

## Organizations

### **Diamond Donors \$5000+**

Fahey Crate Professional Corp

### **Platinum Donors \$1000+**

Johanniter Aid Society  
Lake Simcoe Arms  
Royal Canadian Legion  
The Briars Inn & Country Club

### **Gold Donors \$500+**

Allure Hair Creations  
Living Landscapes  
Pefferlaw Lions Club  
Sutton by the Lake  
TD Bank

### **Silver Donors \$100+**

Boston Pizza  
Crate's Marina  
Dr. Bross  
E.F. Walter Inc.  
Egypt Community Hall Board  
Forest & Taylor Funeral Homes.  
Georgina Kitchens  
Home Hardware  
Inland & Marine Salvage Ltd.  
J.C. Trailers & Equipment Ltd  
Keswick United Church  
M.W. Becker Funeral Home  
Salon Freshair  
Servaxion Inc.  
Sobey's  
Stretch Thrift Outlet  
Telford Foods-McDonalds  
York Region Police Association

### **Bronze Donors \$20+**

Dr. L. Woodley  
EDR Physiotherapy  
Knox United Church  
Roger Boadway Enterprises Ltd.  
Municipality of Tweed

*Thank you to*

**Fahey  
Crate  
Law**  
Professional Corporation

## 2010 Local Donors List

### **Gold Donors 200+**

Celina Dekker  
Herbert Schywalsky  
Reid & Margaret Wilson

### **Silver Donors \$100+**

Frances Carrigan  
Gayle Clarke  
Suzanne Gratton-Cook  
Iain Donnell  
Luyse Groulx  
Edith Hawkins  
Lena Lychak  
Marilynn Massie  
Laureen Maxwell  
Kim Taylor-McCarol  
Ruth Sedore  
Joe Vitard  
Ed Winacott

### **Bronze Donors \$20+**

Mary Alexander  
Margaret Almack  
Helga Brown  
Sheila Berzitis  
Kathy Bruce  
Denise Cunningham  
Noreen Dixon

*A generous donation was made by the Johanniter Aid Society in December for web development and outreach.*

Please let us know if we made an error on this list of donors.

Anthony & Sandra Donato  
Patricia Evans  
Deirdre Fitzpatrick  
Betty Gallagher  
Winnifred Guscott  
Andrea Iro  
James Jodoin  
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Ann Winacott  
Dorothy Windle  
Jude Wood  
Pamela Zimmermann



# Hospice Georgina

2011

# Annual Report



*Sharing Our Story For Renewal*

## Palliative Care Coordinator

As I have gathered information on the heart of the palliative programs at Hospice Georgina, I felt the need to take a moment to honor our clients and friends who have passed in the last year. Thank you to all of our volunteers whom with courage and compassion accompanied clients on their final journey. I have heard many stories from volunteers, staff and clients who were inspired by, and positively affected by sharing the lives of our clients. At the same time, there are stories of pain and grief. I would like to thank all of our volunteers for their dedication and for opening their hearts to all of the experiences encountered with life limiting illnesses.

Hospice Georgina continues to offer the Sutton drop-in program Wednesday mornings. We have added some new activities based on the feedback from the participants. One activity that has engaged the clients and caregivers is working on a legacy book. As an onlooker, it is a privilege to see their creativity in action. Each book highlights their unique gifts and lives. In the future, we would like to add complimentary therapies to aid in relaxation and support a feeling of wellbeing. Thank you to all of the volunteers in this program.

In March, The Willow Breast Cancer Support Group began, led by **Mary Lovell**. This program's strength is in providing much needed support for clients newly diagnosed as well as mentoring from those who have walked the journey of breast cancer. A full range of breast cancer information and access to all Willow services are included.

May 2011, marked the completion of the equipment loan program at Hospice Georgina. Thank you to all who have assisted in providing this community service. While equipment will no longer be immediately available to our clients, several options for low cost rentals and purchases for both new and recycled equipment are available.

Volunteers who have completed Core Concepts I, are invited to participate in a new service using the Edmonton Symptom Assessment Scale (ESAS). ESAS is a scale used by the palliative care team to monitor the status of palliative clients. It is also a way for Hospice to measure the effects of volunteer visits on the quality of life for palliative clients. This pilot project will be undertaken by all of the Hospices in York Region.

Jackie Kaminski, R.N.  
Client Care Coordinator



Drop in program helps clients stay connected to the community.



Volunteers are the heart of our visiting program



## Grief and Bereavement Coordinator Report

The Grief and Bereavement Services continues to be busy with youth, adult, and group support. The following statistics may be of interest. During the 2010/2011 fiscal year:

- ❖ 184 hours of support were dedicated to individuals coping with anticipatory grief.
- ❖ Hospice Georgina provided bereavement assistance to 75 adults.
- ❖ Volunteers have also been supporting the youth in our community. Over the past year, 15 youths at the local high schools have received over 95 hours of bereavement support.
- ❖ Support groups included the Widows Walk, Daughters' Healing, Grief Recovery, and Grief Healing.

A huge thank you to the dedicated volunteers of the Grief and Bereavement Team: **Gay Alexander, Leah Evans, Mary Lovell, Mary Catherine Macaluso, Lynda Ritchie, Rae Robson, Carrie Ann Smith, and Sue Williams.**

Along with the individual and group support, everyone is invited to use the labyrinth and memory tree at the Civic Centre as another means of remembering and honouring all those who have touched our lives. A special appreciation goes to the volunteers of the Tribute Committee who support the site: **Deb Scott, Carrie Anne Smith, Belinda Whitcroft, Lena Lychak, Gay Alexander, Mary Margaret Thorburn, and Sue Williams.**

As a new member of the team, I feel very privileged to be part of Hospice Georgina at this time as we move forward to promote and strengthen our services in the community. I look forward to supporting the growth of our grief and bereavement services for youth and adults.

**Frances Yarbrough, M.S.W.**  
Grief and Bereavement Coordinator

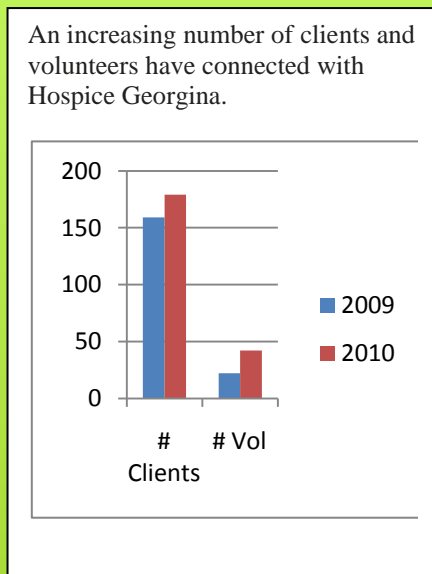
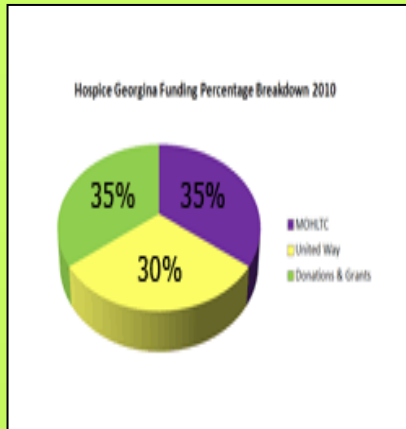


Expressing your story with pillows at the Quilting Gnome



Fall Clean up at Civic Centre Labyrinth





## Executive Director's Report

Our Goal- Building Capacity within the Organization

What a tremendous year we have had at Hospice Georgina. I continue to be so grateful to the hard working Board, staff team and the many dedicated volunteers who have continued to support our programs and mission. Hospice staff keep the office running smoothly and responsively to the requests that come our way. Our wonderful staff members on this year's journey include: Crystal Whittle, Francis Yarbrough, and Jackie Kaminski, along with Elena Demetriou, Karen Gray and Susan Cathcart. You are all exceptional, caring team members and I thank you for your service.

This is the second year in our quest to strengthen and revitalize our agency. We continue to define Hospice programs more clearly and focus on our mission. We have been reviewing policies and procedures to ensure that we offer consistent, quality programs and remain financially stable. This spring we received another Level 2 Hospice Accreditation award from the Hospice Association of Ontario for quality service standards. Our efforts to use a business approach in administration and to build community partnerships were recognized recently by the Chamber's Business Excellence award.

Community outreach has been a major focus this year. We have encouraged health professionals to refer clients to hospice while strengthening connections with key health and community organizations. We have renewed links with Georgina Island residents to better understand their cultural viewpoints and practices.

We realize that some people are still not familiar with Hospice Georgina. Raising our profile was essential to our outreach strategy this past year. First we revised our brochure and developed a new volunteer recruitment pamphlet. Next we completed a campaign to all Georgina businesses to provide information on HG services including support tips for co-workers facing a life limiting illness or a significant loss. Re-development of the website was finished this spring allowing the site to be more informative and easier to navigate. We need to continue telling the story of Hospice benefits through the eyes of clients as well as volunteers.

As the community learns about hospice services in 2011, we hope to reach more clients and families in need, educate people about end-of-life issues, recruit new volunteers and secure better financial stability.

Nana Rosenberger



## President's Report

This has been a year of challenges for Hospice Georgina. I would like to thank the staff, colleagues on the board, and all our volunteers for their dedication, resolve and good humour in working to make it successful. We are fortunate to have a history of faithful volunteers strongly rooted in the community and we will continue to build our services on these strengths.

We have been to attract highly qualified staff. Nana Rosenberger, our very skilled and dedicated Executive Director, has provided strong, focused leadership throughout the year. She has worked hard with the staff, board and volunteers to consolidate our policies and services, improve communication, re establish links with volunteers and clients and reconnect with our community and business partners.

Hospice Georgina was awarded the first "Business Excellence Award" given to a not-for-profit organization by the Georgina Chamber of Commerce. This brings credibility to our organization and affirms to our funders and many donors that we are using their donations effectively. In addition, we have again been granted Level 2 accreditation from the Hospice Association of Ontario.

We have continued our association with the York Region Hospice Board Chairs and Executive Directors. The focus this year has been on enhanced opportunities for partnerships and developing a business plan that highlights our services in health care. The Hospice Palliative Association of Ontario, formally HAO, will also focus on the role of Visiting Hospices. The results of this work will be an essential component in the advocacy for future financial support for our services.

The need for coordinated palliative care services and support for families and caregivers continues to increase as our demographics reflect the aging baby boomer generation. Hospice Georgina, with its highly skilled, dedicated staff and community volunteers, is well positioned to be responsive to future needs. Our focus will be on expanding awareness in the community, delivering quality services that support identified community needs and informing and educating citizens on the essential role of Hospice services in our health care system.

Margaret Burrows

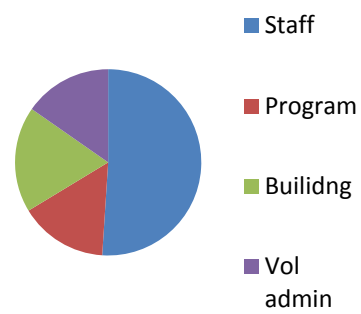
## 2010-2011 Board of Directors

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

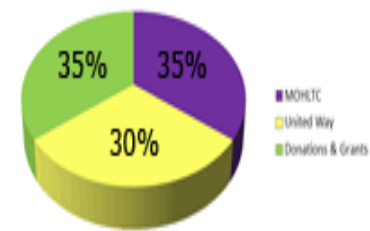
## Hospice Staff

- Nana Rosenberger  
Ex. Director
- Jackie Kaminski  
Client Care Coordinator
- Frances Yarbrough  
Grief & Bereavement Coordinator
- Crystal Whittle  
Office Manager

## 2010 Expenses



Hospice Georgina Funding Percentage Breakdown 2010



## Community Fundraising Highlights 2010-11

- \*Angels for Hospice
- \*Boston Pizza Loyalty program
- \*Briars Golf Tournament
- \*Haircuts for Hospice
- \* Holiday Poinsettia Sale
- \*Ice Owls Hockey Game
- \*Lake Simcoe Arms Golf
- \*Living Landscapes Plant sale
- \*Pansy Sale
- \*Wills for Hospice
- \*York Region Community Grant

*Community Partnerships are the key to our future success to provide quality services within Georgina.*

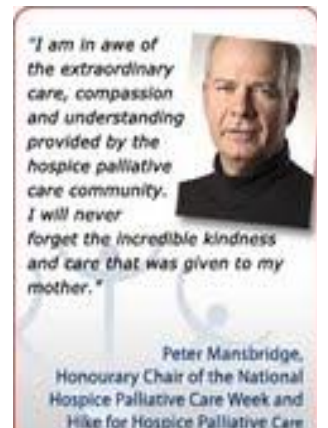
Thanks to the generosity of our local community, Hospice Georgina has made new partnerships, recruited new volunteers and has been the recipient of many donations in 2010.

Chamber Business of the Year Award was handed out this Spring. Hospice was the first recipient of the new not-for profit category.



## Year end Review 2010-11

- 179 clients – a 13% Increase over last year. We assisted 526 people.
- 1275 units of staff service – a 29% decrease due to vacancy gaps..
- 43 active volunteers – a 34% increase donating an average of 360 hours/month.



## Services 2010-11

- Drop in Mornings
- Education and Training
- Time Together
- Advocacy
- Community Outreach
- Lending Library
- Website
- Visiting Volunteers
- Volunteer led support groups
- One on One grief support
- Widow's Walk
- A Daughter's Healing group
- Youth Grief support
- Equipment Loan
- Tribute programs
- Fundraising

## 179 Clients with a % growth in younger clients in 2010

