



Hospice Fredericton

Annual General Meeting

February 17, 2021

Annual Report—July 1, 2019 to June 30, 2020

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 and Oromocto areas.

OUR VALUES

Patients and Families

We strive to provide individualized, dignified and compassionate patient-centred care in a home-like environment. We make every effort to help our patients live as well as possible in the last stages of life.

Community

We create community partnerships and awareness in support of palliative care patients. This includes linking patients and families to resources, as well as encouraging financial support through community-based fund-raising initiatives, Hospice Boutique donations and sales, and further developing and promoting the vision of a centre of excellence for end-of-life care.

Employees

We hire, train and retain the best qualified care team. We provide a safe, respectful work environment where employees are treated well and compensated fairly.

Education

We believe that knowledge creates strength, and as such take pride in our well-trained staff and educational resources for patients and families.



PRESIDENT'S MESSAGE

On behalf of the board of directors, I would like to take this opportunity to thank our incredible staff for their continued dedication to Hospice Fredericton. Our Hospice team includes staff for nursing, housekeeping, food services, maintenance, social work, administration as well as staff at the Hospice Boutique.



I would also like to thank our team of volunteers who help support our efforts to provide end-of-life care to patients and families and who provide countless hours in our fund development efforts.

Another important part of our Hospice team is our donors who either make financial contributions in memory of loved ones, or in support of our various fund-raising efforts. We also thank the many donors who drop off quality items for resale and make our Hospice Boutique a huge success.

This past year has brought some changes to our team and we would like to welcome Cindy Sheppard as our CEO and Dr. Stephane Paulin as our Medical Director. We wish to thank Dr. Bea Sainz and Stephanie Golding for their dedication to Hospice Fredericton and for being an integral part of establishing a Hospice for our community. We wish them all the best in their future pursuits!

Kim Kelly, President, Board of Directors

CEO'S MESSAGE

Oh what a year it's been! We've heard that expression many times in 2020, and I couldn't agree more.

It's been a year of challenges but also one of opportunity. Hospice Fredericton continued to provide support to patients and families despite the challenges of a pandemic. Our dedicated team of professional staff didn't waver once when asked to adjust as we moved through various phases and colours of recovery.



Hike for Hospice became a virtual event this year but still raised over \$60,000. We are already planning our next Hike for summer 2021.

Several of our dedicated volunteers have continued to support Hospice House throughout these challenging times, and our volunteers have ensured our screening protocols are covered as they manage visitors to the building. Having just started in my role as CEO in September, the first thing that struck me was the compassion and dedication of all staff members and volunteers. They truly are the backbone of what we do.

We can reflect on the past year and know that it was the resilience of our team, the dedication of the Board, the commitment of our volunteers and the support of our donors that helped us get through. We are now ready to take on any challenge we face, and we are excited about the many opportunities we see in the future.

Cindy Sheppard, CEO

Hospice Fredericton Services

Hospice House

Hospice House is a 10 bed residential facility providing 24 hour care to palliative patients and their families. Care is offered by a specialized team of nurses, support staff and physicians in a caring, home-like, environment. Through physician referral, patients can be admitted to the facility from their homes or hospital. All admissions are on a volunteer basis. Hospice House also provides rentable rooms for families who find travel difficult during this time.

Patients must be registered in the palliative program to be eligible for inpatient care within Hospice House. A palliative physician determines if a patient is eligible for admission.

Following receipt of a referral, our admissions team will work closely with the patient, family and medical partners (such as Extra Mural) to ensure a smooth transition to the facility at the appropriate time.

HOSPICE HOUSE ADMISSION STATS

July 1, 2019 to June 30, 2020

- **185** Patients Admitted
 - 84** Male (45%)
 - 101** Female (55%)
- **76** from home (41%)
- **109** from hospital (59%)
- **181** deaths
- **8** discharges
- **81%** cancer diagnosis
- **75%** occupancy rate
- **3** Memorial Services
- **575** patients served since opening to June 2020

Meet Our Nurse Manager

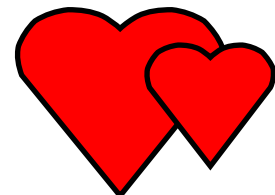


I started my career at Hospice Fredericton as a Registered Nurse when it first opened.

Opportunity knocked in 2017, and I gladly accepted position of Nurse Manager at that time. I am certified in Hospice Palliative Care Nursing © with the Canadian Nurses Association and love ensuring that patients and their families are comfortable and holistically supported during their stay at Hospice.

I am passionate about making the transition into Hospice care as seamless as possible for the patient and their family. I feel truly blessed to work with such an amazing team, have a job that I love and can make a difference daily. When not at Hospice, you can hear me cheering loudly at my kid's hockey/ringette or dreaming of home renovations for my husband's "to-do" list.

Jessica Carriere



J.T. Clark Family Centre— Adult Day Program

The J.T. Clark Family Centre offers a safe, caring, nurturing environment with programming for individuals with mild to moderate cognitive and/or physical impairments. Clients are provided with structured day programming, lunch, snacks and many varied activities. From July, 2019 to March, 2020 the Adult Day Centre was open 141 days serving 26 clients for a total of 1044 visits. Unfortunately, due to COVID restrictions, the program was suspended in March 2020.

Community Services

Hospice staff and volunteers work with our medical partners to help support those being cared for at home during end-of-life. Community programs include:

- **In-home support**—a home visitation program delivered by trained volunteers who provide emotional support to both patient and family.
- **Care for the Caregiver** – volunteers are available to provide relief care allowing families to take a break.
- **Narrative Care** – this program helps focus on the patient's lives helping identify their joyful experiences. Narrative volunteers help patients re-tell the story of their lives and share their memories with loved ones.
- **Grief Support** – Hospice offers a 6 week grief support group. This group is facilitated by two experienced social workers and is both supportive and educational.



HOSPICE BOUTIQUE



Since 2015, Hospice Boutique has provided a sustainable source of revenue to support the operational costs of Hospice Fredericton. Hospice Boutique offers a unique shopping experience with 6500 square feet of "new-to-you" treasures.



The new location at 984 Prospect Street is managed and run by a team of dedicated staff and volunteers. All inventory is provided through generous donations from the community and eligible for tax receipts. Every time you shop at Hospice Boutique, you are not just enjoying a unique shopping experience with tax-free pricing, you are supporting your community Hospice.

68 volunteers gave nearly 4600 volunteer hours at the Hospice Boutique.

That's an average of 590 hours per month!

In addition, the Boutique received 4574 donations, averaging 415 per month.

Meet Our Managers

Stephanie Wagner

"I have been passionate and dedicated to this project since day one. I love fashion and merchandizing, as well as dealing with our many donors, volunteers and shoppers. The volunteers are truly amazing and it has been fun getting to know them on such a personal level. They have become like a second family/ community. It has been a privilege to see the growth of the boutique over the last six years.

Born and raised in Tennessee, I have a degree in Fashion and Merchandising from East Tennessee State University. I've worked in retail for the past 21 years. I've been married for eight years and have a sweet little three-year-old son who loves dinosaurs, race cars, Christmas lights and winter snow sliding."



Judy Smullin

"I started with Hospice Boutique over three years ago. I have thirty plus years in retail management. The boutique has been one of the highlights in my retail career as it brings so much to me on a personal level. Unlike most retail stores, I see how the funds we raise go to help Hospice Fredericton in the work they do each day.

I am still amazed daily by the generosity of the people who donate to us. The boutique could not run without the many volunteers who work so hard each week preparing merchandise to sell.

On a personal note, I started my retail career in Oromocto where I grew up and continued for many years in Fredericton. I now live in Lower Saint Mary's with my family."

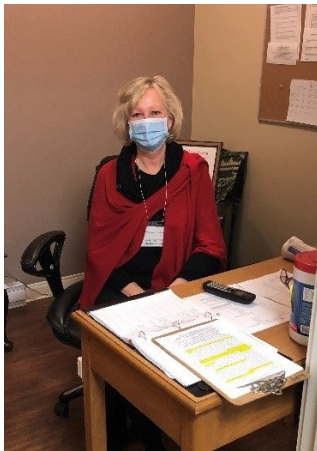


VOLUNTEERS

Our Volunteers are truly amazing. From helping run our Hospice Boutique to providing screening services at Hospice House – they are always there. Prior to our limitations on volunteers due to COVID, they also provided kitchen support, patient care support and companionship and care to patients. This past year, **108** Volunteers provided nearly **3,500** volunteer hours to Hospice House.

Meet A Volunteer

Jo-Anne Linton is very familiar with Hospice House. She has been a dedicated volunteer since 2015 following her husband's passing at the residence.



Jo-Anne has volunteered in almost every capacity here at Hospice Fredericton – from the Boutique to visiting patients, to fundraising committees – and most recently as a COVID screener. Her warm smile and friendly face make everyone she sees feel welcome. The compassion and care Jo-Anne shows to patients, visitors and staff makes her truly special to our facility. We are blessed to have such a giving person on our volunteer team.

"I was relieved and had a sense of peace that my husband passed at Hospice and I am pleased to give back in a small way by volunteering. We are so fortunate to have this facility in our community to help patients and families in their end of life stage". Jo-Anne Linton

FUNDRAISING EVENTS

Hike for Hospice

Our annual Hike for Hospice was a virtual due to COVID-19 restrictions. We had a Facebook Live celebration to share the results and thank our donors and teams who helped raise a total of **\$60,000**. Special thanks to Bayshore Foundation for Empowered Living for their gift match of \$20,000.



52 Split

The 52 Week Split is our annual 50/50 lottery draw that raises up to **\$26,000** in support of Hospice Fredericton's programs and services, with \$26,000 in prize winnings. Tickets are \$52 each and last the entire year! Draws are every two weeks from January to December with 26 chances to win \$1,000 and only 1,000 tickets are available! Winning tickets are entered back into the draw for multiple chances to win! Tickets for 2022 will go on sale in the Fall. Be sure to get one before they sell out!

PALLIATIVE CARE RESOURCES NETWORK INC.

Statement of Operations

For the Years Ended June 30

2020 2019

	Operating Fund	Boutique	Capital Fund	Endowment Fund		
REVENUE						
Provincial government funding	\$ 766,500	\$ -	\$ -	\$ -	\$ 766,500	\$ 766,500
Boutique sales	-	563,609	-	-	563,609	683,287
Donations	310,401	-	9,829	7,908	328,138	382,806
Fundraising events	172,137	-	-	-	172,137	382,900
Rental income	29,546	-	-	-	29,546	36,640
Canada Summer Jobs grant	9,866	-	-	-	9,866	30,186
Investment income	-	-	73	812	885	867
Wage subsidy	195,665	-	-	-	195,665	-
	<u>1,484,115</u>	<u>563,609</u>	<u>9,902</u>	<u>8,720</u>	<u>2,066,346</u>	<u>2,283,186</u>
EXPENDITURES						
Salaries and benefits	1,280,963	139,020	-	-	1,419,983	1,265,926
Medical supplies	67,361	-	-	-	67,361	50,637
Occupancy costs	59,427	21,541	11,565	-	92,533	92,356
Repairs and maintenance	46,846	7,275	-	-	54,121	66,832
Office administration	29,695	16,384	-	-	46,079	23,543
Fundraising	31,717	-	4,700	-	36,417	47,257
Advertising and community relations	3,297	-	-	-	3,297	2,813
Professional fees/consulting fees	17,686	-	-	-	17,686	14,392
Rental	-	101,765	-	-	101,765	101,765
Amortization	1,146	1,928	172,919	-	175,993	193,076
Interest and bank charges	4,592	2,289	1,005	-	7,886	11,876
Interest on long term debt	-	-	52,909	-	52,909	53,355
Employee training and education	879	-	-	-	879	4,288
	<u>1,543,609</u>	<u>290,202</u>	<u>243,098</u>	<u>-</u>	<u>2,076,909</u>	<u>1,928,116</u>
SURPLUS (DEFICIT) BEFORE OTHER INCOME	<u>(59,494)</u>	<u>273,407</u>	<u>(233,196)</u>	<u>8,720</u>	<u>(10,563)</u>	<u>355,070</u>
OTHER INCOME (EXPENDITURES)						
Unrealized gain (loss) on investments	-	-	-	(15,209)	(15,209)	9,720
Realized gain (loss) on investments	-	-	-	4,022	4,022	(132)
	<u>-</u>	<u>-</u>	<u>-</u>	<u>(11,187)</u>	<u>(11,187)</u>	<u>9,588</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES	<u>\$ (59,494)</u>	<u>\$ 273,407</u>	<u>\$ (233,196)</u>	<u>\$ (2,467)</u>	<u>\$ (21,750)</u>	<u>\$ 364,658</u>



We can't say **THANK YOU** enough!



Hospice Fredericton receives 40% of our operational funding from the Provincial Government, the remaining 60% is raised through donations and fundraising efforts in our communities. This year, yet again, you have risen to the challenge and helped us ensure we can continue to deliver the end-of-life compassionate care our patients and families deserve!

Monthly Giving is a small way to make a huge difference.

Contact our office at 506-472-1608 or go to www.hospicefredericton.ca/donate and select the monthly giving option. Choose what you can give each month and we will send you a year end tax receipt for the total.



Hospice Fredericton

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