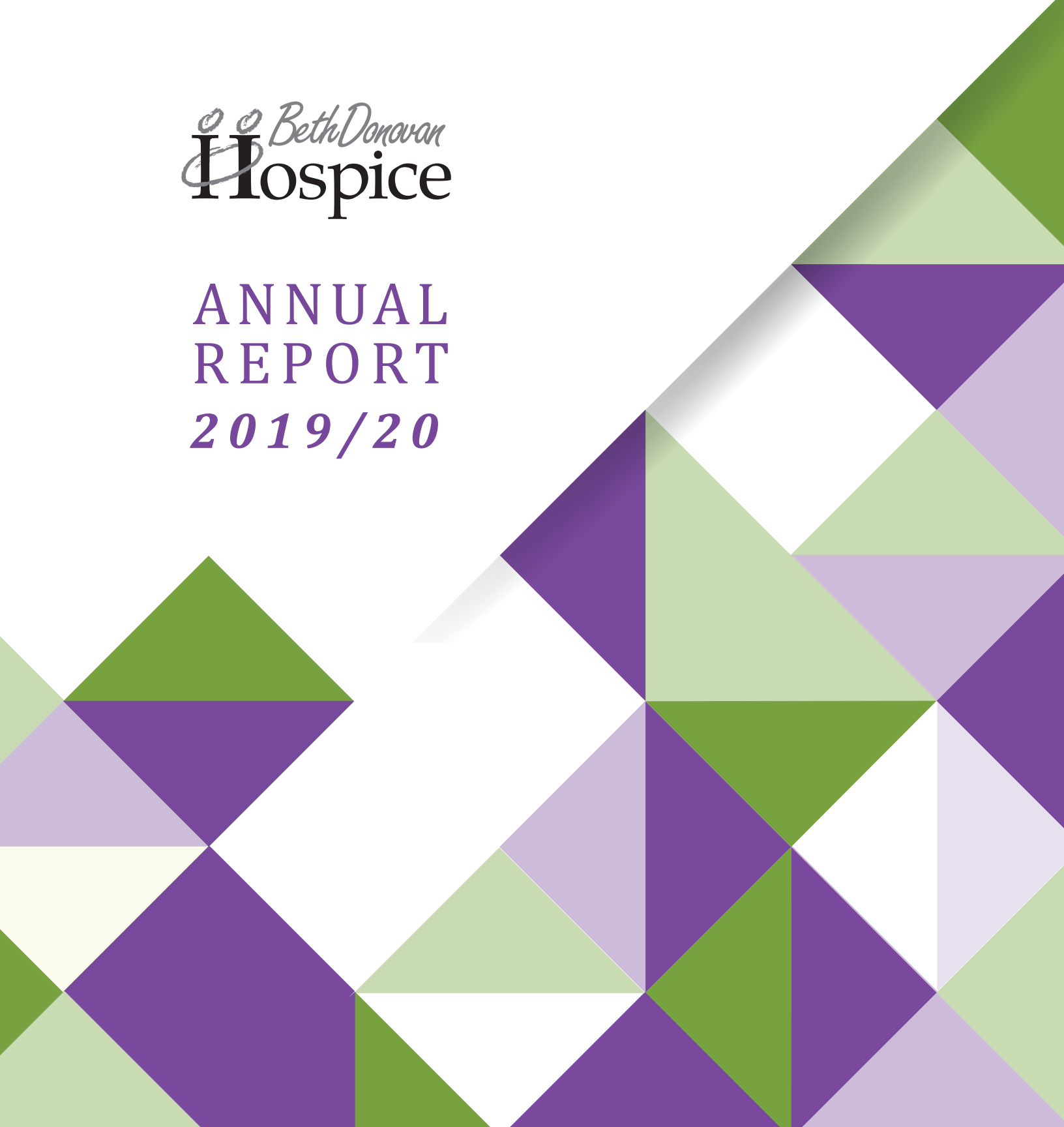




ANNUAL
REPORT
2019/20





OUR MISSION

“Bringing hope and healing to the community through
compassionate support and end of life care”

OUR VISION

“Embracing Life”



Supported
by Local
Health
Integrated
Network
(LHIN)



Ontario

Champlain Local Health
Integrated Network
Réseau local d'intégration
des services de santé
de Champlain

A sincere thank you to our dedicated staff, volunteers and to all of our generous donors. With your help we shall continue to provide compassionate care to those in our community.

At Beth Donovan Hospice we continue to work hard to provide a quality hospice palliative care approach to people in our community. Residents of North Grenville, Merrickville-Wolford and surrounding rural areas. Those who are living with, or dying from a life-limiting illness, those who are grieving, or who are bereaved, or caregiving, can receive services from BDH. Services can be provided in client's homes, retirement homes, long-term care facilities, hospitals or at Beth Donovan Hospice. Anyone within our catchment area may access our equipment or lending library. There are no fees for our services.

Board of Directors 2020-2021

Peggy Vandervoort - *Chair*
Mark Dayneka - *Vice Chair*
Dawn Latourell - *Treasurer*
Michelle Ansell
Ted Livingston
Beverley Buckingham
Suzan Bowser
Aaron Carpenter
Maureen Taylor-Greenly

Did You Know?

The second half of 2019 was filled with opportunity and progress at BDH. Sue Walker accepted the full-time Executive Director position in September and, with the team she hired while in the Acting Executive Director role, the programs have continued to thrive and flourish. Growth was evident in all areas, including the addition of a new group of volunteers and more flexible training options (including on-line), an expanded home visiting and day-hospice program, increasing numbers in the counselling program and increased enrolment in grief and caregiver support groups. Volunteers have been provided with a new peer-support program, regular volunteer team meetings and training initiatives as well as self-care options such as book club, yoga and art therapy. 2019 culminated in a very successful fundraiser including a Christmas market with phenomenal baking and crafts and a dramatic presentation of A Christmas Carol.



Momentum was high and many plans were in place for an exciting 2020. In many ways, the team did not miss a beat with the arrival of the COVID-19 guidelines and restrictions in March! Throughout the past 4 months the staff have kept all programs going with zoom meetings, video and phone calls, email messages and regular deliveries to clients and volunteers. Counselling, on-line training and regular opportunities to connect and support each other have been ongoing; all with strict adherence to physical distancing and pandemic guidelines. We have been able to continue with the equipment lending program with the addition of a storage container and a new steamer. Although the Taste for Hospice was cancelled for this year, the Hike was accomplished virtually and our fundraising goal was achieved! We have been able to tap into sources of pandemic funding to support ongoing initiatives. Finances are on track despite the challenges posed by the pandemic. I extend my thanks to the Board members for their ongoing contributions and support.

The BDH gardens are blooming and we look forward to the time when we can safely resume in-person meetings and visits with our clients. On behalf of the board, I close with praise and gratitude to Sue and her resilient team of staff and volunteers. They have been beacons of kindness, support and hope throughout the pandemic.

Be safe and well,

Peggy Vandervoort
Board Chair, Beth Donovan Hospice

Community Engagement

Community Programs

BDH has served the community since 1992, providing free services to those who are facing a life-limiting illness. Over the past year, BDH has provided support to clients in their homes, long-term care facilities, hospitals and @ BDH with our In-Home Visiting Volunteer Program.

Our community services include:

- Visiting Volunteer Program
- Grief and Bereavement
- Day Hospice
- Caregivers Support
- Equipment Lending

Hike for Hospice

The 2019 Hike for Hospice was a great success once again on a warm sunny Sunday morning in May. Many puppies came out for their Swag Bags courtesy of PetValu Kemptville and the Mason's were on sight to provide their BBQ talents for the lunch. Over \$8000 was raised and the top team was St. Elizabeth Health. This is always such a fun event to mingle and enjoy a walk in the beautiful Ferguson Forestry Centre with friends and family. Join on May 30, 2021 for our next hike.



Caregiver Support

Five to ten people continue to come together monthly for Caregiver's Coffee-currently being offered through zoom. This peer support group offers its participants an opportunity to learn from others, feel safe and supported, and gain better understanding into the role of caregiver along with self-care practices. Included in the self-care practices this year, was a session on 'body mechanics'. The participants learned the importance of using their physical body properly when caring for their loved ones in order to prevent injury.

CORE VALUES

Our Hospice is dedicated to a client centred approach that embraces the following values:

Inclusive

Embracing the rural communities and providing an easily accessible service

Client Centred

Respecting the inherent value of a person at any stage of their life

Authentic

Aiming to be transparent in all we do including an open, honest approach to end of life care that fosters more meaning

Caring

Providing compassionate support while actively meeting the current and future needs of those we serve

Dignity

Empowering individuals and their support system while respecting their autonomy

Community Engagement

Taste for Hospice

The Taste event in April of 2019 was sold out and the offerings of food were even more outstanding than usual. From scallops to scrumptious desserts, tasty sips of brews and distillery offerings and amazing entertainment. Thanks to all of the wonderful restaurants, breweries and distilleries for making this event so great. Sadly due to COVID19 we had to cancel our event for 2020 but stay tuned and we will be back in 2021.



Clinical Home Visits

Clinical home visits include a health and safety assessment, client and family education, and sharing of resources. They are scheduled based on referrals, client health status changes and by request. Approximately 100 home visits were completed throughout the year. New clients are primarily referred through the Rideau Palliative Group and the Champlain LHIN. KDH, the Ottawa Hospitals and self-referrals are other common sources.

Community Engagement



Day Hospice

The day hospice program ran at full capacity throughout the year with wait-lists at times and supported 21 clients this year. Themed days, art and music therapy, special guests, garden projects and crafts were only a few of the activities that kept our clients and volunteers engaged. A special outing to Nicholson's Locks was arranged and 22 people picnicked under the large trees, played lawn games, and enjoyed the sunshine, boats, and water for the day.

CLIENT: "I absolutely love coming to the day program. The activities are meaningful, the volunteers make me feel right at home, and the lunch is excellent. I feel comfortable and safe at the day hospice."

CAREGIVER: "You folks are the best". I can't thank you enough for the advice and support. I hope you know how very much I appreciate you and all you do."

Student Placement

BDH welcomed 5 students this year. They came from a variety of schools and programs including St. Lawrence College and the Catholic District School Board. We supported nursing, personal support worker and addiction and mental health students. One PSW student completed her 4 week PSW consolidation for home and community care with BDH and now plans to continue to support BDH in the capacity of in-home and Day Hospice volunteer. A second student completing her RPN program wishes to take the volunteer training and demonstrates interest in future employment with BDH.

A Carol for Hospice

In December a special and skilled group of volunteers came together to organize and produce a dramatic reading of Dickens A Christmas Carol. Together with local talented actors and community members they spent countless hours rehearsing their parts to produce a wonderful performance. The Christmas market that was one of the preludes to the performance was a huge success and many thanks to all of the volunteers that contributed the amazing wares that were for sale at the market. Also thanks to the 5 local businesses that decorated lovely Christmas Trees for raffle the hard work was much appreciated. This was an evening to remember and thanks to all who came out and supported the event.



Community Engagement

Bereavement Services

The hospice team is available to support clients, loved ones and caregivers as they navigate life, death and the journey that happens in between. BDH provides one-on-one counselling to adults, youth, couples and families. Bereavement Groups are also offered monthly to anyone mourning the death of a loved one and desiring the support from a community who can share in that experience. Though COVID-19 has impacted our intended spring program offerings, services continue to be provided in innovative ways. Direct client care and support remain the focal point of our services.

From June 2019 to June 2020, BDH aided 88 clients through our Counselling and Bereavement program, amounting to 491 hours of direct client support.

Counselling and Bereavement services during COVID-19

Due to physical distancing requirements implemented as a result of COVID-19, counselling and bereavement services offered to clients transitioned from “face-to-face” sessions to phone and virtual sessions. Though this was a new way to connect, the large majority of clients elected to engage in these adapted services.

Programs planned for Spring 2020 could not take place as a result of limitations on group gatherings, however services that could be offered remotely were expanded upon for current and new clients.

Bereavement Coffee Support Group

The Bereavement Coffee Support Group traditionally gathers monthly at the BDH for coffee, refreshments and a shared sense of community. While the group could not physically gather at the Hospice during the COVID-19 restrictions, online platforms were utilized to continue to make these gatherings possible.

Participants unanimously agreed to increasing the frequency of this support group which led to the decision to meet virtually as a group bi-weekly until COVID-19 restrictions are lifted. Ian Henderson, an esteemed Grief and Bereavement Educator and Facilitator graciously offered to participate in a few of the gatherings. Participants appreciated connecting with each other and feeling a sense of belonging.



Community Engagement

Lights of Love Remembrance Ceremony

The Beth Donovan Hospice hosted The Lights of Love Remembrance Ceremony in December for individuals and families in the community who were seeking support for their grief over the holiday season. This was the first year the Remembrance ceremony was held at the Beth Donovan Hospice. Over 40 guests had the opportunity to create tree ornaments in memory of their loved one, share memories, listen to beautiful music performed by Sharon Biard, hear compassionate words of support offered by Bev Buckingham and be supported in a shared sense of community.

Spousal and Partner Loss Grief Support Group

Intended to be offered the last week of March, the Beth Donovan Hospice sought to host an eight week Spousal and Partner Loss Grief Support Group. Participants would have had the opportunity to share the experience of grief in a safe and supportive environment as well as to receive information regarding grief, loss, and ways of coping. Unfortunately this group could not take place due to COVID-19 restrictions that were implemented, however this group will be facilitated as soon as these restrictions are lifted. We encourage the community to look for updates on future programming on the Beth Donovan Hospice website.



Community Engagement

Future Goals

It is the intention of the team at the Beth Donovan Hospice to expand grief and bereavement services for children and youth. Outreach with schools, local community centers and child and youth agencies is underway and it is with sincere hope that the younger generations will find solace, support and community at the Hospice through dynamic and interactive programing and services.

Developing and extending services to meet the varied needs of grieving individuals/groups is a priority for staff and volunteers at the Beth Donovan Hospice. This includes honouring the needs of diverse populations and clientele as well as providing programing specific to unique losses which may include death by suicide, MAID, loss of a child, loss of a pet, or sudden death.

As a team, it is our mission to bring hope and healing to the community through compassionate support. Future goals and programming will continue to be rooted in this mission as we grow, share and support each other through the journey of life.



Community Engagement



Volunteers

Volunteers are the backbone of who we are and what we do. With their support we are able to offer In-Home Visiting Volunteer Services, Day Hospice, Caregivers Coffee, Bereavement Coffee and Community Education.

Volunteers are also key players involved with our Volunteer Advisory Committee, Property and Maintenance Committee, Marketing & Communications, and our Board of Directors. Volunteers give so much to our clients and staff and they give so willing of their time and compassion. To celebrate their contributions, an event was held in April in honour of Volunteer Week and our very special volunteers, we couldn't do what we do without you!

Graduation

We had six new volunteers who completed the HPCO 30 hour volunteer training course. These six new volunteers started their training on Sept 25th and met with Melissa & Janet-lee every Wednesday from 9-3 for six weeks and finished on Halloween! Many have stepped into various volunteer roles since graduating.

In November we held our annual Welcome Back Volunteer Dinner. This was a great event with our volunteers including our new volunteers. A fabulous meal was prepared and served by our VAC committee. It was a good time to catch up with everyone and to talk about our future goals with regards to volunteers and our clients. Thank you to everyone who attended and contributed to the meal. During COVID 19, our volunteers have stepped up once again by continuing to reach out to their clients via weekly/bi-weekly phone calls to ensure they are still doing okay and that we are still there for them.

Thank you to all of our volunteers for their commitment and passion to seeing us succeed.

Community Engagement

Equipment Lending

From May 1, 2019 to April 31st, 2020 we have loaned out over 230 pieces of equipment. We have a vast array of medical equipment that is available to clients living in the North Grenville, Merrickville-Wolford and surrounding rural areas.

We loan our equipment for a 3-6-month period. If you require a piece of equipment please visit our website to complete the Equipment Lending form at: <https://www.bethdonovanhospice.ca/images/documents/equip-rental-agreement.pdf> However, you can call our office as well at 613-258-9611 ext. 0 for any equipment inquiries.

If you have medical equipment that you wish to donate to the Beth Donovan Hospice, please contact us to ensure it is acceptable for us as we do not accept all pieces of medical equipment. We do have a quick reference checklist on our website as well.

Our equipment lending program has been a great asset at spreading the word about who we are and the services that we offer.

VAC Committee

The VAC Committee ensures that our volunteers needs are being addressed from training to volunteer appreciation events. The committee recently had a change in leadership. Mary Lou Anderson is now the lead for the VAC. Under her guidance we have hosted two volunteer dinners and training sessions based on the needs and requests of our volunteers. The VAC committee is planning new training and information sessions with guest speakers which will be announced at a later date.

The committee helped organize a garage sale in June last year. This event was a great event that we ended up hosting over two Saturdays. Our volunteers reached out to the community and spread the word that we were looking for donations to be added to our garage sale. Boy did they come through. Over the course of approximately two weeks, we had filled our garage and one office with items to be sold.

The day of the garage sale the weather was not on our side, but the community was. Our second day the weather was bright, sunny, and hot. It was a great day for a yard sale. The success of both days was due to the VAC committee and many of our volunteers, who collected, sorted, and priced the items and of course helped sell the items on the two days. We raised over \$1000.00 and we donated the unsold items to the House of Lazarus. Thank you to everyone.



We Need Your Help!



How You Can Help Us

Sustainability is an important aspect of our strategic plan and our operational fundraising program. There are many ways that you can support BDH to ensure that we can continue to provide programs and services to our clients and their families. If you would like to learn more about how to get involved with BDH, please visit www.bethdonovanhospice.ca or call 613-258-9611 to:

- *Become a volunteer*
- *Join a committee*
- *Raise funds*
- *Advocate for hospice palliative care*
- *Tell friends and neighbours about BDH and help dispel myths about hospice palliative care by spreading the word about what we provide*
- *Support or attend one of BDH's events or fundraising activities or sponsor an event*
- *Make a donation*

Donation Details

There are a number of ways you can make a difference in your community through donating to BDH, including monthly donations, memorial gifts, special celebrations, planned gifts, will bequests and estate plans or endowments. Please call 613-258-9611, to discuss these options further.

Thank you for your support of BDH's programs and services.

ONLINE —

Donations can be made through CanadaHelps.ca

IN PERSON —

Please drop by the Hospice office at 1107 French Settlement Road, Kemptville, Ontario.

BY MAIL —

Beth Donovan Hospice, 1107 French Settlement Road, Kemptville, Ontario K0G 1J0

BY PHONE — 613-258-9611

BDH is a registered charity (Charitable Registration #896678661RR0001)

Corporate Sponsors

This report is dedicated to the generosity of many individuals, foundations, and corporations who provide vital support to Beth Donovan Hospice. Every effort has been made to provide an accurate listing of corporate donors. In case of an inadvertent error or omission, please accept our apologies and please let us know. **Thank you.**



B. BAIRD
WATER CONDITIONING
"Treating your Water Seriously
Since 1978"



Hulse, Playfair & McGarry
Funeral & Cremation Services / Services funéraires et de crémation



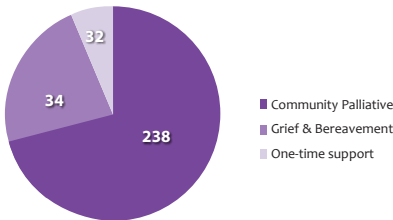
BETH DONOVAN HOSPICE — Balance Sheet

March 31, 2020, with comparative figures for March 31, 2019

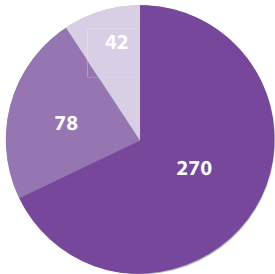
	General Operating Fund	Building Fund	Donations and Fundraising Fund	2020	2019
Assets					
Current assets:					
Cash (note 2)	\$ 257,397	\$ -	\$ -	\$ 257,397	\$ 199,492
Investments (note 1)	-	299,086	24	299,110	296,765
Accounts receivable	2,780	-	-	2,780	1,929
HST recoverable	2,407	-	-	2,407	2,955
Prepaid expense	5,077	-	-	5,077	5,831
Interfund transfers	{187,795}	-	187,795	-	-
	79,866	299,086	187,819	566,771	506,972
Capital assets (note 3)	18,124	835,420	-	853,544	867,863
	\$ 97,990	\$ 1,134,506	\$ 187,819	\$ 1,420,315	\$ 1,374,835
Liabilities and Net Assets					
Current liabilities:					
Accounts payable	\$ 41,332	\$ -	\$ -	\$ 41,332	\$ 57,767
Source deductions payable	5,218	-	-	5,218	8,286
Interfund transfers	-	-	-	-	-
Scheduled repayments of long term debt (note 5)	-	18,861	-	18,861	17,926
	46,550	18,861	-	65,411	83,979
Deferred capital contributions (note 4)	11,096	35,728	-	46,824	42,487
Deferred contributions	37,775	-	-	37,775	41,860
Long term debt (note 5)	-	212,638	-	212,638	231,153
	95,421	267,227	-	362,648	399,479
Net assets:					
Unrestricted net assets	2,569	-	187,819	190,388	111,540
Restricted net assets	-	867,279	-	867,279	863,816
	2,569	867,279	187,819	1,057,667	975,356
	\$ 97,990	\$ 1,134,506	\$ 187,819	\$ 1,420,315	\$ 1,374,835

Clients Served

2018/2019
Total Clients: 304



2019/2020
Total Clients: 390



The Beth Donovan Hospice financial statements are prepared by Durand and Associates, Chartered Professional Accountants.

Full financial statements available at www.bethdonovanhospice.ca

BETH DONOVAN HOSPICE — Statement of Operations and Net Assets

March 31, 2020, with comparative figures for 2019

	General Operating Fund	Building Fund	Donations and Fundraising Fund	2020	2019
Revenues:					
Government contributions	\$ 305,224	\$ -	\$ -	\$ 305,224	\$ 277,174
Government -one time	1,273	-	-	1,273	-
Grants	506	-	-	506	6,195
Donations	-	-	93,481	93,481	31,293
Fundraising	-	-	26,672	26,672	51,790
Interest	-	2,345	-	2,345	1,755
Other	1,961	18,987	-	20,948	1,084
Amortization of deferred capital contributions	4,898	834	-	5,732	9,273
Transfer from donations and fundraising fund	15,061	15,235	-	30,296	55,514
	328,923	37,401	120,153	486,477	434,078
Expenditures:					
Advertising and promotion	2,955	-	-	2,955	2,420
Amortization	7,094	21,315	-	28,409	32,918
Bank charges and interest	54	-	1,025	1,079	675
Fundraising	-	-	9,984	9,984	13,665
Government - one time	1,273	-	-	1,273	-
Honorarium	12,000	-	-	12,000	35
Insurance	5,157	-	-	5,157	5,042
Interest on long term debt	-	12,623	-	12,623	13,141
Memberships and dues	2,021	-	-	2,021	1,671
Miscellaneous	2,341	-	-	2,341	9,384
Office	8,316	-	-	8,316	7,153
Professional fees	10,592	-	-	10,592	15,567
Program expenses	10,516	-	-	10,516	4,980
Property taxes	-	-	-	-	7,975
Repairs and maintenance	12,415	-	-	12,415	8,773
Salaries and benefits	237,529	-	-	237,529	227,356
Telephone and utilities	7,776	-	-	7,776	7,874
Training and conferences	2,075	-	-	2,075	3,110
Travel	2,323	-	-	2,323	2,288
Vehicle	2,336	-	-	2,336	1,888
Volunteer recognition	2,150	-	-	2,150	1,130
Transfer to building fund	-	-	15,235	15,235	30,039
Transfer to general fund	-	-	15,061	15,061	25,475
	328,923	33,938	41,305	404,166	422,559
Excess (deficiency) of revenues over expenditures		3,463	78,848	82,311	11,519
Net assets - beginning of year	2,569	863,816	108,971	975,356	963,837
Net assets - end of year	\$ 2,569	\$ 867,279	\$ 187,819	\$ 1,057,667	\$ 975,356



Beth Donovan Hospice

1107 French Settlement Road, Kemptville ON K0G 1J0
Phone: 613.258.9611 | Fax: 613.258.9651 | www.bethdonovanhospice.ca

Charitable Registration #896678661RR0001

