



*A Year of Progress*

# Annual Report 2013-2014



Beth Donovan  
**Hospice**

# Annual Report 2013-2014



## Beth Donovan Hospice

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*Beth Donovan Hospice provides compassionate support and professional care to individuals and their families as they journey through the challenges of life-limiting illnesses and end-of-life transitions.*

*Whether in a home or hospital setting, the experienced staff and trained volunteers of Beth Donovan Hospice give of themselves to ensure that the families receive the assistance, support and guidance they need.*

*Founded through the compassion and vision of generous volunteers, Beth Donovan Hospice has been providing services to the community for over 20 years in the North Grenville-Manotick-Merrickville catchment including surrounding rural areas. Beth Donovan Hospice will continue to create in a client's home, a place where the people of our community, together, experience a living spirit of compassion, hope and healing.*

*We will continue to create a place where dignity, humanity and the holistic well-being of each person is celebrated in community – a place where people may live, even though they die.*



Come to the edge  
No, we will fall  
Come to the edge  
No, we will fall  
they came to the edge.  
He pushed them  
And they flew  
- Guillaume Apollinaire

### Mission Statement

To support clients and their families through all stages of life-limiting illness, with no fee for any service, bereavement included. We also offer education and support programs to the community.

[www.bethdonovanhospice.ca](http://www.bethdonovanhospice.ca)



My wife, Jeannine Andrews (nee Goulet) was a real people person. She was very outgoing and friendly. A model in her earlier years, then a sales representative, and a decorator. My darling was always fashionable with the times and had a class of her own. Jeannine had one daughter, Luisa Goulet, and many nieces and nephews who all loved her dearly. She was not one to sit still, and had many hobbies such as knitting, photography, cooking and she loved to entertain. Being in nature and gardening played a large part in her world. Jeannine had a strong sense of character and was described as "feisty" by more than one doctor.

Jeannine and I made our wishes known that we both wanted to die at home. As Jeannine's health declined, it was possible for me to provide fulltime care, 24/7, with the assistance of Dr. Zakhem and other agencies.

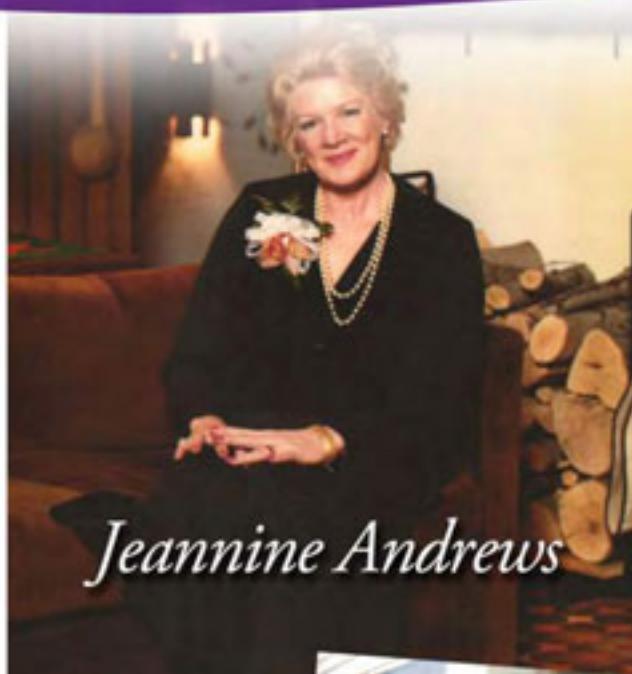
She was on home oxygen as she had COPD, heart disease and was diagnosed with melanoma, an aggressive form of skin cancer.

Jeannine was referred to the Beth Donovan Hospice in the fall of 2011 by her family physician, Dr. Conway.

A volunteer from the hospice, Melanie Goldberg started to visit us weekly in November 2011 and we came to look forward to her Tuesday visits. Jeannine became very fond of Melanie and the two would always have a fun and meaningful time together. She was extremely talented, compatible and responsive.

Melanie would encourage me to get out and get my errands done, giving me precious respite time each week. Melanie was warm hearted, and a breath of fresh air. She was a strong advocate for Jeannine and helped with numerous trips to doctors and with other providers. I had peace of mind knowing I could call her cellphone and she was always available for advice or to act.

# Client Profile



*Jeannine Andrews*



Other agencies would do well to emulate the Beth Donovan Hospice. Without the Hospice, Jeannine would not have been able to stay at home to die. Jeannine's wish was granted and she died peacefully with myself and Melanie at her bedside at home on August 26, 2013. I am extremely grateful for all the support we received from them.

— Stewart M. "Bud" Andrews

# Board of Directors



## SUPPORTED BY:



This project is funded in part by the  
Grenville Community Futures  
Development Corporation



Supported by the Government of Canada  
through the Federal Economic Development  
Agency for Southern Ontario



## BOARD OF DIRECTORS 2013-2014

### EXECUTIVE

Sue Walker, Interim Chair

Erna Finley, Treasurer

Monica Berridge-Sills, Secretary

### DIRECTORS

Brian Mackenzie, Past Chair

Rick Lewis

Mark Dayneka

Pat Dobosz

Barb Tobin

### HONORARY MEMBER

W.S. Garland (Deceased)

### EX OFFICIO

Dawn Rodger, Executive Director

# Leadership



**Dawn Rodger**  
Executive Director

The success we achieve stems from our fundamental dedication, responsiveness, and our flexibility in continuously adapting to the changing needs of our clients. This cannot be realized

without all the efforts made to obtain the resources necessary to meet the demand of our services on a timely basis. We have taken steps to strengthen our existing services, and strive to be a leader in the care we provide. Fiscal year 2013 has proven to be a year of mature growth for Beth Donovan Hospice. We have witnessed an increase in staffing numbers and a significant increase in our base funding from the LHIN. With these additional resources in place we have been able to increase direct service hours to the community through the Grief and Bereavement Program and the "New" Day Hospice Program.

The Board of Directors completed a new three year strategic plan, recruited four additional new members and conducted a board/staff retreat to focus on moving the organization forward to realize the goals of the newly created plan. Focus for the board is now centered on three strategic areas: Volunteer Development, Marketing & Communications and Fund Development. A renewed focus on our rural roots will drive us in our future endeavours as we review our Mission and Vision statements

linking them to our Communications Plan and completion of a special project using Appreciative Inquiry. The growth of the hospice in the past five years is a testament to the dedication of the staff and numerous volunteers who contribute hundreds of hours each month to ensure that we are well positioned to continue to provide high quality services to the residents of our community.

We are overwhelmed by the generosity of our community members and businesses and how they continue to support our organization year after year. We would not be able to offer the services and programs without this generous support and we are truly proud to be a part of such a wonderful community. To those Board members who are completing their tenure, we would like to extend a heartfelt thank you for all of your hard work and commitment over your past terms. You have enabled us to grow and assisted in positioning Beth Donovan Hospice for tremendous future success.

— Message from ED and Board Chair

**Sue Walker**  
Board Chair



# Statement of Financial Position

## BETH DONOVAN HOSPICE

### Balance Sheet

March 31, 2014, with comparative figures for March 31, 2013

	General Operating Fund	Building Fund	Donations and Fundraising Fund	2014	2013
<b>Assets</b>					
Current assets:					
Cash (note 2)	\$ 18,906	\$ 2,639	\$ 164	\$ 21,709	\$ 20,245
Investments (note 1)	-	45,966	54,442	100,408	79,998
HST recoverable	5,294	-	-	5,294	1,553
Prepaid expense	2,290	-	-	2,290	2,163
Interfund transfers	23,699	-	-	23,699	5,847
	50,189	48,605	54,606	153,400	109,806
Capital assets (note 3)	63,999	-	-	63,999	28,683
	\$ 114,188	\$ 48,605	\$ 54,606	\$ 217,399	\$ 138,489
<b>Liabilities and Net Assets</b>					
Current liabilities:					
Accounts payable and accrued liabilities	\$ 46,952	\$ -	\$ -	\$ 46,952	\$ 23,208
Source deductions payable	3,440	-	-	3,440	3,547
Interfund transfers	-	-	23,699	23,699	5,847
Scheduled repayments	9,000	-	-	9,000	12,000
	59,392	-	23,699	83,091	44,602
Deferred capital contributions (note 4)	53,818	-	-	53,818	18,117
Deferred contributions	7,409	-	-	7,409	-
Long term debt (note 5)	-	-	-	-	9,000
	120,619	-	23,699	144,318	71,719
Net assets:					
Unrestricted net assets	(6,431)	-	30,907	24,476	19,892
Restricted net assets	-	48,605	-	48,605	46,878
	(6,431)	48,605	30,907	73,081	66,770
	\$ 114,188	\$ 48,605	\$ 54,606	\$ 217,399	\$ 138,489

Approved by the Board:

Director

Director

A copy of our financial statements are available by request or on our website at [bethdonovanhospice.ca](http://bethdonovanhospice.ca)

# Statement of Operations & Net Assets

## BETH DONOVAN HOSPICE

### Statement of Operations and Net Assets

March 31, 2014, with comparative figures for 2013

	General Operating Fund	Building Fund	Donations and Fundraising Fund	2014	2013
<b>Revenues:</b>					
Government contributions	\$ 141,839	\$ -	\$ -	\$ 141,839	\$ 94,917
Government - one time	5,075	-	-	5,075	5,642
Grants	36,409	-	-	36,409	41,325
Donations	-	1,641	15,766	17,407	23,447
Fundraising	-	-	58,866	58,866	48,427
Interest	-	120	289	409	756
Other	3,561	-	-	3,561	9,611
Amortization of deferred capital contributions	8,825	-	-	8,825	3,746
Transfer from donations and fundraising fund	69,973	-	-	69,973	61,193
	265,682	1,761	74,921	342,364	289,064
<b>Expenditures:</b>					
Advertising and promotion	6,289	-	-	6,289	2,327
Amortization	11,335	-	-	11,335	5,625
Bank charges and interest	1,392	34	-	1,426	1,366
Fundraising	-	-	12,364	12,364	10,381
Government - one time	5,198	-	-	5,198	5,660
Insurance	2,767	-	-	2,767	2,912
Memberships and dues	1,235	-	-	1,235	1,127
Miscellaneous	5,156	-	-	5,156	6,284
Office	5,623	-	-	5,623	7,168
Professional fees	13,100	-	-	13,100	4,500
Program expenses	21,731	-	-	21,731	1,911
Rent	12,000	-	-	12,000	1,000
Repairs and maintenance	1,788	-	-	1,788	2,572
Salaries and benefits	156,015	-	-	156,015	155,926
Staff training	-	-	-	-	2,310
Telephone and utilities	5,546	-	-	5,546	618
Travel	3,849	-	-	3,849	2,487
Volunteer recognition	658	-	-	658	673
Transfer to general fund	-	-	69,973	69,973	61,193
	253,682	34	82,337	336,053	276,040
<b>Excess (deficiency) of revenues over expenditures</b>	12,000	1,727	(7,416)	6,311	13,024
<b>Net assets - beginning of year</b>	(18,431)	46,878	38,323	66,770	53,745
<b>Net assets - end of year</b>	<b>\$ (6,431)</b>	<b>\$ 48,605</b>	<b>\$ 30,907</b>	<b>\$ 73,081</b>	<b>\$ 66,769</b>

A copy of our financial statements are available by request or on our website at [bethdonovanhospice.ca](http://bethdonovanhospice.ca)

# Client Services Counselling

**Suzanne Duc, M.A.**  
Counsellor



The Beth Donovan Hospice's (BDH) Counselling Department offers a wide variety of services to the community. These include grief and bereavement counselling in individual, couple and group formats, home visits, grief and bereavement workshops, volunteer grief and bereavement training and support, and educational presentations on the subject of trauma and loss.

Our services are available to all those in our catchment area suffering from life-limiting illness, their caregivers (whether family, friends or members of their health care team), as well as anyone who has suffered human loss.

Our counsellor, Suzanne Duc, holds a Master of Arts in Counselling Psychology (Yorkville University, 2014) and is also pursuing certification as a facilitator and trainer in the techniques of Traumatic Incident Reduction (TIR) and Life Stress Reduction (LSR). She is a general member in good standing with the Ontario Association of Consultants, Counsellors, Psychometrists and Psychotherapists (OAC- CPP). It should also be noted that Suzanne acted as a consultant for the Canadian Hospice Palliative Care Program (CHPCP) in the winter of 2014, authoring a bereavement plan for the Champlain District. She has since presented her findings to the CHPCP Board, and

publicly at the recently held Champlain Palliative Care Education Day in Ottawa, Ontario.

In 2013/2014, BDH's Counselling Department was in a state of transition. The incumbent counsellor, Kristin Albert, M.A., was diagnosed with a life-limiting illness and took formal leave in May 2014. Unfortunately, Kristin lost her battle with cancer in October 2014. Suzanne Duc was hired as a replacement in July 2014 to work one day per week (8-10 hours). At this time, a fee-for-service model was introduced to maintain program viability given limited funding. Counselling services, which had necessarily been halted during Kristin's leave resumed, and clients served grew exponentially. This was facilitated by a LHIN grant which allowed for expansion of counselling services, now free of charge, to 20 hours per week in December 2013. Year-to-date numbers for 2014 reflect a substantial year over year increase with 198 individual sessions taking place representing a total of 31 clients served. At present, there is a 3-4 week waitlist for individual counselling appointments at BDH. In addition, an 8-week closed spousal bereavement group was offered in winter 2014 with 6 members attending, as were two "Surviving the Holidays" bereavement workshops (co-facilitated with our Hospice Chaplain, Pastor Daniel Massey) and a May 2014 presentation at the Kemptville District Hospital on Compassion Fatigue. An art therapy bereavement group was offered for children aged 8 to 12 in the fall of 2013 but it did not move forward given insufficient community response.

Our goal is to support members of the community with their grief and bereavement needs in a client-centered fashion. Correspondingly, there is no limit to the number of sessions offered nor is there always a fixed session length. Clients take an active role in their own treatment and most attend therapy for a period of 6-8 months representing approximately 15-20 sessions. Groups run for a period of

# Client Services

## Counselling

8 to 12 weeks depending on the nature of the loss being examined. Group sessions are two hours in length and take place one day per week. At present, group sessions run on an ad hoc basis. It is our aim in future to structure group programming so that groups are run quarterly and center on specific populations (i.e., children, survivors of suicide) or types of loss (i.e. spousal bereavement, loss of child, loss of friend/peer/sibling, children's bereavement). This vision is based on research evidence which suggests that planning groups based on similar types of loss is experienced by participants as more helpful to their overall grief recovery process. Programming in this regard will center on counsellor availability and public demand as certain types of loss (i.e., loss of spouse) seem to be more prevalent than others and more sought after in terms of the need for peer support.

It is our intention to expand counselling services further in 2014/2015. This will be facilitated by BDH's continued partnership with Yorkville University. BDH's counsellor, Suzanne Duc, has agreed to supervise Yorkville Master's level practicum students beginning in September 2014. Not only will supervision in this regard permit students of Yorkville's Counselling Psychology program to complete the necessary requirements of their graduate degree program over a six-month period; it will also reduce and hopefully eliminate our current waitlist condition given the addition of counselling resources.

BDH's Counselling Department also seeks to expand community outreach programming through a structured approach to volunteer bereavement training. In cases where professional-level counselling support is not required, we aim to provide peer support as the client(s) deems appropriate either through telephone outreach initiatives or home visits. This program is still in development and will launch in the summer of 2014.

Community education and awareness remain an ongoing priority. We strive to inform as many people as possible about grief and bereavement, and the importance of a compassionate community response in order to avoid adverse bereavement outcomes.

It is our intent to continue the aforementioned open forums and presentations on the subject of trauma and loss based on the needs of the community in 2014/2015. We will seek to build upon already established traditions. Moreover, we hope to build upon newly established relationships with local physicians and community service organizations to promote our counselling services and to provide much-needed grief and bereavement education to primary care providers.

There is a sacredness in tears. They are not the mark of weakness, but of power. They speak more eloquently than ten thousand tongues. They are the messengers of overwhelming grief, of deep contrition, and of unspeakable love.

- Washington Irving



# Client Services

## Home-Visiting & Equipment Lending

**Laura Smith, R.P.N.**

Volunteer  
Coordinator

### Home-Visiting

Our Visiting program provides in-home volunteer, non-medical support for individuals and their care givers who are living with a terminal or life-limiting illness. Volunteer visitors provide practical, emotional and psycho-social support.



Our client service programs have experienced steady growth from April 1st, 2013 - March 31st, 2014. Community awareness is the key to our continued success and growth.

From April 1, 2013 – March 31, 2014

- We served 101 Palliative clients
- 113 were new referrals to Hospice
- 6 were one-time only
- 31 Clients died during this time – 51% of deaths were within a hospital setting
- 56 Clients had a visiting volunteer matched

### Equipment Lending

Our equipment lending program continues to be very successful. Over the past year we have loaned equipment to over 57 clients in our area. Many of these clients have accessed other programs within our organization.

### Volunteers

Our success as a community-based organization continues to grow with the hard work and dedication of our volunteers.

Over the past year, 71 volunteers have donated a total of 4,295 hours (up 43% from last year), and have volunteered in the capacity of home-visiting, office assistance, fundraising, equipment/storage assistance, outdoor/indoor maintenance, project management, business development, interior design and serving on the Board of Directors.

All Beth Donovan Hospice visiting volunteers receive 30 hours of training in accordance with Hospice Palliative Care Ontario standards before being matched with clients. In September 2013 we ran our home-visiting volunteer training course and welcomed 10 new visiting volunteers to our organization.





Some of our volunteers share why volunteering with Beth Donovan hospice is so important to them.

“I wanted to support an organization that provided a needed service to the community and where I could see the positive results of my volunteering. The Beth Donovan Hospice allows me to fulfill both of these goals.”

*Bonnie Savoy, Day Hospice Volunteer/Home-Visiting Volunteer*

“I feel blessed to be able to help a client (who quickly becomes a friend) and their family through a difficult time.” *David Nash, Home-Visiting Volunteer*



“There is more than one reason for volunteering for Beth Donovan Hospice. Gratitude for the help I received when my husband and I were going through our battle with cancer. For two and a half years Beth Donovan Hospice never gave up on us and always was there checking up on us and offering their help. Admiration for the good work Beth Donovan Hospice is doing. Wanting to give back for the blessings I received in life. Wanting to help others by helping to lighten their burdens and being there for them in whatever way is needed.”

*Joan Gaudaur, Home-Visiting Volunteer*



“Volunteering for Beth Donovan Hospice gives me a feeling of purpose and fulfillment. Relating with clients and their loved ones during their end of life journey is both humbling and rewarding. I feel honoured to be a part of this extremely worthwhile Hospice.”

*Jane Pelletier, Home-Visiting Volunteer*



# Client Services

## Day Hospice

**Melanie Goldberg, RN**

Day Hospice  
Coordinator

Beth Donovan Hospice is now offering a Day Program to clients with a life-limiting or terminal illness who live in North Grenville and the surrounding rural communities.

We have created a welcoming home-like setting for clients to have a day away of relaxation, socialization and sharing with others experiencing similar issues. The focus is on living and celebrating life. This is often the only non-medical outing these clients attend.

This also allows the caregivers 5 hours of respite knowing their loved one is cared for by a registered nurse and trained volunteers.

This program is only possible because of our dedicated team of volunteers. We have 4 volunteers that attend day hospice each week. We also have 2 volunteer bakers helping to prepare morning snacks and desserts.



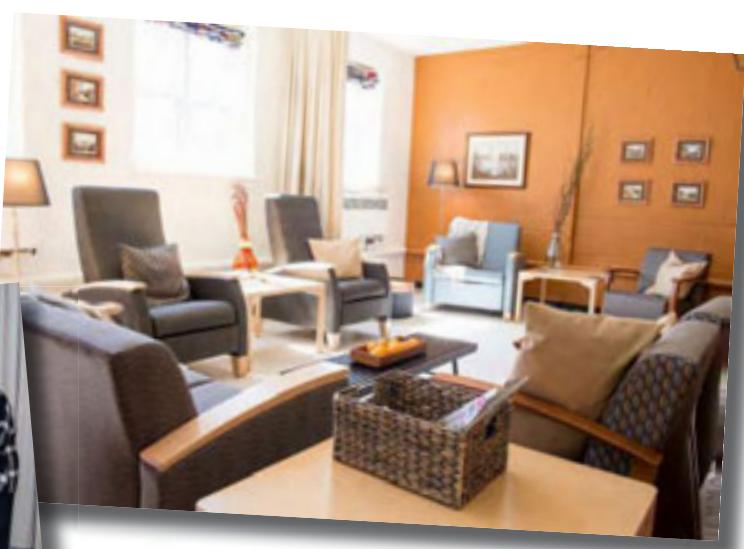
Lunch and activities are provided and there is no cost for the program. Some of the activities the clients will be involved with include massage, reiki, yoga, musicians, artists, floral design and storytelling. These professionals are also volunteering their services for our client's wellbeing.

The program started May 1<sup>st</sup> and is offered every Thursday from 10-3 pm at St. John's United Church in Kemptville. We currently have two clients attending the program. We can accommodate up to eight individuals.

Transportation can also be coordinated for the client should that be a need through Kemptville District Home Support.

We are actively promoting our newest program to the care coordinators at CCAC, family physicians, ministers, and nursing agencies in order to educate them about the hospice and its programs.

I look forward to the year ahead as we develop the program and provide valuable services to those clients in need of support and to accompany them on their journey.



# Client Services Chaplaincy

**Rev. Daniel  
Massey, BRE  
Chaplain**

It is very exciting to report that I have completed 5 years as the chaplain of the Beth Donovan Hospice. It is always a great privilege and joy to come along-side families and those who are experiencing end-of-life.



In 2013, I have 22 recorded client visits, 5 clients plus administrative time equaling 21 hours. I must admit that I do not fastidiously enter all the data into my system but I think this gives a reasonable snapshot.

Many people are hesitant to speak with a chaplain for a variety of reasons. I always feel a sense of accomplishment in performing my duties when the visit is deemed positive and helpful to the client and/or their family. One case this past year brought particular joy as I worked with a disconnected family of four. To see the family working together at the bedside of their parent and the happiness on the client's face, as the adult children worked in harmony through a difficult situation, is a joy beyond human understanding and I was pleased to be an instrument used by God to bring this about.

I have been commissioned to develop a Spiritual/Pastoral Care Team for the hospice. I hope to have the fertile soil in place to plant this ministry later in 2014.

Thank you for the privilege of serving at Hospice and may the Lord continue to bless you as you give of yourselves to help so many.

# Recognition

## OutCare Foundation

The OutCare Foundation

has supported palliative care volunteers through its bursary program for the last three years. The program awards bursaries to volunteers enabling them to join delegates at the yearly Hospice Palliative Care Education Day and continue to further their knowledge surrounding Hospice and Palliative Care.

2013 Bursary Recipients:  
Jane Pelletier & Melanie Goldberg



## CCAC Heroes in the Home Caregiver Recognition Awards

CCAC Heroes in the Home Caregiver Recognition Awards celebrate the tremendous commitment and dedication of family members, friends, neighbours, volunteers and health care professionals that enables others in our community who are impacted by age, illness or disability to live fulfilling, dignified lives.

2013 Recipients:  
shown left to right Elaine Richards, Reverend Daniel Massey, Laura Smith (staff), Barbara Lajoie & Melanie Goldberg



## HOSPICE PALLIATIVE CARE ONTARIO

### June Callwood Outstanding Achievement Award

June Callwood Outstanding Achievement Award for commitment to volunteerism and longstanding service to their communities was presented to Anne Langlois for her tireless commitment to the goals and objectives of the Beth Donovan Hospice.

2013 Recipient:  
Anne Langlois (as shown in middle)



# Recognition

## Campaign for Comfort: Helping equip our region's hospices

Beth Donovan Hospice was named as a recipient for support from the OutCare Foundation:



Campaign for Comfort. Funds supported through the first phase of this initiative are earmarked for the purchase of walkers and transfer wheelchairs. Equipment of this nature helps clients maintain their independence while improving their daily living.

Increased access to equipment that is lent to the client free of charge alleviates another piece of the financial burden that people are often unprepared for, the loss of income coupled with elevated costs related to care, transportation to appointments, medication costs and/or parking at clinical facilities for treatment. Equipment lending programs open the door to a conversation about what resources Hospices can provide, an opportunity to communicate what the aims of care are, and the mission of caring for the whole family not just for the individual who is ill.

In 2013 Beth Donovan Hospice was the recipient of a generous donation from the OutCare Foundation to purchase two-way video conferencing equipment required to implement Telelink. This initiative has increased access to professional development opportunities for both the Hospice staff and volunteers which will inevitably improve the quality of our services we provide.



## Level 2 Accreditation Designation

Beth Donovan Hospice is a member of Hospice Palliative Care Ontario. In April 2013 Beth Donovan Hospice received Level 2 accreditation designation, the highest quality award from HPCO. Accreditation is an effective means of measuring the quality of our hospice services against provincial benchmarks and standards set for all visiting hospice services in Ontario.

Recipients from left to right:  
Laura Smith, Volunteer Coordinator  
Dawn Rodger, Executive Director  
Anne Langlois, Volunteer

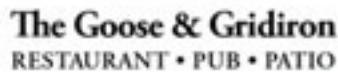


# Annual Report 2013-2014

## CORPORATE DONORS

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.



Beth Donovan Hospice (BDH) is a registered Canadian charity with the Canada Revenue Agency (CRA) [www.cra.gc.ca](http://www.cra.gc.ca).

As a registered charity, BDH is required to file an annual information return with the CRA, a portion of which is available to the public and must meet certain requirements of the Income Tax Act concerning expenditures and activities.

*Beth Donovan*  
**Hospice**

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