



Hospice Fredericton



Annual Report

2024



July 1, 2023 - June 30, 2024



A Message From Hospice Fredericton



Hospice House has been a cornerstone of compassionate care in Fredericton since opening its doors in April 2016. Over the years, we have welcomed more than 1,200 patients, spent meaningful moments with their families and loved ones, and shared in the legacies of lives well-lived.

Our services have continued to grow and evolve. We now offer a Day Program for individuals with life-limiting illnesses who are not yet ready for Hospice care, providing support tailored to their unique needs. In addition, we've established grief and bereavement programs to create a safe space for loved ones to gather, share stories, and find comfort while learning to cope with their loss.

We've also granted heartfelt wishes, expanded our dedicated volunteer base, increased donations and sales at our Boutique, and created a tranquil space for quiet reflection.

This annual report reflects on the past year: the patients we've honoured, the loved ones we've supported, and the community's extraordinary generosity that enables us to uphold our mission of delivering excellence in end-of-life care and grief and bereavement support.

As you review the impact of Hospice House, we know that none of this would be possible without the unwavering dedication of our incredible staff, the commitment of our volunteers, and the generosity of our donors. To each of you, we extend our heartfelt gratitude—thank you for making our work possible!



Cindy Sheppard

Cindy Sheppard
CEO



Jill Doucett

Jill Doucett
President



Dr. Stephane Paulin

Dr. Stephane Paulin
Medical Director



About Us

Hospice Fredericton is more than a care provider—it's a community.

Our organization encompasses a residential **Hospice**, the **Centre for HOPE**, and the **Hospice Boutique**, each dedicated to supporting individuals and families during life's most challenging moments.

Together, these pillars help us fulfill our mission of compassionate care, providing both vital services and essential fundraising support. Our work is made possible through the dedication of our compassionate staff and the invaluable contributions of our volunteers.

MISSION

Excellence in end-of-life care and grief and bereavement support.

VISION

Hospice Fredericton will have established, sustained, long-term community programs

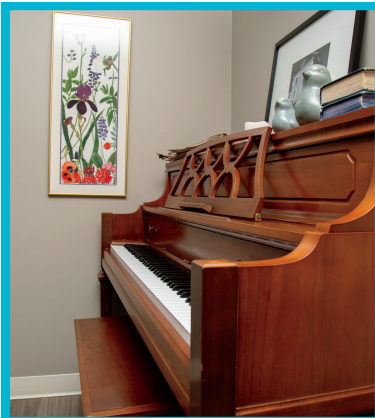
VALUES

- Compassionate Care
- Family Focused
- Dignified
- Community Centred



Hospice House

Hospice House is a 10-bed residential facility offering 24-hour palliative care in a warm, home-like setting. Here, patients and their families are supported by a skilled team of nurses, physicians, and support staff who are dedicated to providing comfort and dignity. Patients can be referred by a physician and admitted from either home or hospital. All admissions are patient-led, ensuring care is centered around the individual's needs and wishes. For families who face challenges with travel, Hospice House also provides rentable rooms, allowing loved ones to remain close during this important time.



Our Facilities

CENTRE FOR HOPE

The Centre for HOPE (Healing, Opportunities, Programs & Education), located on the third floor of Hospice House, is a newly renovated space dedicated to fostering hope and healing for those navigating grief and loss. Made possible through the generous support of the JT Clark Family Foundation and the Windsor Foundation, the Centre provides thoughtfully designed programs and activities that offer opportunities for education, emotional support, and connection.

The Centre for HOPE plays a vital role in patient and family care, offering a welcoming space for families to create meaningful memories together. Whether hosting special events like birthdays or celebrations or providing a place for younger family members to play and create artwork, the Centre fosters connection and comfort during important moments.

Visitors to the Centre for HOPE are welcomed into a warm, supportive environment where they can browse grief resources, consult with knowledgeable staff and volunteers, or participate in scheduled educational and support programs. Whether through a workshop or a quiet moment with a resource, the Centre is a beacon of hope for individuals and families.



HOSPICE BOUTIQUE

The Hospice Boutique is an essential part of our mission, serving as a vibrant social enterprise that supports the operation of Hospice House. Located at 525 Dundonald Street, the Boutique offers an array of high-quality, gently used or new clothing, housewares, collectibles, and much more. Every donated item sold contributes directly to supporting Hospice Fredericton's care programs. In addition, donors receive an income tax receipt for the sale value of their donated items—a reflection of the meaningful impact their contributions have on our mission.





Patient Care



To be eligible for inpatient care at Hospice House, patients must be registered in the provincial palliative program. Admission eligibility is carefully assessed by a palliative care physician, ensuring each patient receives the right level of care at the right time.

Once a referral is received, our admissions team works closely with the patient, their family, and medical partners, such as the Extra-Mural Program (EMP), to coordinate a seamless and compassionate transition to Hospice House. Every step is handled with care and attention, ensuring the process is as smooth and supportive as possible for all involved.

165

Patients Admitted This
Fiscal Year

76%

Cancer Diagnosis

24%

Chronic Diagnosis

52%

Admitted From Home

48%

Admitted From Hospital

49% / 51%

Female / Male

156

Deaths

5

Discharges

2

Memorial Services

1,305 Patients Served Since 2016





Grief & Bereavement



At Hospice Fredericton, we understand that grief is a deeply personal journey, and we are dedicated to offering compassionate support to individuals and families navigating loss. Our grief and bereavement services are designed to meet a variety of needs, providing a safe and supportive environment for healing and connection.

Our dedicated Social Work and Grief & Bereavement Volunteers provide personalized support, offering compassionate guidance tailored to the unique needs of each individual. Whether through peer connection, creative outlets, or one-on-one care, our grief and bereavement services are here to foster hope and healing every step of the way.

GRIEF CALLS

Grief Calls provide compassionate check-ins for the next of kin of patients who have passed away at Hospice House. Made by our Grief and Bereavement Volunteers around three months after a loss, these calls offer support, normalize grief reactions, and share information about available grief programs.

YOGA FOR GRIEF & LOSS

These monthly yoga sessions combine movement, mindfulness, and breathing exercises to support individuals coping with any form of grief. Open to all experience levels, these sessions promote emotional and physical well-being in a safe, calming space.

CREATE & CONNECT

Designed for youth aged 13-18, this monthly peer-based support group helps participants explore grief and loss through creative, arts-based activities. Facilitated by Social Workers and a Local Arts Educator, the program fosters connection, resilience, and understanding among young people facing similar challenges.

GRIEF CAFÉ

The Grief Café provides a welcoming space for individuals to share their experiences of grief in a relaxed and supportive environment. Held monthly, the Café encourages open conversations, connection, and healing among those navigating loss.

6-WEEK SUPPORT GROUP

This group provides a structured and compassionate environment for individuals to navigate grief. Facilitated by trained social workers, participants engage in guided discussions, share experiences, and gain tools to better understand and manage their emotions.

SPECIAL EVENTS

Help & Hope for the Holidays

This special seasonal program supports individuals and families facing grief during the holiday season. Through workshops and resources, participants learn coping strategies and ways to honour their loved ones while finding hope and comfort during a challenging time of year.

COMMUNITY PARTNERS



The Compassionate Friends, the Fredericton Chapter of this international peer support organization holds their monthly meetings in our Centre for HOPE, providing a space for parents who have experienced the loss of a child to connect and support one another.



NB COPES utilized our Centre for HOPE to host their Family Connection Day, furthering their important mission. They are a provincial grief education and support group dedicated to children, youth, and families,





Patient & Family Care



At Hospice Fredericton, we are dedicated to providing holistic care that meets the physical, emotional, and spiritual needs of our patients and their families. Our compassionate team and innovative programs ensure that every individual is supported with dignity and comfort, creating meaningful experiences during life's most challenging moments.

SOCIAL WORK

Our social workers provide emotional support, practical guidance, and resources for patients and families. From navigating complex care decisions to offering grief support, they ensure that no one walks this journey alone.

SPIRITUAL CARE

Spiritual Care provides guidance, comfort, and reflection for patients and families, honoring all faiths and beliefs. In addition to offering a listening ear and meaningful conversations, our Spiritual Care Coordinator fosters relationships with community faith leaders, ensuring every patient has access to support from their chosen faith community during their end-of-life journey.

MUSIC THERAPY

Music Therapy offers patients and families moments of relaxation, connection, and emotional expression. Through personalized sessions, music is used to reduce stress, improve mood, and create meaningful memories.

PET THERAPY

Offered in partnership with Saint John Ambulance, Pet Therapy brings the calming and joyful presence of therapy animals to patients, helping to reduce stress and brighten their days. These special interactions create meaningful moments of connection and comfort, lifting spirits in a powerful way.

MASSAGE THERAPY


Massage Therapy provides gentle, soothing care to help ease physical discomfort and promote relaxation. These tailored sessions, offered every two weeks by Victoria Harris, a Registered Massage Therapist who has been with us since her student days, bring a sense of peace and comfort to our patients during a challenging time.

LEGACY ACTIVITIES

These are typically arts-based, offering patients and their families meaningful ways to connect and create lasting memories together. These activities—such as crafting keepsakes, writing letters, or recording personal stories—celebrate a patient's life while providing cherished mementos for their loved ones to hold onto.

WISHES

Hospice Fredericton works to fulfill special wishes for patients, bringing joy, comfort, and cherished memories. Whether it's a favorite meal, a meaningful celebration, or a quiet request, these moments honour what matters most to our patients.



Hospice Boutique

Since 2015, the Hospice Boutique has been a vital part of supporting the operational costs of Hospice Fredericton, providing a sustainable source of revenue that directly benefits our programs and services.

With 6,500 square feet of "new-to-you" treasures, the Boutique offers a one-of-a-kind shopping experience. Located at 525 Dundonald Street, it is proudly operated by a dedicated team of staff and volunteers who share a passion for giving back to the community.

Every item in our inventory comes from the generous donations of individuals and families in the community. Donations are eligible for tax receipts, adding an extra layer of purpose to your support. When you shop at Hospice Boutique, you're not only discovering unique, tax-free finds—you're also making a meaningful difference by helping us provide compassionate care to those who need it most.



\$1,427,980

Total Sales for Fiscal Year

13,020

Number of Donations made to
the Boutique this Fiscal Year

Volunteers

Volunteers are the heart and soul of Hospice Fredericton, providing the time, energy, and compassion that enable us to fulfill our mission. From assisting with fundraising events and in-home support to helping run the Hospice Boutique, providing kitchen and patient care support, or screening services, our volunteers are always there when we need them most. They are the backbone of our organization, and without their dedication, we simply could not provide the level of care and support our community deserves.



	Hospice Boutique	Hospice House
Number of Volunteers	70	104
Number of Volunteer Hours	11,854	4544



Funding

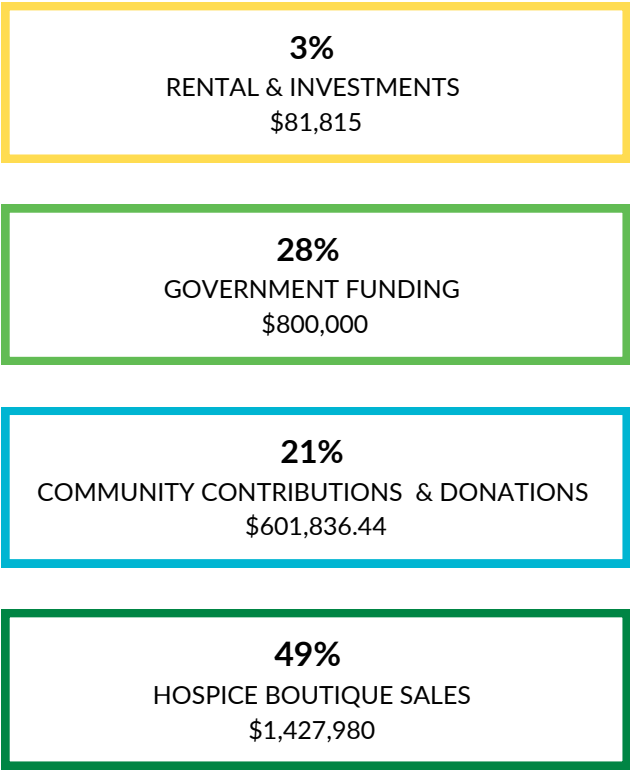
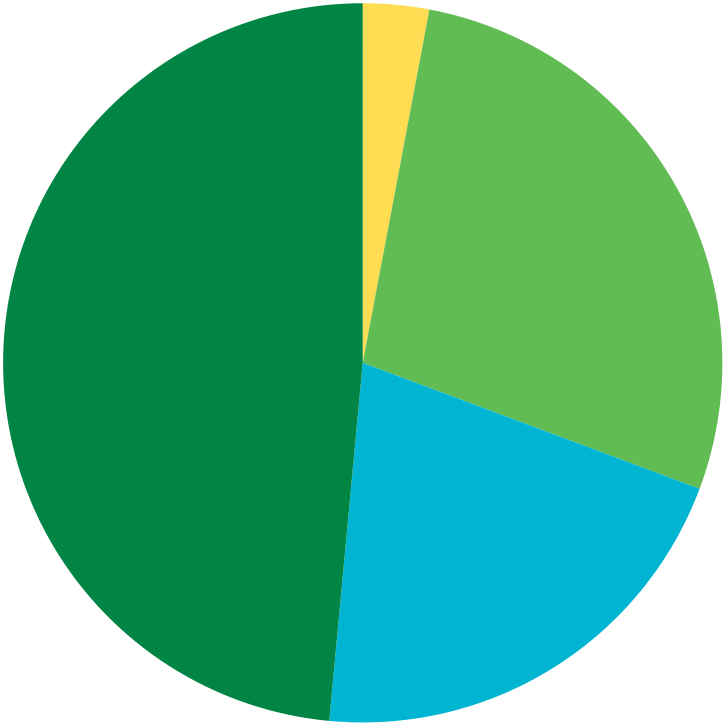


At Hospice Fredericton, our mission is made possible through the generosity of our community and strategic partnerships. Our funding comes from a blend of sources, including government support, fundraising events, donations, grants, and revenue generated by our Hospice Boutique. Each contribution plays a vital role in ensuring we can provide compassionate end-of-life care, grief support, and community programs. With every dollar received, we remain deeply committed to using these resources responsibly to make the greatest impact for those we serve.

Fundraising Highlights



Funding Breakdown





Donations



At Hospice Fredericton, every donation makes a difference. Your generosity allows us to provide compassionate care, vital programs, and meaningful support to individuals and families in our community. There are many ways to give and several funds to which you can direct your gift, ensuring your support goes exactly where you feel it's needed most.

Your Gift Helps Provide:

- Specialized care for palliative patients
- Grief and bereavement support programs for individuals of all ages
- Education and resources for families and caregivers
- Community-focused programs that foster connection and healing

Make A Donation

Giving is easy and can be done in several ways:

ONLINE

Visit our website
www.HospiceFredericton.ca

BY PHONE

506-472-8185

BY MAIL

Hospice Fredericton
621 Churchill Row
Fredericton, NB
E3B 1P5

IN PERSON

Hospice House
621 Churchill Row
Hospice Boutique
525 Dundonald St





Choose Your Impact



When making a donation, you can direct your support to one of the following funds:

General Fund	Provide essential support for the day-to-day operations of Hospice Fredericton, ensuring we can continue to deliver compassionate care and services to our community.
Ilango's Modern Day Saints Fund	Established by Ilango Sivasubramanian, who, along with his father, was a patient at Hospice Fredericton, this fund honors the compassionate care they both received. The fund provides an annual reimbursement for floor staff and nurses to purchase comfortable shoes, supporting their well-being as they continue to provide exceptional care.
Memorial Donations	Celebrate the life of a loved one by making a donation in their memory. Your gift provides meaningful support to Hospice Fredericton while honoring their legacy.
Endowment Fund	Contribute to the future sustainability of Hospice Fredericton by supporting the Endowment Fund. This fund ensures that our mission continues for generations to come.
Capital Fund	Help us maintain and improve our facilities, ensuring that Hospice House and the Centre for HOPE remain welcoming, state-of-the-art spaces for patients, families, and the community.
Annual Appeal	Support our Annual Appeal campaign, which raises vital funds to meet the growing needs of our community and sustain Hospice Fredericton's essential services.
Grief and Bereavement Programs & Services	Ensure that individuals and families navigating loss have access to the resources, programs, and support they need. Your gift directly supports grief and bereavement programs for all ages.





With Gratitude



To our incredible supporters,

Thank you for being an essential part of Hospice Fredericton's journey. Your generosity, compassion, and belief in our mission allow us to provide comfort, dignity, and hope to individuals and families during life's most challenging moments.

Whether you've volunteered your time, donated, participated in an event, or shared our story with others, you have made a meaningful difference in the lives of so many. Together, we are building a community rooted in care and connection, ensuring no one walks this path alone.

We are deeply grateful for your continued support and look forward to making an even greater impact with you in the years to come.

With heartfelt thanks,
The Hospice Fredericton Team



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