

ANNUAL MEETING REPORT 2010



A Year of Revitalization and Renewal

2009-2010 Board of Directors

Mary Catherine Macaluso
President
Margaret Burrows
Vice-President
Margaret Almack
Secretary
Gayle Clarke
Member
Iain Donnell
Member
Mary Margaret Thorburn
Member

Hospice Staff

Nana Rosenberger
Executive Director
Elena Demetriou
Grief Coordinator
Karen Gray
Client Care Coordinator
Crystal Whittle
Exec Assistant/Bookkeeper

152 High Street Box 721
Sutton West, ON L0E 1R0
905-722-9333

www.hospicegeorgina.com

Charitable #
87016 6436 RR0001

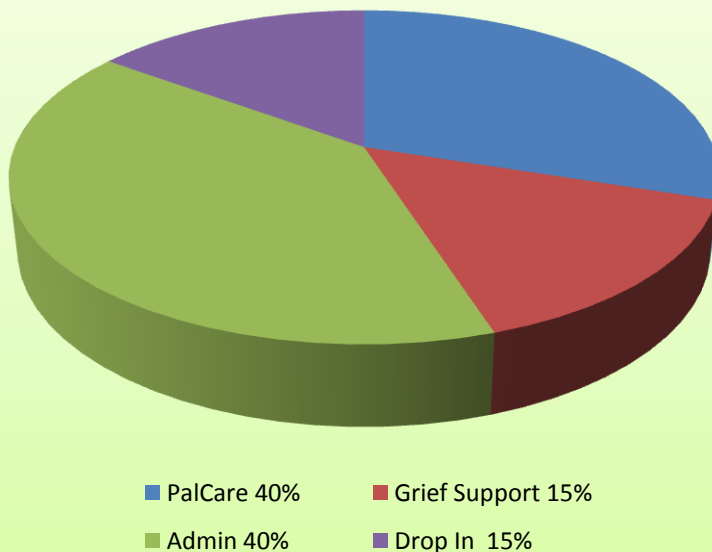
MISSION

Hospice Georgina is a caring community of trained volunteers providing non-medical emotional, social and spiritual support to all people in Georgina with a life threatening limiting illness, and also grief support and education to their families and care givers.



Palliative Visits * Equipment Loans * Grief Support

2009 Volunteer Hours



No joy equates the joy of serving others

President' Report 2009-10

This past year has been a year of changes, challenges, learning and growth.

The Board with the support of the staff and volunteers worked together to ensure that Hospice Georgina continued Sharing the Caring.

Hospice Georgina is a part of the Interdisciplinary team rounds and we have raised the awareness of the impact of our volunteers on their palliative clients. We gained clients and supported others to the end with our visiting volunteer program. The monthly "Time Together" allowed the volunteers to talk about their concerns with the Board, staff and each other. Thanks to funding from Southlake Futures Development Corporation we were able to start a weekly drop-in at the Keswick Library. We also continued the drop-in at Hospice Georgina. We continue to receive donations of medical assistive devices and loan them out to the community. Due to cutbacks, our services are even more valuable to the community.

When a person dies, there are others left to grieve and we've learned that grief does not respect age or status. The focus of our group and one on one grief programs now offer support to all ages. Elena Demetriou, our Grief and Bereavement Coordinator, has spent time weekly at one of the local high schools and visited other schools. The United Way of York Region supports us to meet the need for grief support for youth. Their focus for the next four years encompasses all that we offer at Hospice Georgina.

The Board of Directors took advantage of workshops offered by the United Way to help us become a more knowledgeable and stronger Board. We learned to work together as a team and were given the opportunity to network with other agencies. The Board also joined the Central Community Support Services Network (CCSSN) and attended their workshops. We also joined the Executive Directors and the Board Chairs of the seven York Region Hospices to meet and make presentations to the Central Local Health Integration Network (CLHIN).

As President of Hospice Georgina I was given a chance to learn and to grow. I want to thank a very supportive Board, staff and volunteers for their assistance and support during the past year. A team is only as great as its members and Hospice Georgina has a great team, I am proud to say that I am a member.

Mary Catherine Macaluso
Board President

Services 2009-10

- Education and Training
- Time Together
- Advocacy
- Fundraising
- Community Outreach
- Equipment Loan
- Lending Library
- Website

- Visiting Volunteers
- Volunteer led support groups
- Therapeutic Touch
- One on One grief support
- Grief Recovery groups
- Widow's Walk
- Grief Healing Groups
- A Daughter's Healing group
- Youth Grief support
- Drop in Mornings
- Tribute programs
- Dove self-esteem workshop

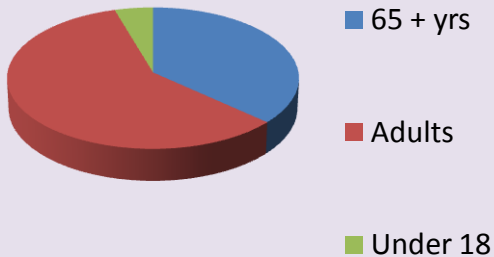


Time Together Volunteer Meetings

Meets the first
Thursday every month

- ✓ Education
- ✓ Sharing
- ✓ Team building
- ✓ Celebration
- ✓ Support

Palliative Clients



Drop In Programs

In 2009, we expanded our Sutton drop-in program to add a new Tuesday morning program at the Keswick Library. We have enjoyed a great partnership with the library including monthly book reading by the librarian. This new program is still in need of volunteers to meet our goal of reaching out to the Keswick community.

Palliative Care Services

Thanks to dedicated volunteers and staff, palliative care services were maintained during a period of transition in 2009. I started in June 2010, and have been busy getting to know the clients and volunteers resulting in an updated client and volunteer roster for providing quality matches. Time Together began in September 2009, to better support and empower visiting volunteers working with clients in the community. Time Together will continue to focus on education and discussion of care based issues and Hospice topics.

Many participants of the new Keswick Drop-in Program attend on a weekly basis and rely on the program both as a social support as well as a resource for information and education. Carole Figeat and Bonnie Strand provided valuable support last year for the program.

The equipment loan program continues to provide a much needed resource to Georgina residents, due to continued funding cutbacks from the Central Community Access Centre. It is often through the equipment loan program that HG clients with palliative and chronic medical conditions hear about this organization and can be linked with additional supports that we offer. Securing storage space at the Ice Palace in Keswick this past year has resulted in space for larger equipment items such as hospital beds and a motorized scooter.

Although everyone has helped out to make Hospice Georgina a success this past year, a few volunteers require recognition. Updating Infoanywhere, the client and volunteer database would not have been possible without Una Findlay. The palliative care program would not have continued without the efforts of Debra Scott. Lena Lychak has provided on-going support to Keswick and Sutton Drop-in Program participants and Al Bush has been a rock to the equipment program by delivering all of the large medical equipment that cannot fit in staff and volunteer cars.

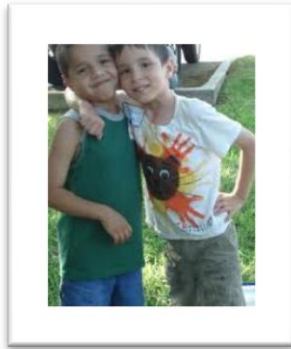
As we move into the fall of 2010, ongoing community presence and support for Georgina residents will continue. Weekly meditation programs as well as support groups for cancer survivors are in development. Hospice Georgina will continue to evolve with the needs of local residents.



Karen Gray
Client Care Coordinator

Grief and Bereavement Services

We are beginning plans to offer H.U.G.S., an arts grief program for children. Rainbow grief programs continue to be available at Georgina schools. "When Families Grieve" is a Sesame Street self-help DVD and book for young children available in our lending library to teachers and parents.



HG supports teens in local high schools using Fran King's Teen Talk program. A Dove self-esteem workshop was held for young women of Georgina .



Over 800 hours of Grief Recovery and Grief Healing support groups were provided including our monthly "Widow's Walk" and many hours of one-on-one support. Thanks to Rae Robson, Linda Ritchie, Leah Evans and Carrie-Ann Smith.

Our new "A Daughter's Healing" support group started in 2010. We hope to start a Breast Cancer Support group this fall.



73 persons attended grief programs in 2009-10. Many clients later became valued volunteers to support others through their grief journey.

Tribute Programs

- ❖ Labyrinth
- ❖ Memory Tree
- ❖ Memorial Stones
- ❖ Remembrance Day Community Memorial Service
- ❖ Web Tributes
- ❖ Serenity at the Gazebo



*Grief invites us
to remember,
not to forget.*

THANK YOU!
Volunteers
stepped in during
staff vacancies last
year to keep
hospice services
stable.

2010 Volunteer Excellence Awards

Each volunteer at Hospice Georgina brings special skills and dedication to support hospice clients. This year we would like to highlight three of these outstanding volunteers who are representative of the mission and ideals of Hospice Georgina.



Al Bush has been collecting and delivering health care equipment to clients across Georgina for years with support from off-duty and volunteer Georgina firemen and friends. Thanks for your tireless support to those in need.

Mary Margaret Thorburn accepted an urgent match with a palliative care client and his devoted dog, while continuing tremendous hands-on support as a Board member during staff vacancies. Thanks for your special kind of compassion.



Carrie Anne Smith is a new volunteer who led our new, successful “A Daughter’s Healing” support group after completing her Grief & Bereavement training. Thanks for stepping up when we needed you.

“Volunteering is the most fundamental act of citizenship and philanthropy in our society. It is offering time, energy and skills of one’s own free will.

By caring and contributing to change, volunteers decrease suffering and disparity, while they gain skills, self esteem and change their lives. People work to improve the lives of their neighbours and, in return, enhance their own.”

~ Volunteer Canada

Volunteers

Hospice Georgina can only reach the number of clients it does through the steadfast dedication and commitment of its volunteers. To be able to give of one's self so generously is truly a gift for those facing the end of life or the loss of someone dear to them.

Volunteering is not easy when dealing with death and grief but Hospice volunteers know the joys that also come from sharing a smile, quiet moment or hug when someone else is distressed. Sharing the Caring is the hospice spirit shown every day through our wonderful volunteers.

Thank you for helping us touch the lives of over 349 people in Georgina in 2009.

2009 BY THE NUMBERS

- ❖ **32 Active Volunteers**
- ❖ **791 Face-to-face Visits**
- ❖ **5302 Volunteer Hours**



JUNE CALLWOOD WINNERS

HOSPICE GEORGINA

2000 - Jeanne Pynn
2001 - June Gunn
2002 - Joan Fahey
2003 - Sue Hoeg
2004 - Blair Gillies
2005 - Edith Shore
2006 - Thelma Sellers
2007 - Arleen Griffin
2008 - Lynne Parkin
2009 - Debra Scott
2010 - ***

In 1994, the *Hospice Association of Ontario* (HAO) established this annual award to honour hospice volunteers. The *award* was named for the late **June Callwood**, writer and activist, who founded Casey's House AIDS hospice, Nellie's Place women's hostel and Jessie's Place teen hostel.

Dedication and Service

Executive Director's Report

Thank You! Volunteers stepped in during staff vacancies last year to keep hospice services stable.

While most Annual Reports focus on the previous year – we would ask that you please take a moment to reflect over the past few years. Hospice Georgina began with very humble beginnings, and through the commitment of truly inspired and passionate staff and volunteers, has evolved from a very small organization into a full service agency.

Edith Shore is writing a brief history of our journey that captures the energy and hard work over the years since 1994, when Hospice Georgina was started.



“We are very fortunate to have so many passionate, caring volunteers.”

I started with Hospice Georgina in April during a period of revitalization and renewal. I learned that the Board members and many volunteers had stepped in to keep the day to day operation running in the absence of an E.D. and Client Care Coordinator. We are very fortunate to have so many passionate, caring volunteers.

It was a challenging year as some programs and services were started while others put on hold or changed based on available resources. Operating with only part time staffing and limited financial resources is difficult at the best of times. It was wonderful to learn that everyone - staff, volunteers and Board members, pitched in so generously during staff changes and vacancies. I owe a huge debt of gratitude to Mary Catherine Macaluso ,who spent many, many hours with me to get me up to speed on all aspects of HG operations. It's not often that a board president has such deep hands-on knowledge and shares it with such generosity. Thanks MC.

I want to thank the many others on the Hospice Board, HR committee, staff and volunteers who shared their experiences, knowledge and history of the organization to help orientate me during these first few months. Special thanks go to Sue Williams, Debra Scott, Una Findlay, Lynne Parkin and Marilyn Verdoold. They shared their funding issues and fundraising opportunities, statistical reports issues, program successes and volunteer/client needs . They introduced me to the terrific range of volunteer skills and support given to Hospice clients ,directly and indirectly and made me feel most welcome.

We added Karen Grey as Client Care Coordinator in June to resume making matches for visiting palliative clients. She joins Elena and Crystal to make up the incredible HG staff team that supports the many services we offer and clients we touch.

Even though we are a volunteer based organization, we could not function without our valuable staff team. I am optimistic that 2010-11 will continue as a strong year of renewal and success for Hospice Georgina.

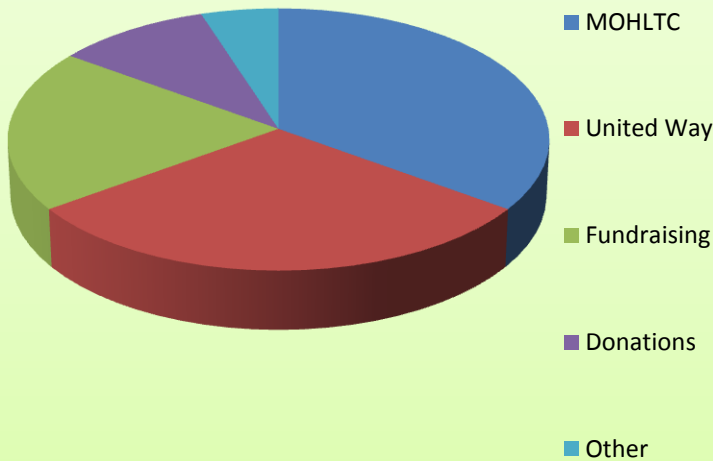
Nana Rosenberger
Executive Director

Fundraising 2009

Hospice Georgina, like all not-for-profit organizations, continues to face fundraising challenges due to the economic recession. As well, we no longer have Bingo revenue.

We wish to thank the many people who continue to support HG with their generous donations directly to Hospice as well as the hundreds that supported our various fundraising events with donations and volunteer hours.

2009 Revenue Sources



Please see our 2009-10 Auditor's report enclosed

Highlights in 2009

- ❖ Annual Pansy Sale
- ❖ Lady of the Lake Calendars
- ❖ Hike for Hospice
- ❖ Haircuts for Hospice
- ❖ York Regional Police volunteers Fundraiser
- ❖ Udora Lions Club Canoe Run



Organizations

Platinum Donors: \$1000 +

McClusky's Bar & Grill
Royal Canadian Legion
Udora Leaksdale Lions Club

Gold Donors - \$500 +

Allure Hair Creations
Maynard Investments
Network Therapeutic Alliances
Sutton By the Lake

Silver Donors - \$100 +

Bird Mechanical Ltd.
Chippewas of Georgina
Egypt Comm. Hall Board
Etherington Insurance
Fahey & Crate Law
Inland & Marine Salvage Ltd.
Keswick United Church
Kinette Club Sutton
Kinsman Club Sutton
Link-Age
Nealon Marine Construction
Pefferlaw Lioness Club
Prestige Jewellery Inc
Queensville Players
Royal Can Legion Ladies Aux
Sutton By the Lake Men's Club
Sutton Sobey's
York Regional Police Assoc.
1501954 Ontario Inc.

Bronze Donors \$20+

Al's No Frills
Ben's Pharmacy
Brown Hill Auto
Canada Helps DON
EDR Physiotherapy
Forrest & Taylor Funeral Homes
Durham Region EMS
Farm Camp Hunt Club
Georgina Kitchens
Giant Tiger
Northview Collision
Queensville Players
Subway
Sutton Seniors Inc
Thurs Morning Exercise Club

2009 Local Donors List

Silver Donors \$100+

Linda Bosiljevac
Dr. Bross
Margaret Burrows
Nancy Gervais
Blair Gillies
R. Grossi
Joyce & Gordon Kirk
Carole Lockie
Lena Lychak
Mary C. & Tony Macaluso
M. Mallany
Mike Nealon
June Scandiffio
Peter Van Loan
Marilyn Verdoold
Adolf Von Seefried
Sarah & Andrew Stapleton
Vita Wai Yan Chu

Bronze Donors \$20 +

M.G. Alexander
R & T Armstrong
T & P Arnold
Brenda Bailey
Fred Bailey
Harold Bailey
E. Bain
Ruth Bodley
Delaine Bond
Kathy Bourgeois
Helga Brown
Dr. George Burrows
Doug Campbell
Gayle Clarke
Charlene Cooke
Claudia Cook
Lloyd Crate
Joyce Crittenden
Barbara Cummings

Betty Ann Curtis
D.. Curtis
Jacqueline Diasio
Doris Dunlop
Phyllis Dunlop
N. Curzon Downes
Linda Doyley
Patrick Fahey
Elizabeth Fairbairn
Ralph Falle
John N. Field
Gayle Fournier
Renata Freels
Margaret Godfrey
Diahne Graham
Judy Graham
Paula Graham
Carrolle Gray
S. Greco
Wayne Hagerman
Joanne Hall
Judy Halsey
Agnes Hanlon
D. Harpley
Paul Harpley
Pat Henderson
Kelly Hines
Karen & Bill Hirstwood
Marian Holborn
D.W. Holland
Dorothy Horner
Athol Hughson
Wayne Jeffrey
Jim Lane
Margaret Litt
Dee Livingstone
Edna Lyons
Warren & Ann Lyons
Shirley Mainprize

D. McAdam
Gail & Ed Moore
Yvonne Moore
Ruth Mundy
Grace Patterson
Maja Pedersen
Dale Peltola
Ted Petkoff
Aileen Pigden
Marg Plaxtun
Richard & Chris Rose
Diane Rowney
Eleanor Sellers
Thelma Sellers
Debra J. Scott
Herbert Schywalsky
Michelle Shelvey
Barb & John Sibbald.
Lois Swayze
Mary Taylor
Mary Margaret
Thorburn
John & Helga Tims
M. Tocher
Susan Tornabuono
Line Tremblay
Margaret Van Den
Hazel
K. Vokey, A. Boni
Marie Walker
Ann Waller
Mark Webster
Charles Weir
David Weir
Audrey Whitcombe
C. Widdifield
Evelyn Wilmot
Dian Wilson



Please let us know if we omitted your name by mistake.

Notes





Hospice Georgina
Sharing The Caring

Your neighbourhood centre for palliative care support, grief healing and education.