

Hospice Fredericton

ANNUAL REPORT
2019



"The care and compassion shown to my husband and I were more than anyone could ever expect. We are forever grateful to the team at Hospice!"



Online: www.HospiceFredericton.ca



@Hospice.Fredericton



@HospiceFton



@HospiceHouseFredericton

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Our Mission, Vision and Values

Our Vision

Offering dignity, comfort and peace
to end-of-life care patients and relief
to their families.

Our Mission

Hospice Fredericton's volunteers and staff work
alongside community partners to provide care,
comfort and support to individuals and families
facing advanced illness, death and bereavement
in the greater Fredericton & Oromocto areas.

Our Values

Compassion – Dedication
Community Service – Cooperation

80+

have attended
our Grief Support
Group meetings

390+

patients admitted
since 2016

120+

health professionals
have attended our
LEAP program,
on training and
approaches to care
at end-of-life

2nd

residential
hospice in
Atlantic
Canada

75

clients and their families
are supported each year
through our Community
Services program

1,900+

family members
supported

45+

clients have been
referred to the
J.T. Clark Family
Adult Day Centre

100+

volunteers support
our operations, and
our patients
and families

*“The hospital is no place to die.
Hospice House specializes in
supporting those who cannot get
better while supporting their families
through the difficult journey – with
such care and grace.”*



A Message from the President

On behalf of the Board of Directors we would like to offer our congratulations to the staff, volunteers, families and to the community for helping us achieve a remarkable third year of service through Hospice House.

The success of the Hearts for Hospice Gala in April, the Hike for Hospice in May and the 52 Week Split have demonstrated the community's generous support of our mission and vision. Their generosity was also felt through the year-round support at the Hospice Boutique – as the “must-go-to” store in Fredericton.

We would like to take this opportunity to extend our gratitude for the excellent staff, volunteers and donors who made this all possible.

Sincerely,

Penny Ericson
President, Board of Directors

Board of Directors List:

Dr. Stephen Hart, Past President
Kim Kelly, Vice President
Kristin McKay, Treasurer
Dr. Beatriz Sainz, Ex Officio
Rebecca Butler, Director
Dawn DeCoursey, Director

Bill Ferguson, Director
Dr. Jill Goodyear, Director
Susan King, Director
Paul Simmonds, Director

Leadership Team:

Jamie Matthews - Director of Fund Development and Administration
Stephanie Golding - Director of Clinical Services
Dr. Beatriz Sainz - Medical Director
Jessica Carriere - Nurse Manager
Susan King - Social Worker
Nicole Pike - Program Coordinator, J.T. Clark Family Adult Day Centre
Mary Tingley - Spiritual Care Coordinator

“From housekeeping and food service staff to doctors and nurses – all were caring, thoughtful, amazing people”

Kitchen Team:

Marlene Munn - Food Services Coordinator, Louise Roussel, Karen Goodwin, Eunice You

Boutique Team:

Judy Smullin and Stephanie Vandenberg-Wagner - Hospice Boutique Managers, Denice Duthie, Jackie Steward, Lee Miller, Michelle Brewster, Karen Rendall

Operations Team:

Meagan Jarvis - Administrative Coordinator, Ellen Fitzsimmons - Bookkeeper, Tasha Gordon - Housekeeping and Building Coordinator, Dana Coughlan - Housekeeping, Devon Daigle - Handy Man

And to our talented clinical team of Registered Nurses, Licensed Practical Nurses and Personal Support Workers who work tirelessly to provide quality care and support to our patients and families:

Angie Hunter, Anita Wood, Meghan Currie, Erica Russell, Britanie Robichaud, Pam Thorpe, Lori-Ann Adams, Paola Morais, Vanessa MacKay, Carlie Willis, Heidi Bieber, Courtney Walker, Joanna Griffin, Shari Watson, Erin McCullough, Erynn Dready, Shae-Lynn McCoy-MacKenzie, Stephanie Swindail, Courtney Tomah, Jill Moore, Chrissy Sturgeon, Sarah Chamberlain, Karen Gorden, Felicia Giberson, Lynsey Belyea, Charlene Yazdani,

Financial Information

July 1, 2018 – June 30, 2019

Revenue

Provincial Government Funding	\$766,500	33.57%
Boutique Sales	\$683,287	29.93%
Donations	\$382,806	16.77%
Fundraising Events	\$382,900	16.77%
Canada Summer Jobs Grant	\$30,186	1.32%
Rental Income	\$36,640	1.60%
Investment Income	\$867	0.04%
Total	\$2,283,186	100.00%

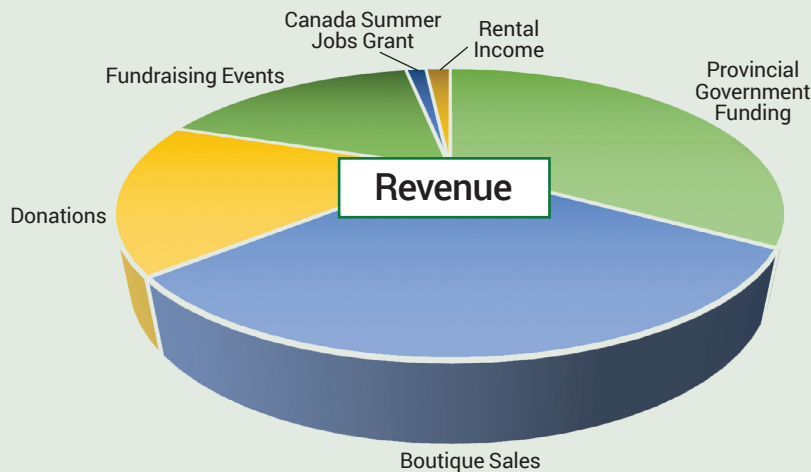
Expenditures

Salaries and Benefits	\$1,265,926	65.66%
Medical Supplies	\$50,637	2.63%
Occupancy Costs	\$92,356	4.79%
Repairs and Maintenance	\$66,832	3.47%
Office Administration	\$23,543	6.15%
Fundraising	\$47,257	2.45%
Advertising and Community Relations	\$2,813	0.15%
Professional and Consulting Fees	\$14,392	0.75%
Rental	\$101,765	5.28%
Amortization	\$193,076	10.01%
Interest and Bank Charges	\$11,876	0.62%
Interest on Long Term Debt	\$53,355	2.77%
Employee Training and Education	\$4,288	0.22%
Total	\$1,928,116	100.00%

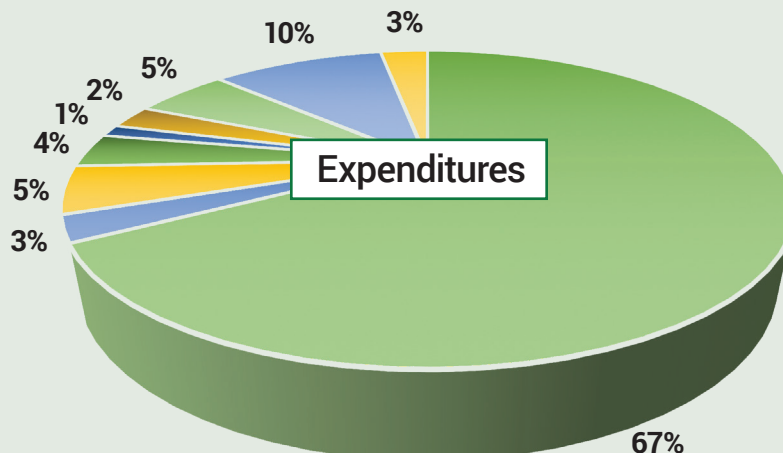
Other Income

Unrealized Gains on Investments	\$9,720
Unrealized Loss on Investments	-\$132
Excess of Revenue Over Expenditures	\$364,658

“Beyond the great care for my Mom, it has opened my eyes to the role Hospice plays in our community and how fortunate we are to have this facility and its programs.”



33% Provincial Government Funding
30% Boutique Sales
17% Donations
17% Fundraising Events
1% Canada Summer Jobs Grant
2% Rental Income



67% Salaries and Benefits
3% Medical Supplies
5% Occupancy Costs
4% Repairs and Maintenance
1% Office Administration
2% Fundraising
5% Rental
10% Amortization
3% Interest on Long Term Debt

A Message from the Directors



I feel incredibly fortunate to have joined Hospice Fredericton in April of 2019. I have seen firsthand the remarkable impact that our staff and volunteers have on the community. I am overwhelmed by the generosity we receive each and every day from donors, sponsors and supporters, funders and of course our volunteers.

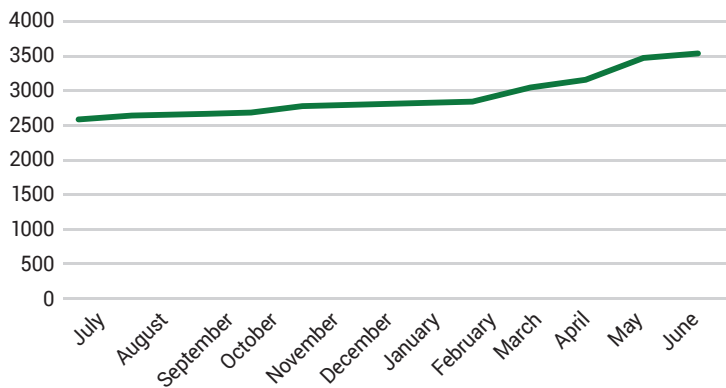
I am excited to see how our team can grow our events, increase community engagement, build new relationships and foster a culture of philanthropy in all that we do.

I would like to take this opportunity to thank everyone in the organization for their dedication – from the clinical staff to administration, and building and grounds, each of you put your whole heart into making Hospice House a special place.

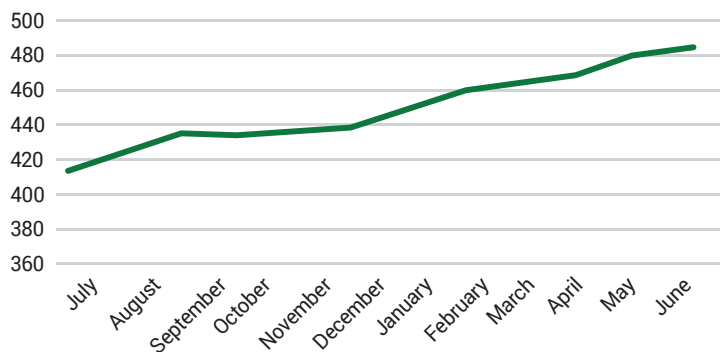
Sincerely,

Jamie Matthews
Director of Fund Development and Administration
Communications

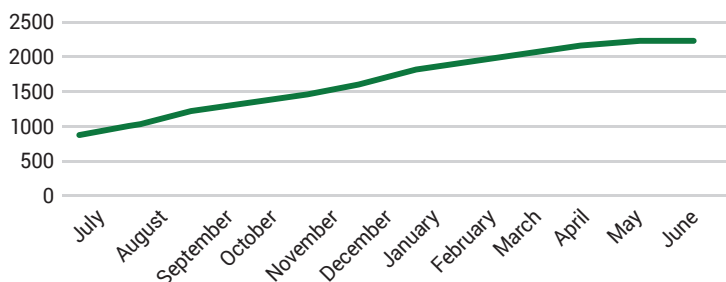
Facebook



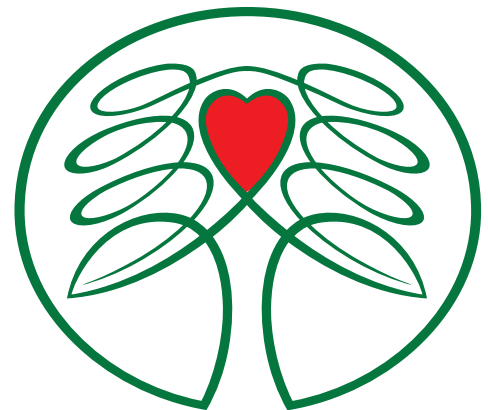
Twitter



YouTube Hospice House Virtual Tour



“As we looked for options to provide some support for them, we learned about the Adult Care program at Hospice House. Mom has been going now for about 6 months and I am overwhelmed with gratitude for this program.”



Fund Development



Boutique

The Hospice Boutique had another successful year thanks to our dedicated staff and volunteers! We are overwhelmed by the generosity of our donors and patrons who have made this one of the must-see thrift stores in Fredericton. The Hospice Boutique generates nearly \$700,000, 30% of our total operating budget, in support of our programs and services.



Hike for Hospice

The 11th annual Hike for Hospice was another huge success – thanks to our hikers, teams, volunteers, staff, and our sponsors and supporters! It was a beautiful day on the Kilarney Lake trail and we look forward to another exciting year ahead. Save the date: May 3, 2020.



52 Week Split

The 52 Week Split lottery draw is our annual fundraiser that awards \$26,000 in prize winnings and all of the proceeds support our programs and services! We would like to thank our corporate partners, Scotiabank and Cox & Palmer, for their support which made this a successful campaign.

“Great place great Cause!!! Everything is so nicely displayed at the Hospice Boutique, everything is donated and all proceeds go to the running of the Hospice Fredericton which is another wonderful place to spend your last days.”



Hearts for Hospice Gala

We would like to thank Lilia Coserini and the team of volunteers from NB Power for hosting this special event on our behalf. This was a memorable evening that brought together staff, volunteers, families, and supporters.



Donations

The donations that we receive from the community and from those who have been impacted by our programs and services play a pivotal role in our organization. Whether it's a financial gift, in-kind support or funding opportunities – every gift, big or small, has a lasting impact in our community.



Programs and Services

Hospice House

As we enter the fourth year of Hospice House providing patient care, we continue to grow and improve in our approach to end-of-life care.

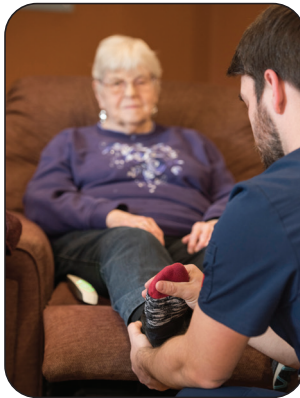
- There were a total of 175 Admissions, 169 deaths and 4 discharges
- 38% of admissions came from home and 62% from hospital
- We have a 50-50 split in male and female admissions
- 71% of admissions had a cancer diagnosis
- The average length of stay during this period was 14 days
- There was an increase in the number of younger patients admitted
- The occupancy rate was 68%
- The waiting list for inpatient care averaged 12-15 patients



JT Clark Family Adult Day Centre

We provide a structured, nurturing environment for people with mild to moderate dementia as well as providing caregiver relief.

- Extended offering to 4 days per week
- A dedicated team of 28 volunteers
- Offers a beneficial placement opportunity for St. Thomas Gerontology students
- Personal Support Worker has been added to our team, courtesy of St. Anne's Home Care
- 68 referrals in the past year to the program have been made by the Department of Social Development
- 14-18 clients attend the program per month

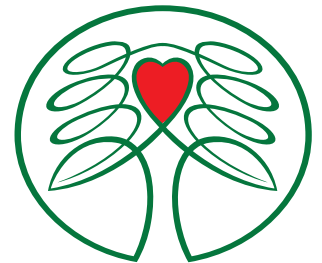


Community Services

Hospice Fredericton offers primary services such as relief care and grief support. Relief care is necessary for any caregiver and seems to be the most requested and beneficial service we offer to patients and their families/caregivers.

Referrals July 2018 - June 2019:

- Request for Grief Programs/Services: 23
- In-Home Community Volunteer Services Provided: 30
- Nursing Home Requests for Volunteer Services: 4
- Grief Group Participants: 16



LEAP

Learning Essential Approaches to Palliative Care (LEAP) is an interactive two-day course, offered twice yearly at Hospice House. Pallium Canada's LEAP offers inter-professional clinicians with competency-based palliative care education specific to the long-term care setting. The two offerings that took place in the past year were at full capacity and were attended by staff of nursing homes, special care homes, hospital staff and government.



"The grief support group was amazing! It helped me through a very difficult time. Everyone was so supportive."

We are continually growing our team to meet the ever growing needs of the community. We now have Sue King, a full time Social Worker, who joined us in August and has been a very valuable team member. We have also recently added Mary Tingley, our Spiritual Care Coordinator, who will be introducing new peer-led programs, personalized support options and spiritual care. We have also recently received new funding opportunities to grow a music therapy program which will provide a new and impactful role for our team of volunteers

A Message from the Directors



I would like to take this opportunity to thank all staff and volunteers for their hard work over the course of the last year. It is through your dedication and many hours that have allowed us to continue to grow and develop our clinical services,

while providing quality, compassionate end-of-life care.

I am fortunate to have the opportunity to work with such amazing, dedicated staff and volunteers who often go above and beyond for our patients and families. We truly have an incredible team that continues to strive for excellence.

I appreciate all the amazing qualities and skills that each member brings to the Hospice team and I look forward to the year ahead!

Sincerely,

Stephanie Golding
Director of Clinical Services

Support

One of greatest gifts that we receive is time - volunteers are fundamental to the operations of Hospice Fredericton. As a non-profit charitable organization we rely on the generosity from our dedicated team of volunteers. Throughout the year Hospice Fredericton continually improves on our volunteer program, hosts a number of public events, and offers recognition and educational growth opportunities, which include:

- Volunteer Appreciation Gathering in April 2019
- Presence at the he Death Expo
- The Fredericton Marathon in May 2019
- Presented to the St. Thomas University Gerontology class in March 2019
- The Hospice Helpers is a team of volunteers who have pledged to raise money for the Hike for Hospice May 2019
- Ongoing recruitment, enlistment and orientation of new volunteers for various roles. Ongoing training, education and support for all volunteers is ongoing
- Facilitated a 15-hour intense volunteer training workshop for 12 dedicated volunteers in February 2019
- A Volunteer Survey was distributed to all volunteers requesting their input on experiences, ideas and suggestions for growth
- New Volunteer Policy implemented for client transport
- Hospice Fredericton Volunteer Health and Safety Orientation Checklist has been added to a new volunteer package



Our incredible team of volunteers have provided the following services:

In-House
and Community
Volunteers:

42

Kitchen
Volunteers:

18

Adult
Day Centre
Volunteers:

28

Maintenance:

2

Pet
Therapy:

5

Admin./
Events
Volunteers:

19

Grief
Volunteers:

2

Average of **475 volunteer hours** per month! At \$15.00 per hour this equates to **\$7,125.00 of free manpower per month!**

Visit HospiceFredericton.ca under the Support Menu to learn more about our available opportunities!



"This place is amazing. My dog Stanley and I visit there every Monday night. Stanley is a Saint John Ambulance Therapy Dog. He and I would not miss our regular visits each week. The staff are the ones that make the place even more amazing."

None of this would be possible without the financial support that we receive! Every donation, big or small, makes a huge difference and a lasting impact!

- \$20** an hour of caregiver support
- \$50** a day at the J.T. Clark Family Adult Day Centre
- \$75** daily nutritious meals for one of our patients
- \$100** purchase of personal care items for our patients
- \$150** an offering of our 6-week Grief Support Group
- \$250** offsets the cost of medications for a patient for a month
- \$400** the cost of providing a full day of care for a patient at Hospice House, versus \$1,000 in an acute healthcare setting
- \$500** provides person centred care training to 4 healthcare professionals through our LEAP program
- \$1,000+** .. investments into facility upgrades and improvements

Visit HospiceFredericton.ca under the Support Menu to learn more about how you can ensure Hospice Fredericton can continue to provide our valuable programs and services!

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info@hospicefredericton.ca