



*Hospice Georgina*  
Sharing The Caring

# 2019 ANNUAL REPORT



**ADDING LIFE TO DAYS SINCE 1994**

**25**  
Years



# President Report

## 2018/2019 THE YEAR IN REVIEW

### MISSION

*The work we do  
to achieve our  
vision.*

We engage our  
community to  
comfort, nurture  
and inspire the  
human spirit in  
life, death, and  
bereavement.



2018-2019 has been a year of change and growth for Hospice Georgina. On reflection, the work done behind the scenes is what drives and inspires us as a community to make change in people's lives. It is with well planted seeds that grow into some of the best ideas and measurable success.

Hospice Georgina has worked tirelessly to plant these seeds over the past year. Establishing a strong presence at our home in the LINK and within our many communities that make up Georgina. Focusing on building up our already deeply passionate and dedicated volunteers to serve our clients.

We have expanded our fundraising efforts to include a committee of volunteers with a clear vision to inspire new ideas and exciting new opportunities. Recent accomplishments include:

- Catch the Ace Lottery
- Programming growth to meet growing community needs, such as Zen Jenn Meditation, Tai Chi, and ThetaHealing
- Day Hospice program
- More robust grief and bereavement program portfolio including a spousal support group and Coping with loss of a child
- Securing an additional position of Client Care Coordinator, to help the needs of our clients and families

These wonderful efforts have allowed us to reach our ultimate goal. Our goal is to provide services to vulnerable individuals within our communities. Supporting the bereaved, caring for families, clients that are living with life limiting illnesses, and being true to our vision and mission.

If you are a numbers person this all reflects in our data.

Out of our 78 Active volunteers; 17 are new to our organization this past year. We have served over 175 clients this year to date, which includes 3820 of face to face volunteer hours. Out of our 17 programs 12 are new to our services. These numbers are a solid reflection of our dedication as an agency.

This year has seen rapid growth for policy and planning. We are digitizing all Hospice by-laws, policy and procedures. Additionally, for the second time, Hospice is moving towards being accredited and it is this behind the scenes work of your volunteer board of directors that will ensure the top standard is met and delivered.

We need to be diligent and continue to grow, challenge ourselves and plan for the future. Our healthcare landscape is drastically changing, it is imperative to provide valuable community driven services that are accessible and unrestricted for all of Georgina. It is with this in mind that we drive forward towards strategic planning and our mission.

By listening and collaborating with our members, stakeholders, funders, and communities partners, we develop ideas that will help grow our programs and services. We could not do what we do, without the caring and thoughtful people/ organizations who donate without fail. Our funders and stakeholders, the people behind the scenes, provide us with resources needed to properly serve our clients.

It has been a privilege to chair the board for the past year. I would like to thank the staff who are caring and dedicated to Hospice, to my colleagues on the board, and to all our volunteers for their dedication, and passion rooted in our community. We will continue to build our services and growth plans based on these strengths and passions.

Thank you all for sharing the caring

Angela Young, President

# Community Champions Supporting Hospice Georgina

We are grateful to the many groups who organized their own community events or fundraising projects this year to support Hospice Georgina. Their enthusiasm and compassion in supporting our programs or general operations is truly amazing!



**GROSSI FAMILY PIZZA**



**SUTTON HOME HARDWARE**



**Pam McQueen  
Movie Night**



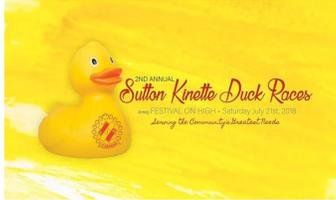
**PEPPERWOOD  
DESIGNS**



**GEORGINA'S PINS & NEEDLES**



**Judi Carr-Kartash  
Butterfly Release**



**"GIVE A LITTLE CAMPAIGN" &  
"SAVE IT FORWARD"**



# Celebrating our Wonderful Milestone Years of Service

## 5 YEARS

Warren Reynolds



Antony Cook



Cliff Leonard



Angela Young



Sandra Walter-Smith



## 20 YEARS

Susan Williams

Blair Gilles



LENA LYCHAK

2019 June Callwood Recipient

### June Callwood Award

Among all Hospices are volunteers we consider gems. At HG, there is a sparkling diamond among our many gems – and that is Lena. As beautiful inside as she is out, this wonderfully compassionate woman has opened her arms wide. We know how blessed we are to have Lena. June Callwood would have loved her!!

**2018/2019  
THE YEAR  
IN  
REVIEW**

**VISION**

***The difference that we want to make in our community as a result of our existence as an organization.***

**A community where no one experiences an end of life journey alone.**



# Executive Director's Report

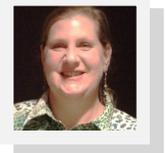
## New Chapters at Hospice Georgina

Anyone who knows Hospice Georgina and has been following our work over the past six years, knows that we are driven by our mission, and our actions are guided by strategic direction. Last year we shared with our members and supporters about our move to The Link, the success of that project, and the impact it has had on our ability to increase "Sharing the Caring." It is worth reviewing some key points. Our move to The Link has given us a much higher visibility, and made it easier for members of the community to find and use our services. Being at The Link has given us an accessible space. Both the building and our office are in full compliance with the Accessibility for Ontarians with Disabilities Act. We have access not only to the spaces within our own office, but also to shared spaces such as meeting rooms and event halls. Based on both the foot traffic into our office, and the increase in clients, it is obvious that people in Georgina are more aware of our services.

This central, accessible, and flexible location has allowed Hospice Georgina to begin our newest chapter of growth. In January of 2019, we launched our new Day Hospice program. Day Hospice is a program offered at all community hospices in York Region. Offering this program in Georgina brings a new level of equity of service in our community. The Day Hospice is a program for people with serious, life-threatening, chronic illness who are still looking to get the most out of life. The program gives them an opportunity to participate in activities with their peers, supported by our staff and volunteers. We assist with their transportation to and from the program, and we provide a hot lunch with extras to take home. Over the past eight months, the success of the program speaks for itself. There has been music and singing, poetry and photography. There have been games and cards, guest speakers and presentations. There have been arts and crafts, exercise and yoga. We have celebrated birthdays and holidays, supported each other in loss, and laughed together with love. Most importantly, there has been compassion, friendship, and inclusion for our clients, and respite for their caregivers. Our goal at the launch was to have 10 clients participating in every session of this weekly program. Less than a year in, we are already at capacity and are able to provide quality to days in our clients lives when there are no more days to add to life.

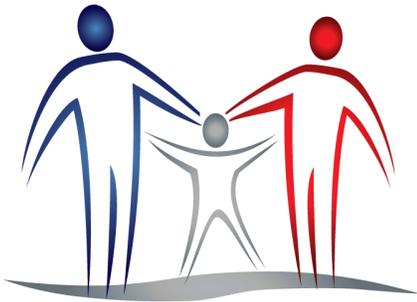
I would like to take a moment to acknowledge the work of many hands who helped make this happen. Thank you to our staff who planned and implemented the program, to our volunteers who help support the clients during Day Hospice, and to our Board for their clear strategic vision. Thank you to our guests and service providers who have come to Day Hospice with activities, programming, and meals. Thank you for Sharing The Caring!

Respectfully, *Marie Morton*



## HERE'S WHAT YOU MADE POSSIBLE

Families come to Hospice Georgina with life a limiting illness, are a caregiver or need bereavement services. We supported individuals in Georgina for 2018/19.



**12** Children & Youth

**163** Adults & Seniors



**70** Caregivers



**89** Programs & Workshops



## VOLUNTEER OF THE YEAR AWARD 2019

### LYNDA HOWE

A volunteer with Hospice Georgina for 6 years and counting. Lynda has always helped with fundraising and headed up the Bonspiel fundraiser several years running. Lynda has been a Visiting Volunteer, too, but the place she has logged the most hours has been with our client groups. Lynda started out as one of the Wellness Wednesday Drop-In Group co-facilitators. When the Day Hospice launched this year, Lynda was right there with us from the beginning. She brings her hard work and quiet enthusiasm to everything she does. She has a keen eye for client needs and is always there for our group participants when they need her. She has been key to the success of Day Hospice and to making it a place where our clients feel special.



## THANK YOU TO OUTGOING BOARD MEMBER

### LYNDA RITCHIE

Lynda is retiring from the board of directors, but plans to remain on the Event Committee and volunteer for the Day Hospice and Greif and Bereavement programs. We are very grateful that we will keep on seeing Lynda's smiling face at hospice.



# HOSPICE GEORGINA

## AT A GLANCE

**Hospice Georgina walks together with families through the journey of illness and grief. We offer a variety of programs to the community of Georgina and Georgina Island.**

**Our programs provide support and compassion and are not seen as therapy, nor do we provide hands on personal support or health care. Providing a caring ear and emotional support to both clients and their family members is central to everything that hospice does.**

**Hospice Georgina's trained volunteers promote comfort and client-centered care, enabling persons to participate in making decisions about what is important at the end of their lives or when experiencing grief. We offer visiting volunteers to palliative care clients who wish to remain in their own homes, live with families or have moved into a more supportive living arrangement, such as a long term care home.**

**Our concern is for the person, not the disease. We focus on family and friends, not just the individual, and emphasize the quality of life more than the duration. "You matter because you are YOU to the last moment of your life, and we will do all we can to help you live fully on your terms."**

**We are your neighbourhood centre for palliative care support and grief education serving Georgina (Keswick, Roche's Point, Willow Beach, Jackson's Point, Sutton, Baldwin, Pefferlaw, Udora) and Georgina Island.**

# 2018/2019 THE YEAR IN REVIEW

## VALUES

*The principles for how  
we do our work.*

Compassion

Leadership

Learning

Inclusion

Professionalism

Volunteerism

Engagement

Client-Centred



# Grief & Bereavement Coordinator's Report

I feel privileged to be in my 3<sup>rd</sup> year at Hospice Georgina in my role as the Grief & Bereavement Coordinator. One of the things that I cherish about this role is my own personal growth that develops because of the wonderful people I get to meet and support in our community.

This past year has seen a continued increase of individual clients requesting bereavement education and supports. Through funding provided by the United Way Greater Toronto (UWGT), we are able to provide services and supports at no charge. Our target is to support those with lower incomes and 73% of our current bereavement clients meet this criterion. For this fiscal year, we are currently above the halfway number for meeting our target for the number of clients to be served in 2019-2020.

Our program continues to evolve and develop to include wonderful therapeutic activities that help to educate and promote Wellness and coping tools for our clients, their caregivers and the bereaved and our Volunteers. These programs are possible because of our volunteer facilitators!

We have following regularly scheduled Therapeutic programs that run each month:

Expressive Arts on the first Tuesday of the month.

Guided meditation on the 2nd Tuesday and last Thursday of the month

ThetaHealing is available one Tuesday morning a month.

We have also hosted various workshops through the year to help people learn new coping tools in their wellness, including Group Drumming, "Meditation 101", a Vision board workshop and a "Writing for Healing" workshop and plans are underway to continue to offer workshops throughout the year.

We hosted 2 successful workshops for Spousal Loss Support and Adult Child Loss Support and from these, we now have 2 support groups that will continue to meet monthly until the Holiday's and the group's will decide whether they wish to continue to meet in the new year. The holidays are such a "happy" time when those who are grieving a significant loss do not feel very happy.

October 15<sup>th</sup> is International Pregnancy and Infant Loss day and, for the first time at Hospice Georgina, we will be hosting a "Wave of Light" ceremony. This international event occurs at 7pm local time, continuing the wave of light through each time zone. There is much needed support for these losses in our community and we are pleased to be able to begin acknowledging and offering support.

We would like to take a moment to say Thank-you to the United Way Greater Toronto and to private donors for funding our program that our community continues to tell us they need by their participation and requests for service. A lot of the time, I meet new people who have come to Hospice Georgina because they have learned of us from a friend or family member who participated in our services and found it helpful.

The Grief & Bereavement program continues to be active within our community and providing education on the services we can provide and especially Grief & Bereavement Education. We continue to provide our bereavement support services within the Georgina elementary and secondary schools to help support children and youth who are struggling to cope with the death of someone special.

We continue to receive client referrals from Southlake Regional Hospital, the Hospice Palliative Care Team (HPC Team) of community palliative care nurses, CMHA- York Region, York Support Services, Vaughan Community Health Centre - Keswick location, medical practitioners, Sandgate Women's Shelter and the Georgina Nurse Practitioner-LED Clinic. As well, we work collaboratively with other community hospices within York Region to provide support and programs to be able to be able to meet the needs of our community.



Sincerely,  
Sharron Spencer



# Sponsors and Donors

## Building Our Community Connections

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Diane Stirckland		Lesia Lenko

(Please let us know if we omitted your name by mistake)

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Wendy Bohn  
Wendy Gore  
Whipple Tree Country Store  
William and Margaret Frankovich  
Women's Support Network Of  
York Region  
Zehrs Keswick

# 2019 Community Events

Please join me in thanking the following volunteers for their contributions to the Event Committee.

Sandy Walter-Smith

Christina Tinsdall

Ciara Field

Carrie Ann Smith

Amber Rogers

Judi Carr-Kartash

May Margaret Thorburn

Kendall Lawson-Schwertferger

Irv Erb

Karen Cowderoy

Lynda Ritchie



A BIG thank you to all our volunteers in each role you perform.



# 2019 Board of Directors & Staff

## Board Of Directors

**Angela Young—President**



**Sandy Walter-Smith—Vice-President**



**Iain Donnell—Past President**



**Heather Rahman—Treasurer**



**Lynne Dryla —Secretary**



**Lynda Ritchie—Board Member**



**Erin Gallant—Board Member**

**Margaret Van Den Hazel—Board Member**



## Staff

**Marie Morton—Executive Director**



**Sharron Spencer—G&B Coordinator**



**Laurie Knapp—Office Manager**



## Why give to Hospice Georgina?

Because of our donors, Hospice Georgina is able to provide services at no cost to clients and family members in Georgina . Please give generously.

[www.hospicegeorgina.com/donate](http://www.hospicegeorgina.com/donate)



*Hospice Georgina*  
*20849 Dalton Road, Unit C Box 721*  
*Sutton, ON L0E 1R0*  
*P:905-722-9333 F:905-0208*  
*[www.hospicegeorgina.com](http://www.hospicegeorgina.com)*



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