareness



LINDSAY BARNETT
Special Events Assistant

SPONSORS & SPECIAL DONATIONS

- ACCIDENT SUPPORT SERVICES
- AFFORDABLE BURIAL AND CREMATION SERVICES
- AGRO ZAFFIRO
- AIRKOOL
- AL CARE RESTORATION
- BAIRD MACGREGOR INSURANCE BROKERS LP
- BAY CITY MARINE
- BERTSCHI ORTH SOLICITORS AND BARRISTERS
- BLOUIN, DUNN LLP
- BRYSON INSURANCE
- BURLOAK INVESTIGATION
- CARMENS GROUP
- CAUSWAY INSURANCE
- CENTRAL APPRAISERS
- CENTRE OF LIFE BURIAL AND CREMATION
- CITY OF HAMILTON
- CLAIMS SERVICES INTERNATIONAL
- COURNEYA GROUP
- COWAN GROUP
- CW CLAIMS
- DAVID CLATTENBURY
- DE MARCHI HOMES INC
- DELOITTE
- DGI
- EFFORT TRUST
- EMCO AND ENSUITE CORP
- ENBRIGE
- FERNANDES HEARN LLP
- FIRST ONTARIO CREDIT UNION
- FRED AND DI EISENBERGER
- FRED LEFLER
- GFL
- GOLDEN HORSESHOE APPRAISAL
- GOWLING WLG
- HARGRAFT SCHOFIELD LP
- HRYCAY
- HUTCHISON FAMILY
- ISACCS ODINOCKI LL
- IVES INSURANCE
- JANET BOYLE
- JOHNSTON MOTORS
- JONES DESLAURIERS INSURANCE
- JUDY MARSALES
- KANELAKOS BALLARD LLP
- LEHIGH CEMENT
- LOUS KITCHEN
- MCMASTER PEDIATRICS
- MEDI GAS
- MERIDIAN CREDIT UNION
- METRO TRUCK GROUP
- MOMENTUM CREDIT UNION
- MORTGAGE FINANCIAL CORP
- NFP CANADA
- OLD REPUBLIC
- OZUGN INTEPE - CIBC IMPERIAL SERVICE
- PARAGON COLLISION
- PARIO ENGINEERING
- PETER MARTIN APPLIANCES
- PINNACLE ADJUSTERS
- RAPLEY & ASSOCIATES LLP
- RESOURCE ADJUSTERS GROUP
- RETIREMENT NAVIGATOR
- ROY DESOUSA - IN MEMORY OF KAREN DESOUSA
- ROYAL LEPAGE
- ROYAL LEPAGE STATE REALTY
- SANDERS LAW
- SCS INVESTIGATIONS
- SEDGWICK
- SLS INSURANCE BROKERS
- SMOCKUM ZARNETT LLP
- SOMA MEDICAL ASSESSMENTS CORP
- STAEBLER INS
- TD AUTO FINANCE
- TD PRIVATE WEALTH MANAGEMENT
- TEAAM FOUNDATION
- TRANSURE INS
- VINCE MOLINARO
- ZUBER & COMPANY LLP

SIGNATURE EVENTS FOR 2020

16TH ANNUAL HIKE FOR HOSPICE was the first of our events to be held in the 2020 fiscal year. Sunni Genesco was our emcee as we held this event virtually. Over 220 participants registered and 400 joined us live on the day. Led by our event sponsor, TEAMM Foundation, we were able to raise \$87,000 of our \$100,000 goal.

15TH ANNUAL GOLF DAY FOR HOSPICE was held again at the prestigious Beverly Golf and Country Club in Copetown. 112 golfers came out over two days. We were able to raise over \$85,000. A special thanks to our long time event sponsor, Old Republic Canada and the 50 different sponsors who assisted us in surpassing the goal for this event.

3RD ANNUAL HANDBAGS FOR HOSPICE was live streamed from Ancaster Old Mill on March 25th, 2021, just before the end of our fiscal year. This event raised over \$100,000 surpassing its goal and was graciously hosted by Brian Woods and Lesley Stewart, with special guests Hailee Rose and The Midnight Rockers and Natalie Sexton.

COMMUNITY EVENTS: Throughout the year, we were able to host our holiday market outdoors, an online holiday raffle, a peach market outdoors and Oak Gables generously held their annual golf tournament on our behalf.



THANK YOU TO OUR DEDICATED STAFF & TEAM

Clare Freeman Executive Director

Lindsay Barnett
Eva Donovan
Melissa Howes
Armila Kajani
Cherilyn Kislosky-McLellan
Sara Klinck
Norma Luison
Lynda McLean
Jessica Milette
Ashley Mikitzel
Edward Moriarity
Kylie Nattress
Karen Nowicki
Susan Repa
Deborah Robinson
Jennifer Rowan
Emily Skoutarou
Bruce Thomson
Leisa Vanderheyden
Kia Williams
Danielle Zucchet

Events Assistant
Office Administrator
Payroll-Administrative Coordinator
Clinical Nurse Specialist
Manager of Children/ Adult Wellness and Volunteer Programs
Music Therapist
Manager of Finance
Housekeeping
Coordinator of Bereavement and Supportive Care
Manager of Bereavement and Supportive Care
Maintenance
Kitchen Manager
Senior Administrative Assistant
Coordinator of Children and Family Support Programs
Director of Residential Care
Manager of Events and Community Awareness
Coordinator of Pediatric Wellness Programs
Maintenance
Part Time Kitchen
Operations Manager
Director of Development

RESIDENTIAL CARE TEAM

Kathy Adams
Sharon Lee Alvarenga-Carballo
Sandra Andreychuk
Louise Bilodeau
Elizabeth Bliss
Jessica Bristol
Brandi-Lee Browett
Emma Callaghan
Kathryne Cobbett
Autumn Covill
Jane Crover
Patricia Daly
Erin DeJong
Kimberley Dixon
Dayna Fairhurst
Brenda Fortin
Ashley Gardrie
Whitney Genz
Terri Gilmour
Johanna Griffioen
Evelyn Hamilton-Laurent
Jennifer Harris
Samuel Iweriebor
Kirsten Jambor
Lily-Claudia Kamariza
Mary Klingenberg
Sarah Laing
Aimee Leduc
Susan Macfarlane

PSW - Full Time
RPN - Regular Full Time
Casual RN
Casual RN
Part Time RPN
PSW - Casual Part Time
Casual
Casual RPN
Casual RN
Casual PSW
RPN - Casual Part Time
Casual RN
Casual RPN
Casual RPN
Casual RPN
PSW - Full Time
Temporary FT RN
Casual RPN
PSW - Temp Full Time
RPN - Regular Full Time - Job Share
RPN - Casual Part Time
Casual RN
Casual PSW
Casual PSW
Casual PSW
RN - Regular Part Time
PSW - Regular Part Time
Casual RN
Casual PSW

Christy Magyar
Meagan McCallum
Darlene McKillop
Elaine Melicio
Cameron Meyers
Monica Morais
Urszula Nowak
Leoncie Ntigirankabo
Jason O'Marra
Jessica Parrington
Laura Sajgo
Donna Scriven
Helen Smith
Janet Thompson
Amanda Truffen
Candice Unsworth
Stephanie Warden
Naomi Zohoor

PSW - Casual Part Time
RN - Full Time
RN - Temp FT
Casual RPN
PSW- Casual
Casual RPN
Casual PSW
RN - Full Time
Temp FT PSW
RN - Part Time
RN Casual
Casual PSW
Casual PSW
Casual PSW
RPN - Casual Part Time
Temp FT RPN
Casual RN
Casual RPN

BEREAVEMENT PLACEMENT STUDENTS

Hayley Clin
Kory Jensen
Stefanie Maxim
Rania Mohamed
Ashley Redshaw

Brie Schinkel
Josh Sebastian
Kathryn Turkco
Suzanne Zietsma

SUMMER STUDENTS

Mariana Hormooz
Sylvia Dobosz
Tara McLellan

Student Administrative Assistant
Special Events Assistant - Student
Summer Student

MUSIC THERAPY INTERN

Holly Cushing



THANK YOU TO OUR DEDICATED VOLUNTEERS

Thank you to all of our volunteers who give their time and talent to help families in our community.



Anna Agostinho
 Harlee-Jean Alexander
 Stephanie Angell
 Sara Barker
 Terry Beninger
 Susan Bettencourt
 Lou-Ann Bick
 Nazlim Bilgi
 Beatrice Boahene
 Sheryl Boblin
 Lisa Bontje
 Stephanie Bristo
 Eleanor Brown
 Carrie Browne
 Vanessa Bueno
 Diane Cameracci
 Tammy Camposilvan
 Angela Canci
 JoAnne Chalifour
 Richard Cheng
 Everett Colburne
 Margaret Cottrell
 Ankie Cowan
 Carmel Davieau
 Janie Davis
 Joseph De Fazio
 Susan De Iulio
 Rose DeLottinville
 Patti Dudek
 Dawn Elston
 Peter Elton
 Jane Evans
 Sandy Gagich
 Karen Galer
 Molly Gao
 John Girolami
 Nancy Groppo
 Mary Ellen Hall
 Ann Hennessy
 Vanessa Henry
 Norah Hickey
 Cornelia Hogeterp
 Cassandra Holmes
 Michael Hooghiem

Annie Horton
 Eileen Huang
 Jett Hwang
 Kory Jensen
 Lisa Karl
 Baqir Kedwai
 Kathie Kielb
 Josephine Knott
 Andy Korosi
 Anne Kozlowski
 Nicole Kucheran
 Rouvin Kurian
 Liz Laing
 Jo-Anne Lavigne
 Rosanne Leddy
 Nicholas Li
 Deborah Lindeman
 Eva Liu
 Pam Lyn
 Kirsten MacAulay
 Lindsay MacLeod
 Loretto Mahony
 Florence McLaughlin
 Charles McMillan
 Leslie Milburn
 Susan Miller
 Julie Morelli
 Robert Morton
 Don Munro
 Sylvia Murphy
 Cindy Murray
 Eileen Nagtegaal
 Zainib Nazir
 Kristina Nedelka
 Lisa Oliver
 Susan Oliver
 Jean Packer
 Cassandra Pakula
 Susan Parkinson
 Barbara Patriquin
 Susan Paulh
 Daphne Payne
 Rose Philip
 Sue Phillips

Erinn Pinard
 Laura Plens Shecaira
 Roxanne Rapedius
 Richard Reble
 Anne Reid
 Norah Rigley
 Kathleen Roberts
 Bryon Robertson
 Linda Robson
 Lily Romano
 Joyce Ross
 Amna Saigal
 Fran Scott
 Sally Shea
 Marci Shea-Perry
 Sarah Shikh
 Paula Skowronski
 Mary Smith
 Jin Son
 Camille Soo Lum
 Sharon Spence
 Susan Spence
 Christianne Stephens
 Peggy tenBrinke
 Sely Trail
 Kathryn Turco
 Carol Turner
 Sara Van Barneveld
 Maggie Van Rooij
 Grace Vanderwoude
 Geoff Walker
 Susan Walker
 Krista Warnke
 Patricia Ward
 Jackie Watt
 Mary Wilson
 Thea Woudwyk
 Eliza Wu
 Petra Wuppermann
 Shashinder Yadav
 Tara-Jane Zimmerman
 Lori Zivanovich
 Paul Zucchet

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 through the hospice website, over the phone by credit card or cheque.

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

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

Join our Caring Together monthly donor community and help us to surpass our goal of 200 members for this year!

Legacy and Dignity Gift

Consider making a gift through your will, insurance policy, securities, bequest/capital gift or endowment. Let your legacy live on.

Support our Signature Events

Each year the hospice hosts signature events to suit a variety of interests: a gala, Hike for Hospice, Golf Day and Handbags for Hospice. For details and to order tickets see www.kemphospice.org/events.

Seasonal Mail Campaigns

Join our donor list to make your contribution through our seasonal appeals mailed to our community.

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 refer to our website for the current wish list. A frequent request from our families is to be able to lie beside their loved one. We would like to replace our residential beds with a larger more comfortable option for our patients and their families. This is a large project which requires the widening of all door ways along with the specialized bed purchase.

For online donations go to
kemphospice.org/donate

For inquiries or to make a special donation call Danielle Zucchet (905) 387-2448 Ext.2213 or email development@kemphospice.org

THANK YOU TO THE COMMUNITY

We are overwhelmed by the kindness shown to our staff and team through flowers, meals and treats.



Golf Day for Hospice
SEPTEMBER 28TH, 2021



Handbags for Hospice
APRIL 7TH, 2022



Hike for Hospice
JUNE 11TH, 2022