



# ANNUAL REPORT

## *2021/22*



## **OUR MISSION**

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

## **OUR VISION**

“Embracing Life”



## Message from our Chair

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

2021-2022

Peggy Vandervoort -  
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Greenly

Maureen Taylor-  
Greenly

After two difficult and challenging years it feels like we are emerging to a new sense of normal. Regular COVID testing has become routine, masking has become part of our days, and minimizing risks to our vulnerable clients is always front of mind. Despite these restrictions the hospice has managed to not only maintain programming but to grow and add new services!

*Embracing Life* is the vision of Beth Donovan Hospice. This vision kept everyone motivated and determined!

Though the creative efforts of staff and volunteers personal contacts have been maintained, services have continued, and support has been on-going. Home visits turned to phone visits for a while during "lockdowns", ZOOM calls connected people and it was great to share smiles, Thursday meals were prepared and delivered, and support and compassion were delivered continually. While many organizations put things on hold, unable to work within the imposed restrictions, Beth Donovan Hospice found ways to keep connected safely and to continue providing support to our community.

The team of dedicated and compassionate staff and trained volunteers believe strongly in the mission of "bringing hope and healing to the community through compassionate support and end of life care". Diligent work continues towards fund development, residential beds, and getting the word out to the community about the hospice and the services provided so close to home. The hospice is hosting a Rural Hospice Day on October 14th and has secured a well-known key-note speaker, BJ Miller, to share his expertise on the evening of October 13<sup>th</sup>.

So many exciting projects are in the works and we are only limited by our imaginations! We are proud members of this wonderful, supportive community and look forward to seeing everyone at local events and fundraisers.

Wishing everyone a safe journey ahead!

Lynne Turnbull  
Chair -Board of Directors



# 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 Programs

Our community services include:

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



## Hike for Hospice

The 2021 Hike for Hospice he 2021 Hike for Hospice was once again a virtual event with all participants and puppies hiking in their neighbourhoods. The event was a success with over \$8000 raised towards supporting our programs and services.

## Everything Under the Evergreen

This past year was our second annual online auction. The event grew this year with the addition of new items donated by very generous local merchants. One of the highlights was an Adirondack chair donated by The Best Adirondack Chair Company in Kemptville which was engraved with the name of the auction on the chair. The auction has been a tremendous way to raise funds since the onset of Covid and the suspension of our other fundraisers and we hope to return to those in the next year.



## Volunteer Recruitment May 2021 to May 2022

Several initiatives were created to improve overall awareness of the services provided by Beth Donovan Hospice and in particular, the opportunities for volunteers to get involved in the provision of these services.

The first of these initiatives was to create a Facebook campaign that featured current volunteers and their contributions to hospice in their various roles as drivers, kitchen help, in-home visitors, gardeners, committee members, and more. It is important to show the community the variety of opportunities and levels of commitment available for volunteering as well as the different individuals who enjoy volunteering with us.

Another initiative was to create new print materials to entice potential volunteers to reach out for more information. We began with the idea of providing a sense of belonging and asked the public to “Join Us” in helping to enhance the lives of our clients. A new volunteer pamphlet was created for distribution at various events and a new poster was created to be posted at local libraries and other community hubs. Digital versions of the poster were also used on Facebook. An email campaign including the digital poster, allowed us to reach out to local churches and service clubs asking for the community to consider ‘joining us’ as volunteers with some success.

More success came with our involvement at local events. We attended the Downtown Promenade, Merrickville Makers Market, Kemptville Night Market, and we participated in the Santa Claus parade. It is important to attend these community events to show that we are a part of the larger community, to let people know that we are here to serve them, that all our services are free, and that we want individuals to get involved and help in whatever way they can. Our tables were staffed by volunteers who could speak about the programs, discuss volunteer opportunities, share their personal experiences, and solicit donations.

One of the surprising recruitment successes was a Christmas Wreath Making Workshop held at the Hospice. We had several “new” people register for this event and we were able to raise over \$800 dollars while promoting hospice and the volunteer opportunities available. Because of this event, 4 new volunteers have joined us. The future development of more “workshop” type programs will help raise money, bring new people into the building, and perhaps encourage new volunteers and donors.

In February, we tried hosting a Volunteer Recruitment Session via zoom so that potential volunteers could learn a little more about our services, ask questions, and understand the requirements for volunteering with us. While attendance was low at 5 participants, 4 of those did sign up for volunteer training. In the future, an in-person event might have more success. A new PowerPoint presentation has already been developed for future recruiting events. As churches, service clubs, libraries, and retirement homes continue to become more open to gatherings, we hope to take this presentation on the road. We hope to recruit more in-home visiting volunteers from the various outlying communities in our catchment, including Spencerville, North Augusta, Jasper, Merrickville, Smiths Falls, North Gower, and more.



## CORE VALUES

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

### Inclusive

Embracing the rural communities and providing an easily accessible service

### Client Centered

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

## Generous Supporters

Last May thanks to a generous grant from the Ontario Trillium Foundation, we were able to hire Amy Tibben as our Assistant Volunteer Coordinator. Amy spent the past year developing recruitment strategies to engage more volunteers with our organization. Her efforts were definitely successful with 2 groups receiving training over the past year and now placed in programs and/or with clients conducting in home visits.

The funds received from the Ontario Trillium Foundation have been invaluable to BDH during Covid. We would not have been able to operate without these funds allowing increased volunteer and staffing capacity. Many special grants were established during Covid to allow agencies to access funds for meal deliveries, enhanced virtual visiting, medication deliveries etc. These grants help to sustain us over the past 2 and a half years when we were not able to fundraise in our traditional manner and allowed us to enhance services to our clients.

We were blessed to be able to continue to support our clients in their homes with porch, phone and virtual visits throughout the pandemic as the toll that the isolation was taking on so many compounded the many existing health problems. We engaged new and existing volunteers in creating a healing garden and labyrinth in the back yard which is well utilized and provided a quiet place to be and reflect.

Lastly we worked hard to strengthen our community connections and to offer education sessions via zoom to service clubs, church groups and other community groups to ensure that more members of our community were aware of the services that the hospice has to offer all members of the community free of charge.





## Day Hospice

January 2022 began our preparation for the return of clients to Day Hospice. A program evaluation survey out to existing clients was sent out with a 50% response rate. We received positive responses and focused responses on “I felt safe knowing Covid recommendations are being followed”; no recommendations for programming or changes were offered.

The DH program returned February 3<sup>rd</sup> for ½ days only. Screening, masking, fewer attendees, physical distancing and meticulous cleaning protocols were implemented. Each client returned home at noon with a packed bag lunch.

We began to discuss a new approach for the DH program and a team was formed to establish these ideas. It begins with the type of client and suggests that people who have life-limiting illnesses on an active treatment or end of life trajectory would take priority for the program spots. The program would therefore lend itself to a more fluid approach, accommodating the organized. Consideration for “making space” for each client would become the priority.

Megan and Melissa ran “lunch and learns” with the DH volunteers to discuss these ideas and to gain insight into the changes.

In March we returned to full days welcoming back musical guests, massage, and therapeutic art incorporating my personal learnings from the Therapeutic Art Practitioner Program. We began introducing *Legacy* into the programming lead by Amy and a presentation was offered by one of our clients exploring her travels and work in Africa. We acquired a new chair yoga instructor who will visit monthly. We continue to offer options and allow clients to fill the day in the best way for them to promote comfort. We have added flexibility into our driver routes to get people home earlier or come in later to encourage that comfort as well.

On March 31<sup>st</sup> with the creativity of our Outreach Coordinator, we trialed our first ‘DH on the road’. We set our program up in North Augusta and welcomed the community and guest from Brockville Hospice. We shared stories, experiences, and practices with Brockville who had their program closed throughout the pandemic. Two new volunteers arrived and signed up to attend our 30hr. training as well.

Spring brought some outdoor opportunities, tea under the tent, veggie gardening with a new volunteer, multiple clients and family members joined Hike for Hospice. A second outing took the group out for a garden tour, picnic at Nicholson’s Locks, and an afternoon of fishing. It looks to be a busy summer ahead with a Canada Day BBQ inviting all volunteers who support the DH program. I am collaborating with the Dundas Hospice who have a new nurse and DH coordinator. They will be visiting our DH program on July 7<sup>th</sup> to see what we do and discuss our successes as well as Advance Care Planning. On July 14<sup>th</sup> our Annual General Meeting will take place at the DH program. This will be a great opportunity for the clients to experience the business-side of our programming and meet the Board of Directors and other important guests. The Summer months will also offer a Christmas in July celebration with special ukulele guests and many of our clients are hoping we will squeeze in another fishing trip.

We expect fall to bring a second annual trip to the farm; a highly anticipated day trip. Invitations will go out as well to celebrate BDH’s 30<sup>th</sup> Anniversary, BJ miller, and the Rural Community Hospice Day events.



## Caregiver Supports

Throughout 2022, we were able to keep our small caregiver group connected using Zoom or in-person when it was safe to do so. 2 new volunteers were introduced to support the facilitation of the group as needed. On average, we have 5 clients attend a 1.5hr. group session once/month. The successes, challenges, and gifts of caregiving are discussed and often a self-care activity is incorporated into the session. This year, we included self-meditation activities, therapeutic art, and guided journaling for the group.

On June 23<sup>rd</sup> we held a “caregiver retreat”. This day was organized to offer a retreat-like day with yoga, massage, guided journaling, and a tea luncheon. We received very positive responses from the caregivers, and some noted their looking forward to attending similar events in the future.

Options for caregiver training are being considered and this includes in-person training through the Champlain Hospice Palliative Care Program or recently updated online resources through Canadian Virtual Hospice. These along with other resources are being compiled into a resource list that we will house in our shared drive and have available for all caregivers that we support.



## Guided Journaling: A Support and Outreach Program

Guided Journaling continues to be a successful course offering as a part of BDH’s Support Network. This is an important offering for our volunteers, clients and their caregivers because it offers them a moment of reflection, amid the challenges of life-limiting illness, where they can connect more deeply with themselves.

Much like meditation, when we take a few moments to write expressively, we are taking a moment to check-in with ourselves. Even 5 minutes of writing can help you organize your thoughts, express your feelings, find clarity, set goals, and become more self-aware. When we are more self-aware, we can experience more empathy, gratitude, intention, better sleep and reduced stress.

This program has also become an important part of our Outreach program. We have opened registration to the general public which has allowed us to introduce the importance hospice to people who might not otherwise access our services and in the process, they learn a new skill. Teaching the program offsite at the Merrickville Library has increased our presence in that community through posters, a news article, word of mouth and social media posts. More workshops or courses should be offered offsite, in the smaller communities within our catchment, to increase community awareness and support.



## Beth Donovan Hospice Volunteers

The Beth Donovan Hospice has an amazing team of volunteers who are always there to help in any manner that we need. During the pandemic our volunteers donated 2319 hours of their valuable time.

Imagine during a time a when the world shut down our volunteers still rose to the occasion to ensure that clients, volunteers and staff were supported. They reached out to other volunteers, they called clients, and when the weather permitted, they visited clients on their porches to ensure that they were okay and to make sure they saw a friendly face to combat loneliness. Our volunteers rolled with the changes that came about almost daily with COVID regulations changing frequently. They learned Zoom and took extra education sessions and had get togethers on zoom to keep in touch and to share what struggles they were facing and to support one another.

Our volunteers are very dedicated and participate in a variety of volunteers options, such as In-Home Visiting, Grief and Bereavement Support, Day Hospice and a variety of committees such as the Volunteer Advisory Committee, Event Committee, and Marketing and Communications Committee to name a few.

Our volunteers are always looking for new ideas to ensure we offer more support to all areas of our catchment.

The staff at BDH are so appreciative of our volunteers as we could not do what we do with out them and their dedication and support. We look forward to supporting and cheering on our volunteers and welcoming new volunteers to our organization.

If you are interested in volunteering with us please contact Janet-lee Ferris, Volunteer Coordinator at [program@bethdonovanhospice.ca](mailto:program@bethdonovanhospice.ca) or via phone at 613-258-9611 ext 0.



## 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 year we were pleased to be back in person to celebrate and remember the lives of those who are no longer with us. This ceremony means so much to many of our clients and family members and gives them a chance to honour a loved one who has passed. Many thanks to the volunteers that make this ceremony so special each year.

## June Callwood Volunteer of the Year

Pat is our 2022 Volunteer of the Year. Pat has been a volunteer with the Beth Donovan Hospice for 26 year and we are honoured to recognize him for outstanding commitment to hospice, clients, staff and community.

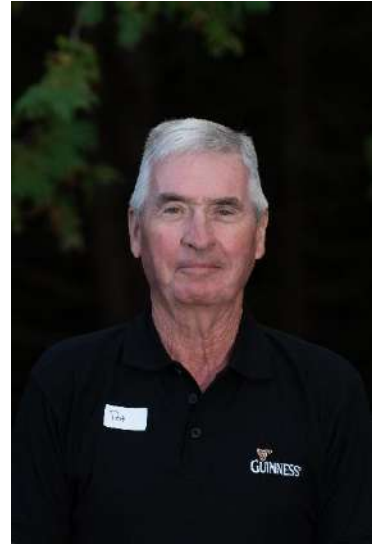
The June Callwood Award was established in 1994 by the Hospice Association of Ontario, joined in 2011 with Ontario Palliative Care Association to form Hospice

Palliative Care Ontario, to acknowledge and thank outstanding hospice volunteers throughout Ontario. The award was named in honour of the late June Callwood, the Award Patron, long-time advocate of hospice, community activist, author, and recipient of the Order of Canada. June was a recipient of this award in 1995.

Pat is a dedicated and loyal volunteer who is always ready to help. He is always willing to help in any role needed at the hospice. Pat can be found promoting hospice services, taking care of the property maintenance, volunteering in our in-home visiting program, to providing bereavement support, and driving clients, he does so with an integrity, constancy and natural kindness that is appreciated by all.

Pat's quiet willingness to help wherever possible and his devoted volunteer career at BDH is truly admirable.

If you are interested in becoming a volunteer with Beth Donovan Hospice, please contact us at [program@bethdonovanhospice.ca](mailto:program@bethdonovanhospice.ca)



## Outreach

Our goal is to work with existing organizations and businesses to enhance the overall awareness of Beth Donovan Hospice, its free services, volunteer opportunities, and fundraising opportunities throughout our catchment area. We will work with various media outlets, service clubs, and community groups to increase our presence and create connections. This is important because residents across our service area need to know that we serve them and that our service is incredibly valuable. Our hope is to become more involved in the smaller communities within our catchment by attending their local markets, and events and by hosting presentations and workshops in their community halls. By connecting with individual communities, we hope to generate more awareness, volunteers, and support for our free programs and services.

## Media Connections

We have already begun to strengthen our media connections and will continue to do so. We have established monthly articles and interviews with the North Grenville Times and FYI on Your TV Hometown News and hope to keep reaching out to other local news outlets. The Instagram page is being reinvigorated as is the LinkedIn page. We will continue to reach out in as many formats as possible.

## Creating an Outreach Team

A team of Outreach Volunteers will work with me in promoting hospice services, volunteer opportunities, and donations throughout our catchment area.

Our goals will include raising awareness of hospice and palliative care, creating partnerships with businesses and community organizations, enhancing community connection, recruiting volunteers, and fundraising. There is a lot of work to do here but the potential is exciting! The group will work to increase our community involvement by attending local events, markets, fairs, etc. They will also give presentations to local groups, churches, and businesses about hospice. I also see the potential for organizing and hosting workshops and community information nights.

Interested volunteers will receive training to feel comfortable representing hospice knowledgeably. I am looking forward to building this team and increasing our presence.

## Bereavement Support

The experience of grief is universal, however the healing journey is unique to the individual, which is why our Bereavement Program strives to offer a wide variety of resources and services to those who are navigating a loss. Over the past year, new programs have developed and flourished with the support of our incredible grief and bereavement volunteers. Guided journaling, virtual meditation, and a walking group are now regular offerings that have had a significant uptick with glowing reviews. For those who are grieving and prefer a group setting in their healing process, these programs are available as well as Bereavement Coffee which is a peer led drop-in support group that meets monthly. For others who appreciate one on one support, individual counseling continues to be available. Additionally, we are now able to offer clients experiencing prolonged grief the option to connect with a trained grief and bereavement volunteer for companionship and compassionate listening.

In an effort to equip our grief and bereavement volunteers with the skills and confidence they might require to engage with clients in this work, we strive to offer practical and current training opportunities. This year we have been fortunate to collaborate with Bereaved Families of Ontario in providing volunteers with the opportunity to participate in the presentation “They Said We Couldn't Come: Living with Grief in Pandemic Times” presented by Julie Ann Levette. This presentation spoke to how we might process grief and loss in the absence of traditional rituals of mourning. Tara Cohen from Champlain Hospice Palliative Care Program offered our volunteers two “Grief Champions” training modules designed to offer information, strategies and tools to volunteers providing bereavement support. Compassionate Cultivation Training, facilitated by family physician Shireen Mansouri was made available to our volunteers and health care practitioners to offer contemplative strategies when dealing with stress and developing the skill of responding from a place of courage and resilience. Due to the public health guidelines and protocols, meeting face to face with our volunteers was more challenging over the past year. In an effort to stay connected and ensure our volunteers were supported, we started “Better Together” which was a monthly virtual gathering of BDH volunteers where we shared the gift and challenges of this work and prioritized taking care of ourselves and each other to allow us to be able to give to others.

This past year, the Bereavement program continued to offer events and programming to our larger community. The December Remembrance Service “Lights of Love” was an opportunity for people to gather and honor loved ones missed during the holiday season. We were grateful to be able to host this event in-person and also post a video recording of the event on our website for those who preferred to participate from the comfort of their own home. Additionally, we were excited this year to have

conversations around the topic of death and dying in two death cafes which were hosted at the hospice. We hope to continue to offer regular death cafes in an effort to engage our community and find new ways of welcoming our community through our doors. Providing a light in what can often be a dark landscape in grief, ensuring competence, skill and confidence in our volunteers and engaging with the larger community are all priorities of the Bereavement Program. We look forward to continuing to expand our knowledge, programing, service delivery and accessibility in the coming year. If you are interested in learning more about the program or would like to volunteer within the Bereavement Support program, please contact Megan at [counselling@bethdonovanhospice.ca](mailto:counselling@bethdonovanhospice.ca)



## VAC Committee

The volunteer advisory committee or "VAC Committee" as it is known as has had a busy year. Volunteer Mary Lou Anderson has taken over as the lead of the VAC committee. Under her leadership the VAC committee has planned a full year of "Education Sessions" for the Beth Donovan Hospice volunteers to ensure that they are introduced to new skills and tools to help them with their volunteer endeavours. A new session is presented every two months. This year long education plan started with a presentation from Dr. Tania Zackem on the topic of **MAID (Medical Assistance in Dying)**. Our second session was **Suffering and Joy** which was presented by Ruth Richardson and Megan Dillenbeck. Our third session was **Compassion When It's Not Easy** presented by Mary Lou Anderson, Rita Pettes, Megan Dillenbeck and Mark Dayneka. Our most recent session was presented by Melissa Hill on **Therapeutic Relationships (Boundaries)**.

Our education sessions will pause over the summer and start again in the fall. The VAC committee is looking to when we can host all the volunteers back in person when restrictions allow. If you are interested in joining the VAC committee, please contact us.



# We Need Your Help

## How You Can Help Us



**S**ustainability 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](http://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

**T**here 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](http://CanadaHelps.ca)

### **IN PERSON —**

Please drop by the Hospice Office located at 1107 French Settlement Road, Kemptville, ON.

### **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)*

# Sponsors, Funders & Supporters

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.*



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South Mountain, ON K0E 1W0



# BETH DONOVAN HOSPICE — Balance Sheet

March 31, 2022, with comparative figures for March 31, 2021

	General Operating Fund	Building Fund	Donations and Fundraising Fund	2022	2021
<b>Assets</b>					
Current assets:					
Cash (note 2)	\$ 299,397	\$ -	\$ -	\$ 299,397	\$ 332,741
Investments	-	267,427	-	267,427	293,770
Accounts receivable	2,112	-	-	2,112	3,357
HST recoverable	7,287	-	-	7,287	2,362
Prepaid expense	14,412	-	-	14,412	3,431
Interfund transfers	{219,188}	-	219,188	-	-
	104,020	267,427	219,188	590,635	635,661
Capital assets (note 3)	16,317	807,886	-	824,203	840,557
	<b>\$ 120,337</b>	<b>\$ 1,075,313</b>	<b>\$ 219,188</b>	<b>\$ 1,414,838</b>	<b>\$ 1,476,218</b>
<b>Liabilities and Net Assets</b>					
Current liabilities:					
Accounts payable	\$ 40,790	\$ -	\$ -	\$ 40,790	\$ 38,073
Source deductions payable	280	-	-	280	9,355
Interfund transfers	-	-	-	-	-
Scheduled repayments of long term debt (note 6)	-	23,710	-	23,710	22,784
	<b>41,070</b>	<b>23,710</b>	<b>-</b>	<b>64,780</b>	<b>70,212</b>
Deferred capital contributions (note 4)	10,911	43,825	-	54,736	51,290
Deferred contributions (note 5)	65,787	-	-	65,787	105,032
Long term debt (note 6)	-	163,330	-	163,330	186,976
	117,768	230,865	-	348,633	413,510
Net assets:					
Unrestricted net assets	2,569	-	219,188	221,757	193,965
Restricted net assets	-	844,448	-	844,448	868,743
	2,569	844,448	219,188	1,066,205	1,062,708
	<b>\$ 120,337</b>	<b>\$ 1,075,313</b>	<b>\$ 219,188</b>	<b>\$ 1,414,838</b>	<b>\$ 1,476,218</b>

The Beth Donovan Hospice financial statements are prepared by Francine Levere Professional Corporation Chartered Professional Accountant.

Full financial statements available at [www.bethdonovanhospice.ca](http://www.bethdonovanhospice.ca)



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1107 French Settlement Road, Kemptville ON K0G 1J0  
 Phone: 613.258.9611 | Fax: 613.258.9651 | [www.bethdonovanhospice.ca](http://www.bethdonovanhospice.ca)

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