



Hospice Georgina
Sharing The Caring

2020 ANNUAL REPORT



TOGETHER WE CARE

Thank you to our dedicated board members who go above and beyond to serve Hospice Georgina. We appreciate your time, commitment and dedication to our organization.

2019-2020 Board

President: Angela Young

Past Chair: Iain Donnell

Vice President: Sandy Smith

Secretary: Lynne Dryla

Treasurer: Heather Rahman

Board Members


Carrie Anne Smith

Erin Gallant-Tester

Margaret Van Den Hazel

Mary Margaret Thorburn

Freda White



Leaders inspire, challenge and encourage us to dream big, do what we are passionate about, believe in the possibilities of our achieving our goals and remind us to lift others up through our words and actions.

President Report: Angela Young



**Team
Together
Everyone
Achieves
More**

2019-2020 has turned out to be quite an extraordinary year that none of us could ever have predicted. Amidst this global pandemic, people living with a life-limiting illness and those who have lost loved ones are at the forefront of our thoughts and our organization has responded. Since mid-March Hospice Georgina has been working tirelessly to ensure our community receives the same level of programming and support – although differently due to COVID-19 restrictions. We have continued with our mission of sharing the caring and supporting our clients.

To say that the staff have worked hard over the past few months would be an understatement and we want to acknowledge their efforts and commitment to our community. They quickly adapted to a new way of delivering services and supporting our community. We are so proud to share with you that there were no interruptions in services being provided. In fact we have experienced growth in our service deliverables. We witnessed our organization pull together in uncertain times to ensure our services continued seamlessly as we transitioned to a virtual way of doing things.

Our fabulous volunteers have continued to be those helping hands behind the scenes, ready to jump in and help wherever they could. Although the struggle has been figuring out how to connect and provide support; they quickly accommodated themselves to the new protocols. Their willingness to change within these uncertain times has been outstanding.

We have had the privilege of a strong Board of Directors that collectively worked to ensure a smooth hiring of our new executive director. They developed a plan that guided us smoothly into this next chapter of Hospice Georgina. The Board continues to work together to ensure strong strategic initiatives guide us in our work. Subcommittee working groups have been established and have allowed us to have a clear plan moving through challenging times. We are embracing the challenges and new opportunities this year has brought from changing our fundraising initiatives to virtually meeting and connecting. We are ever mindful and grateful for the incredible team of people with whom we work and connect.

Looking forward, the Province has begun to implement the Ontario Health Team (OHT) policy which is designed to result in more community-based health care services. With our new executive director we are actively engaging in reviewing our community health care relationships and our business model under this policy to ensure we find the best plan for Hospice Georgina.

I spoke of change in the June newsletter and how this often allows for opportunities that may not have been in the field of vision before. Change allows growth and new beginnings to occur. It also allows for reflection. It is with this focus that I am stepping down as Chair of the Board and as a board member for Hospice Georgina. I have volunteered on the board in numerous roles for the past 7 years and have helped drive Hospice Georgina forward in so many aspects of its mission and vision. All of this has been a wonderful collaboration of an amazing leadership team and devoted volunteers for which I am forever grateful. This has been truly a team effort. I am thankful for all of the opportunities I have had to connect with my community and the ability to learn and grow.

To all of you, including our funders, stakeholders, partners, members, clients, and caregivers/families: Thank you! It has been a privilege to serve you and our community for these past 7 years. Take care. Angela





Executive Director: Karen Jay-Moore

New Beginnings

I feel privileged to be working with such dedicated staff and volunteers who care greatly about the people they serve. The work of Hospice doesn't happen without great effort, dedication, sharing of talents and passion and commitment to a common interest.

Hospice work provides quality of life, dignity to those facing a life limiting illness and grief support to people of all ages who are facing, living with or affected by someone with a life limiting illness or chronic condition.

Dame Cicely Saunders, known as the founder of the Hospice Movement has a famous quote that says: You matter because you are you, you matter until the end of your life and we will do all that we can to not only help you die peacefully but to help you LIVE until you die.

In these challenging times of the COVID pandemic, helping our clients and caregivers to stay connected to friends, family and volunteers is important to their quality of life. Staff and volunteers have adapted well to meet their needs and provide our clients and caregivers with phone calls, online chats, groups, online meditations, deliver food from our community garden (thanks Judi) and resources such as internet, ipads, meet as committees online or through physical distancing about events and fundraising. The focus has been on discovering what services we are able to provide and being open to new conversations about new ways of doing and being.

For years our clients have had to come to terms with the “new normal”, what to do after their loved one dies, what to do with their time when they were use to being a caregiver, mother, father, sister, brother, friend. This new normal in COVID times brings more understanding of what it has been like for many of our clients and their families over the years.

Brene Brown in her book Dare to Lead (2018) discusses the components of leaders and each one of our volunteers and staff share these aspects e.g. the need for open discussions and sharing of our vulnerability, self awareness and to listen with the same passion as we want to be heard, to be courageous enough to have the tough conversations, identify difficult areas and find solutions together, and to “show up with an open heart and mind so we can serve the work and each other”.

I applaud your efforts and look forward to working with each one of you as we go forward together discovering new ways to reach our clients and offer supports to provide quality of life.

Karen Jay-Moore

Brown, B. Dare to Lead (2018) Random House, New York. Pg. 5-13.



2020 Annual Financial Report Heather Rahman



The information below for the year end March 31 is derived from the financial statements for 2020, which were audited by Lipchitz Professional Corporation, Chartered Professional Accountants. Our complete audited financial statements, are available on our website.

2020 was a year of remarkable results for Hospice and we thank all those who contributed their energy time, skills and passion throughout the year. Through the combined efforts of everyone from our newly formed fundraising committee, to our many volunteers, funders, sponsors, board and our dedicated staff team, we had our best fund-raising year ever. This enabled us to expand programs, increase our staff complement, purchase a laptop and save funds for future needs. The latter item has been invaluable when we were faced with the unprecedented impact of COVID-19.

In early March, our services were highly in demand but at the same time, virtually all fundraising came to a standstill. We were able to pivot and continue our operations, pay our bills and our staff and implement virtual programming.

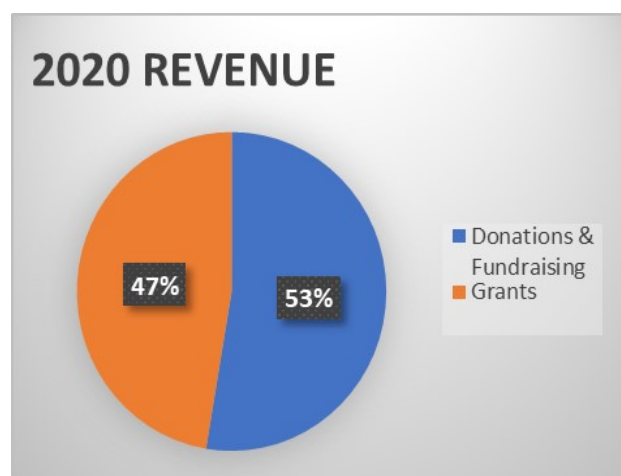
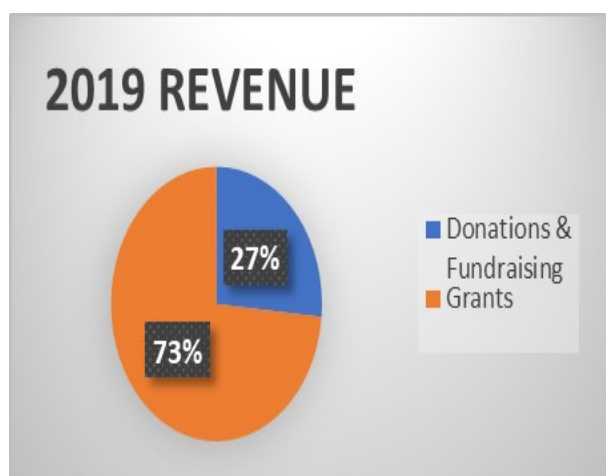
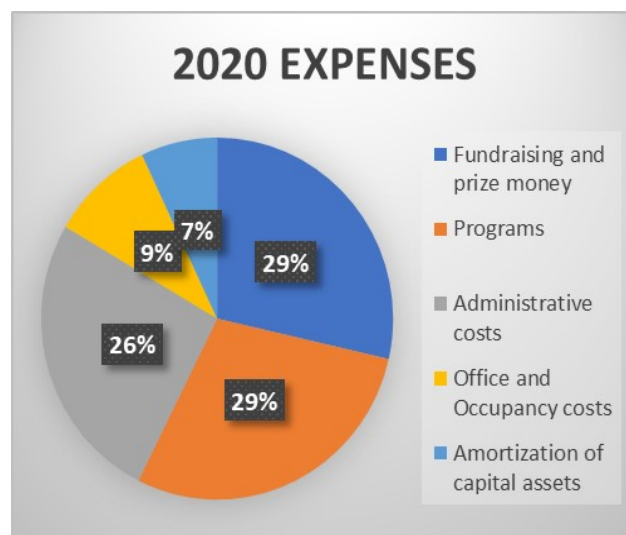
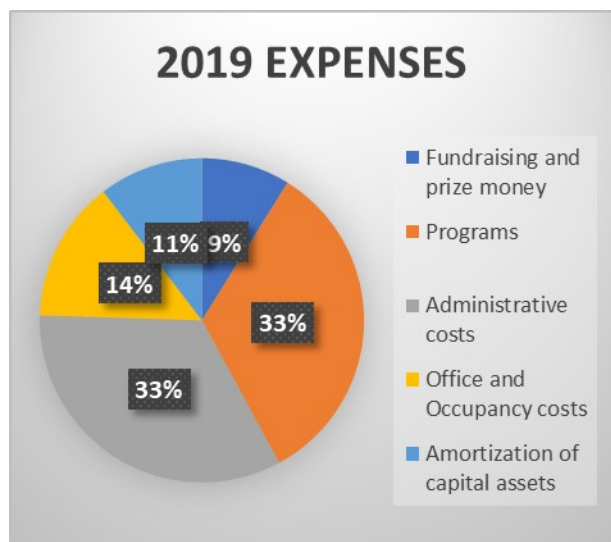
We did not incur additional debt during this time but continued to make our interest and capital loan payments. We would not have been able to do this if we had not had the funds set aside from the successful fundraising events earlier in 2020, most notably the incredibly popular Catch the Ace which had us biting our nails until the very end.

Although our fundraising revenue went up significantly, the Catch the Ace was a new type of event whereby we were paying out a portion of the pot as proceeds to winners each week, and as a final grand prize. As a result, fund raising costs look high, but our net proceeds from this one event of \$70k was the highest yield we have ever had from a single fundraiser and will enable us to start building on our future strategies of expanding Hospice programs.

Another important aspect of our expenses is that most of our services, whether they are visiting volunteers, Reiki, wellness, or actual fundraising is carried out by volunteers and these costs do not appear in our expenses. If the true costs of our programs were captured in our financials, our program costs would be several times higher than shown on these financials.



Some of our significant financial highlights of the fiscal 2020 year are below:



REVENUE

	2019	2020
Donations	61,377.00	204,033.00
Fundraising	170,178.00	183,472.00
	<u>231,555.00</u>	<u>387,505.00</u>

EXPENSES

	2019	2020
Fundraising and prize money	20,244.00	95,122.00
Programs	75,929.00	95,782.00
Administrative costs	76,306.00	86,866.00
Office and Occupancy costs	32,197.00	31,609.00
Amortization of capital assets	23,769.00	23,372.00
	<u>228,445.00</u>	<u>332,751.00</u>



Client Care Coordinator Tracey Thibaudeau

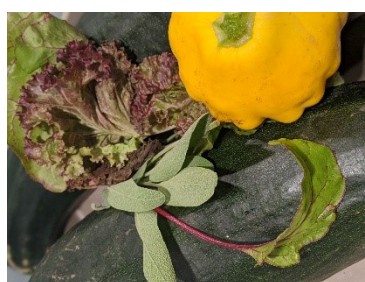
This year we have seen an unprecedented shift in the way we delivery our programs and had to pivot to serve a client population that needs us more than ever, and we had to do it all without the ability to make face to face contact. The ways that Covid-19 has exposed the needs in our community and the opportunity for organizations like Hospice Georgina to support those in need will be the legacy of these very difficult times. The care and support that we have provided is something we can all be proud of.

In Summer of 2019 our Day Hospice program began running, offering an opportunity for our LTI clients to engage with a network of peers, enjoy a delicious and lovingly prepared hot meal (with leftovers to take home) and participate in wellness activity aimed at stimulating Mind, Body and Soul.



The relationships that clients have formed in our groups have made a life-changing impact for our clients and extend past our doors. For example, one of our clients has been grocery shopping for another client, and many of our clients have decided to exchange numbers and check in on each other.

When COVID shut down our community it became apparent how many of our clients didn't have access to some of the necessities that could help keep them safe, for example, safe transit to appointments, online grocery and banking, or the ability to go out and shop safely. Since March, I have been staying in touch with our Day Hospice clients and supporting some of their practical needs and thanks to a United Way grant we were providing prepared freezer meals to help some our clients who found it difficult to get out shopping. We purchased some tablets to help clients connect with our support virtually. In May we engaged volunteers in a card writing campaign called "Cards for Caring" wherein we asked them to create cards with positive and encouraging messages that we distributed to the clients. We sought and distributed reusable fabric masks to our clients, continued to support clients who take pubic transit by providing Presto Cards, and since July we've been making weekly deliveries of fresh produce from our Community Garden -which has been tended to by a very dedicated volunteer -Judi.



PROGRAMS

New Programs added in 2019-2020	Programs changed due to COVID
<p>Day Hospice Summer 2019</p> <p>Caregiver Support (Keswick site added) at Cedarvale February 2020</p>	<p>Coffee and Chats -Virtual (+ Clients receiving wellness calls)</p> <p>Day Hospice -On Hold (Clients receiving wellness calls + Prepared meal delivery)</p> <p>Willows -now offered Virtually on an increased schedule</p> <p>Caregiver Support Sutton -Now offered Virtually</p> <p>Caregiver Support Keswick -On Hold</p>



June Callwood Award

For Outstanding Volunteers



The June Callwood Award was established in 1994 by Hospice Palliative Care Ontario, to acknowledge and thank outstanding hospice volunteers throughout Ontario. The award was named in honour of the late June Callwood, and long time advocate of hospice, community activist, author and recipient of the Order of Canada. June was the inaugural recipient of the award. Since then, hundreds of volunteers have been inducted into the Circle of Outstanding Volunteers. In all her years as a journalist, author, broadcaster and humanitarian, June Callwood's name became synonymous with integrity, talent and passion for social justice. She has touched the lives of

generations of Canadians as expressed through her words and through her work in service of those in need.

We are delighted to offer Congratulations to Carrie Ann Smith, who is the recipient of the June Callwood Award for 2019-2020 representing Hospice Georgina.

Carrie Ann's dedication and generous spirit are qualities that make her a wonderful volunteer. Her very practical side helps her to see what she can do in the moment to make a difference in someone's life. Carrie Ann joined the HG volunteer team in 2009 and has had many roles. She's been part of the Rainbow peer support program for children experiencing grief or a loss in their life, visited clients in their home, helped to raise awareness and funds by being a member of the Event Committee, and joined the board.

Carrie Ann's energy is infectious. She is positive, supportive and always helps others to see the best in every situation. She believes in Hospice and the work we accomplish by working together. Her caring attitude has touched the hearts of many, no task too big or too small. One of the family members relayed to Hospice that "God sent us an angel when we needed it most: her name is Carrie Ann.



Celebrating our Wonderful Milestone Years of Service

5 YEARS

Lynsey McKeckine



Brenda Pembleton



Heather Rahman



Ginette Veugelers



10 YEARS

Carrie Ann Smith



Mary Lovel



20 YEARS

Margaret Van Den Hazel



Lorraine Scarlett



Marilyn Verdood



Honorable Mention:

Thank you to the following volunteers who have shared their time and talents with Hospice Georgina. These individuals have moved and/or retired from their volunteering.

Jennifer Funnell - also known as Zen Jen, provided meditation, workshops & Theta Healing sessions

Donna Blanchard - Reiki practitioner

Margaret Burrows - Long standing volunteer/former Board member, instrumental in the establishment of Day Hospice Program



Grief & Bereavement Coordinator Sharron Spencer

The Pandemic has been a challenging time for people grieving. It has pushed us into finding creative and effective ways to continue to reach those who have asked for supports. We are just over 50% with our mid-term target numbers for this fiscal year with our busy holiday season approaching.

Our Grief & Bereavement Support program has also benefitted from short term and longer term funding for this current fiscal year that has allowed us to hire a part-time staff, Heather Patriarche, to provide grief support. We continue to support children, teens, adults, seniors and families with one-on-one grief support, anticipatory grief support and various facilitated grief support and wellness groups. Thank you to the United Way Greater Toronto, the Government of Canada and to private donors for providing the funding for the Grief & Bereavement Support program, as this funding allows us to continue to provide service within our community (free of charge).

The Spousal/Partner Loss Support Group has continued to meet virtually on the 1st Tuesday evening of the month from 6:30pm-8pm. The Bereaved Mothers Support group continues to meet virtually on the 2nd Monday afternoon of each month. We offer one-to-one telephone support for those who are not comfortable meeting virtually.

At the end of August, we began a virtual bi-weekly “drop-in” style general grief support group, “Grieving Together”, for those who are grieving the death of a loved one during the pandemic. This group meets on the 2nd and 4th Tuesday evening of each month from 7 – 9pm.

We were able to provide several wellness groups and workshops throughout the past year, such as:

Workshops: Vision Boards, Writing for Healing, Learning to Trust our Intuition, Kintsugi Bowl/Healing Scars

Wellness Groups:

Weekly: 1-hour Functional Fitness, Tai Chi program.

Monthly: The Love Project an Expressive Arts program

Bi Weekly: Guided mindfulness meditations

Theta Healing and Reiki sessions

Each of these programs provide self-care and offer tools to assist individuals to managing and cope through their grief, stress and overall well-being.

Grief & Bereavement Outreach Community supports providing a Caregiver Support Group at Cedarvale Lodge in Keswick, was put on hold during the Pandemic. Grief Supports were offered to the residents, their families and staff at River Glen Haven in Sutton. We are partnered with the YRDSB elementary and secondary schools to provide grief support for children struggling to cope with the death of someone special. Hospice Georgina participates in the annual Memorial Services with our two funeral homes in Keswick and Sutton. We collaborate with CHATS with the monthly virtual Caregiver Support group facilitated at Hospice Georgina. We receive client referrals from Southlake Regional Hospital, the Southlake Palliative Care Team (HPC) nurses, CMHA – York Region, York Support Services, Sandgate Women’s Shelter, DASA MacKenzie Health, local physicians, the Alzheimer’s Society of York Region, the Alzheimer’s Society of Durham, Brock Community Health Centre in Beaverton, MW Becker funeral home, Forrest and Taylor Funeral home and the Georgina Nurse Practitioner LED Clinic and others.



2020 VOLUNTEER OF THE YEAR AWARD

Ginnette Veugelers

In a group of caring and thoughtful individuals it's an extraordinary person who stands out in that crowd as volunteer of the year. When everyone is doing the hard and wonderful work that we do we are surrounded with big-hearted people who are willing to lend a hand to those in their community and lift people up. It's a unique gem that goes above and beyond the call of duty and Ginette Veugelers is definitely that person.

Ginette started with us in 2015 and since then has supported several clients. Despite moving through her own set of barriers and circumstances she has remained steadfast in her ability to surround her clients in care and truly become like family to them.

In reference to Ginette and her clients, what is abundantly clear is her desire to do more, be more supportive and improve herself for the betterment of her client interactions. It's not always easy. The client/volunteer relationship is fraught with boundaries and limitations, and where you'd like to just swoop in and "fix" a client's set of problems, that's not our role. Ginette has found a way to be that person cheering her client on, supporting them on the side-line while the client makes their choices, which can be the hardest part of this work. She empowers people and meets them where they are, and truly embodies the principles of Hospice Palliative Care.

Ginette, your clients' lives are better for having you in them, and so is Hospice Georgina, you truly are a gem.



THANK YOU TO OUTGOING BOARD MEMBERS



Margaret Van Den Hazel: Margaret has served on the board for 2 years and has been involved with Hospice Georgina for 20 years. In those 20 years, she supported fundraising events, visited clients and has mentored new volunteers.



Angela Young: Angela Young has served on the board since 2013, serving as Secretary and, for the past 2 years as Chair. She was part of the team that oversaw the move of our office to the Link. Angela was instrumental in directing our adoption of new approaches to our service offerings during the pandemic. She has been an authentic, devoted leader.



Heather Rahman: Heather joined the board in 2015. As Treasurer, she has led the organization to a position of financial strength and stability. Heather's commitment to instituting solid financial processes and controls will sustain the organization in years to come.

HERE'S WHAT YOU MADE POSSIBLE



Families come to Hospice Georgina for many reasons such as they have a life limiting illness, are a caregiver or need grief and/or bereavement services. The following chart shows how we have supported individuals in Georgina over the past two years.

	Clients	Grief and Bereavement	Total
2018-2019	147	112	223
2019/2020	126	136	231

Programs



Day Hospice
Coffee and Chats
Caregiver Support Groups
Chair Yoga
Tai Chi
Theta Healing
Functional Fitness
Meditation Groups
Willows
Reiki

Cancer Surviving & Thriving
Expressive Arts
Lakeside P.S. Exp. Arts group
PAIL Wave of Light
Meditation 101 Workshop
Intuition Workshop
Kintsugi Bowl Workshop
Vision Board Workshop
Writing for Healing Workshop



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!



Jim & Carolyn Crate



SUTTON HOME HARDWARE



SAVE IT FORWARD



Yoga in the Park



**Pam McQueen
Movie Night**



**Briars Golf Club Ladies
League**



Club 55 Pefferlaw



The Corner House Bistro



PRESENTED BY MAGNA

SINCE 1987



Buncha Farmers

Sponsors and Donors

Building Our Community Connections

Joanne Beamish
Muriel Leggett
Eldon & Anne Marie Werry
Judith A. Lindsay
Tim & Laurel O'Conner
Margaret Burrows
Angela Young
Lynne Dryla
Mary Lovell
Judi Carr-Kartash
Marilyn Verdoold
Barb Fuller
Sheri & Wayne Andrunyk
Briars Golf Club Ladies League
Lorretto Ladies Colleges & Schools
Pam Mcqueen
Pefferlaw and District Lioness Club
Gay Alexander
Gayle Clarke
Sutton Home Hardware
Sutton Loyal Orange Lodge
Sutton By The Lake Parkettes Assoc.
Sutton No Frills
Yoga in the Park—Nina Patterson
Scotia Bank
Sutton Fair & Horse Show
Parking & Storage
Stretch Thirft Outlet
Wild Bill's
Di Solitar
Tangles Hair Ssolon & Spa
Shell 5 Corners Car Wash
I.C.E. First Aid Training
Club 55 Pefferlaw
Purrfect Pet Sitting
Kim Lougas
Fellini Fine Wines
Cheetah Fusion
Allstate
Dorothy Cummings
Timeless Harmony Salon and Spa
RiverEdge Restaurant
Sweet Pea Accessories
Coutu's Custom Cleaning
Global Pet Foods
Whipple Tree Country Store
Helen Snell
Elpida Cafe & Roastery
TorynTek
Mary Margaret Thorburn
Keswick Marina Services
Affordable Car Rental and Sales
Alicia Braund
Simplus Realty Law
Homeguard Funding Ltd.
Keswick Remax
Yummy Souvlaki
Pike Chiropractic Healing Centre
Imc Office Automation
Dave Jones Disc Jockey Service
Teddi's Wash n Fold
Room to Bloom
Autism Unplugged Learning Centre
Robin Konstantopoulos
Staples
Ravenshoe United Church Women
Newmarket Chapter No.252 Order of Eastern Star
Fern & Rosa Gosselin
Deirdre Fitzpatrick
Mary Catherine Macaluso
Laurie Ayres
Gertrude Forster
The Corner House Bistro Inc.
Steven Brown & Family
Rob Foster
Dr. & Mrs. Stapleton
Thomas Chipman
Doug Moore
Susan Williams
Buncha Farmers
Cavelle Hayes
Magna

2020 Community Events

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

Sandy Walter-Smith

Christina Tinsdall

Amber Rogers

Carrie Ann Smith

Judi Carr-Kartash

Katie Bryck

May Margaret Thorburn

Brittany Elliot

Lorraine Scarlett

Irv Erb

Lisa Gosselin



A BIG thank you to all our volunteers who support us in many ways.



PANSY DAY



CATCH THE ACE

MEET THE STAFF



Executive Director
Karen Jay-Moore



Office Manager
Laurie Knapp



Grief Coordinator
Sharron Spencer



Client Care Coordinator
Tracey Thibaudeau

Fall Greetings

Gone From Sight by Henry Van Dyke

I am standing upon the seashore. A ship, at my side,
spreads her white sails to the moving breeze and starts
for the blue ocean. She is an object of beauty and strength.
I stand and watch her until, at length, she hangs like a speck
of white cloud just where the sea and sky come to mingle with each
other.

Then, someone at my side says, "There, she is gone."

Gone where?

Gone from my sight. That is all. She is just as large in mast,
hull and spar as she was when she left my side.
And, she is just as able to bear her load of living freight to her des-
tined port.

Her diminished size is in me -- not in her.

And, just at the moment when someone says, "There, she is gone,"
there are other eyes watching her coming, and other voices
ready to take up the glad shout, "Here she comes!"

And that is dying.

Autumn greetings from all of us at Hospice Georgina!



Our senses ring out with the magnificence of vibrant colour changes, the sounds of windy days and falling leaves, the smells of wet leaves and harvest time. Life is good! An attitude of gratitude gives life year-round when we witness the goodness around us every day.

At Hospice Georgina we are grateful to serve our community. For some, Hospice life might mean grief and loss, but for most people the journey through Hospice Georgina means feeling loved, cherished, respected and cared about deeply.

Our volunteers and staff are grateful to be here. We become care partners for one another where everyone benefits. We are all in this together; as caring people in our community, each one of us has the potential to make this journey continue down such a wonderful path.



Why give to Hospice Georgina?

Hospice Georgina is able to provide services at no cost to individuals of all ages, caregivers, families and friends in Georgina, due to the generous donations of individuals, organizations and third party events. Please give generously.



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Charitable#870166436RR001