



2015 - 2016 ANNUAL REPORT

HOSPICE NORTHWEST

October 17, 2016

Presented at the Annual General Meeting, Hospice Northwest

HOSPICE NORTHWEST
63 CARRIE STREET
THUNDER BAY, ONTARIO
WWW.HOSPICENORTHWEST.CA

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AGENDA
For the Annual General Meeting 2015/2016
Monday, October 17, 2016
7:00 pm – 8:00 pm
Hospice Northwest Office

1. Introductions and opening remarks from Board Chair, Shane Strickland
2. Approval of AGM Minutes of October 5, 2015
3. Approval of Audited Financial Statements for Year Ending March 31, 2016, presented by Bruno Valente, Auditor
4. Appointment of the Auditor for fiscal 2016/2017
5. Board Chair Report, presented by Shane Strickland
6. Nominating Committee Report: presented by Cathy Alex
7. Highlights of 2015/2016 Annual Report
8. New Business



MINUTES OF THE ANNUAL GENERAL MEETING 2014/2015

Monday, October 5, 2015

7:00 pm – 8:00 pm

Hospice Northwest Office

Present: Board Members: Cathy Alex, Robin Cano, Tesa Fiddler, Myrna Letourneau (phone), Jill Marcella, Kathy Kortess-Miller, Katherine Poulin, Shane Strickland, Barb Philp, David Clara
Staff: Joan Williams, Kathleen Buso, Terri Kannegiesser
Volunteers: Lorraine Burton, Guests: Bruno Valente

Regrets: Ron Woit

1. Introductions and opening remarks from Board Chair, Kathy Kortess-Miller
2. Approval of AGM Minutes of October 20, 2014
Moved: Barb Philp
Seconded: Tesa Fiddler
3. Approval of Audited Financial Statements for Year Ending March 31, 2015, presented by Bruno Valente, Auditor
Moved: Cathy Alex
Seconded: Katherine Poulin
4. Appointment of the Auditor for fiscal 2015/2016
Moved: Shane Strickland
Seconded: Jill Marcella
5. Board Chair Report, presented by Kathy Kortess-Miller
6. Nominating Committee Report: presented by Cathy Alex. Motion to approve the slate of officers
Moved: Tesa Fiddler
Seconded: Cathy Alex
7. Report from Regional Representative, Myrna Letourneau
8. Highlights of 2014/2015 Annual Report
9. New Business – no new business
10. Adjournment at 8:20

HOSPICE NORTHWEST
FINANCIAL STATEMENTS MARCH 31, 2016

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D. Bruno Valente

Chartered Accountant

Chartered Professional Accountant

INDEPENDENT AUDITOR'S REPORT

To the Members of Hospice Northwest

I have audited the accompanying financial statements of Hospice Northwest which comprise of the statement of financial position as at March 31, 2016 and the statement of operations, statement of changes in net assets and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not for profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. Except as explained in the following paragraph I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform an audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for a qualified audit opinion.

Basis for Qualified Opinion

In common with many non-profit organizations, Hospice Northwest derives revenue from donations and fundraising, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, my verification of these revenues was limited to the amounts recorded in the records of the organization and I was not able to determine whether any adjustments might be necessary to revenue, excess of revenue over expenses, assets, and net assets.

Qualified Opinion

In my opinion, except for the effect of adjustments, if any, as described in the preceding paragraph, the financial statements present fairly, in all material respects, the financial position of Hospice Northwest as at March 31, 2016 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not for profit organizations.

Thunder Bay, Ontario
June 24, 2016
Licensed Public Accountant

Chartered Accountant
Chartered Professional Accountant

HOSPICE NORTHWEST**STATEMENT OF FINANCIAL POSITION**

As at March 31

2016

2015

	Lottery Trust	General	Total	Total
ASSETS				
Current				
Cash	\$2,988	\$ 74,548	\$ 77,536	\$ 55,155
Short term investments (Note 1)	-	31,434	31,434	31,390
Accounts receivable (Note 2)	116	28,509	28,625	31,259
Inventories (Note 3)	-	9,046	9,046	9,438
Prepaid expenses (Note 4)	238	5,346	5,584	5,646
Due from general fund	7,568	-	7,568	7,024
	\$ 10,910	\$ 148,883	\$ 159,793	\$ 139,912
LIABILITIES				
Current				
Bank overdraft	\$ -	\$ -	\$ -	\$ 1,070
Accounts payable and accrued liabilities (Note 5)	-	18,745	18,745	18,326
Deferred contributions (Note 6)	-	20,668	20,668	18,400
Due to lottery trust fund	-	7,568	7,568	7,024
	-	46,981	46,981	44,820
NET ASSETS				
Restricted	10,910	31,234	42,144	38,357
Unrestricted	-	70,668	70,668	56,735
	10,910	101,902	112,812	95,092
	\$ 10,910	\$ 148,883	\$ 159,793	\$ 139,912

Approved on behalf of the Board of Directors

Director

Director

HOSPICE NORTHWEST**STATEMENT OF OPERATION**

Year ended March 31	2016	2015
Revenues		
Grant, North West Local Health Integration Network	\$ 198,731	\$ 198,731
Grant, United Way	30,000	32,685
Grant, Northern Ontario Heritage Fund	25,641	27,383
Grant, Hospice Palliative Care Ontario	7,200	-
Donations, United Way - Donor designated	1,050	1,526
Donations, General	63,383	70,586
Lottery income	7,255	5,738
Fundraising and miscellaneous revenue	19,579	31,204
Interest income	43	142
Lakehead University	2,437	2,437
City of Thunder Bay	-	3,670
Ontario Trillium Foundation	27,656	13,800
Youth Employment Services	4,180	4,312
Rent	670	2,903
Thunder Bay Foundation	2,500	8,100
Property tax rebate	6,201	-
	396,526	403,217
Expenditures		
Board meetings and development	1,289	3,962
Fundraising	10,374	11,719
Insurance	3,546	4,062
Memberships, books and subscriptions	900	1,307
Office equipment and maintenance	3,054	1,758
Office supplies	14,729	13,078
Postage	1,720	1,232
Professional development - Staff	905	1,698
Professional development - Volunteer	7,278	12,614
Professional fees	6,200	6,200
Purchased services	8,760	8,853
Public awareness and program costs	18,893	24,975
Rent and utilities	19,949	19,783
Telephone	3,033	2,975
Travel	10,526	17,481
Ontario Trillium Foundation	25,862	15,594
Wages and employee benefits	241,788	249,673
	378,806	396,964
Excess of revenues over expenditures	\$ 17,720	\$ 6,253

HOSPICE NORTHWEST**STATEMENT OF CHANGES IN NET ASSETS**

Year ended March 31				2016	2015
	Reserve for Working Capital	Restricted Lottery trust (Schedule B)	General (Schedule A)	Excluding reserve for working capital Total	Excluding reserve for working capital Total
Balance , beginning of year	\$ 31,234	\$ 7,123	\$ 56,735	\$ 63,858	\$ 57,605
Excess of revenue over expenditures for the year	-	3,787	13,933	17,720	6,253
Balance , end of year	\$ 31,234	\$ 10,910	\$ 70,668	\$ 81,578	\$ 63,858

HOSPICE NORTHWEST**STATEMENT OF CASH FLOWS**

Year ended March 31	2016	2015
Operating activities		
Excess of revenues over expenditures	\$ 17,720	\$ 6,253
(Increase) decrease in accounts receivable	2,634	7,689
(Increase) decrease in inventories	392	(263)
(Increase) decrease in prepaid expenses	62	787
Increase (decrease) in accounts payable and accrued liabilities	419	(6,466)
Increase (decrease) in deferred contributions	2,268	7,000
Net cash increase during the year	23,495	15,000
Cash position, beginning of year	85,475	70,475
Cash position, end of year	\$ 108,970	\$ 85,475
Represented by		
Cash	\$ 74,548	\$ 55,155
Cash - Lottery	2,988	(1,070)
Short term investments	31,434	31,390
	\$ 108,970	\$ 85,475

HOSPICE NORTHWEST

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Year ended March 31, 2016

Nature and purpose

Hospice Northwest is a registered charity with the objective to encourage and support the development of palliative care volunteer programs in communities of the District of Thunder Bay.

Basis of accounting

These financial statements are prepared in accordance with Canadian accounting standards for not-for-profit organizations.

These financial statements were prepared using the accrual basis of accounting. The accrual basis recognizes revenues as they become available and measurable; expenditures are recognized as they are incurred and measurable as a result of receipts of goods or services and the creation of a legal obligation to pay.

Revenue Recognition

The organization follows the deferral method of accounting for contributions. Contributions are recognized as revenue when received or receivable if the amount to be received can be reasonable estimated and collection is assured.

Investment income is recognized as revenue when earned.

Deferred contributions

Deferred contributions result from certain revenues being allocated to match expenditures to be incurred in future years. As at March 31, 2016, \$20,668 has been deferred in the accounts of the organization. As at March 31, 2015 \$18,400 has been deferred in the accounts of the organization.

Inventories

Inventory pertaining to fundraising is valued at the lower of cost and net realizable value. Cost is determined on an average invoice price basis.

Capital Assets

Capital assets consist primarily of office equipment, computer equipment and leasehold renovations. Capital expenditures are expensed in the year incurred. In fiscal 2016, \$2,218 was expensed to office equipment and maintenance. In fiscal 2015, \$1,440 was expensed to office equipment and maintenance.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**Year ended March 31, 2016**

Financial Instruments*Measurement of financial instruments:*

The organization initially measures its financial assets and liabilities at fair value. It subsequently measures all its financial liabilities at amortized cost.

Financial assets measured at amortized cost include cash and accounts receivable.

Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

Impairment:

Financial assets measured at amortized cost are tested for impairment when there are indicators of possible impairment. The amount of the write-down is recognized in net income. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously

Contributed services

A number of people have contributed significant amounts of time to the activities of the Organization without compensation. The fair value of these contributed services is not readily determinable and, as such, is not reflected in these financial statements.

Donations of Voluntary Travel

The organization incurs travel expenses by volunteers totaling \$9,164 in fiscal year 2016 (2015 - \$15,607).

In fiscal year 2016 \$8,165 (2015- \$15,607) was donated by the volunteers and recorded in donations general.

Leases

All leases are classified as operating. Rental payments are expensed as incurred.

Cash Equivalents

Cash and cash equivalents consist of cash on hand, bank accounts, and term deposits.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**Year ended March 31, 2016**

Use of Estimates

The preparation of these financial statements in conformity with Canadian accounting standards for not-for-profit organization requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reported period.

Accounts receivable are stated after evaluation as to their collectability and an appropriate allowance for doubtful accounts is provided where considered necessary.

Provisions are made for slow moving and obsolete inventory.

Accounts payable and accruals are estimated based on historical charges for unbilled goods and services at year end.

These estimates and assumptions are reviewed periodically and, as adjustments become necessary they are reported in earnings in the years in which they become known.

NOTES TO FINANCIAL STATEMENTS**Year ended March 31, 2016**

1. Short-term investments

	<u>2016</u>	<u>2015</u>
Term deposit earning interest at 0.10% maturing April 2016	\$ 12,062	\$ 12,045
Term deposit earning interest at 0.10% maturing April 2016	<u>19,372</u>	<u>19,345</u>
	<u>\$ 31,434</u>	<u>\$ 31,390</u>

2. Accounts receivable

	<u>2016</u>	<u>2015</u>
Interest receivable	\$ 2	\$ 3
United Way of Thunder Bay	7,500	7,500
Harmonized sales taxes receivable	5,021	17,823
Lakehead University	2,437	2,437
Harmonized sales taxes receivable - lottery	116	544
Northern Ontario Heritage Fund	10,489	-
Youth Employment Services	1,260	2,952
Hospice Palliative Care Ontario	1,800	-
	<u>\$ 28,625</u>	<u>\$ 31,259</u>

3. Inventories

	<u>2016</u>	<u>2015</u>
Ornaments	\$ 6,535	\$6,880
Books	2,511	2,558
	<u>\$9,046</u>	<u>\$9,438</u>

HOSPICE NORTHWEST**NOTES TO FINANCIAL STATEMENTS****Year ended March 31, 2016**

4. Prepaid expenses

	2016	2015
	<hr/>	<hr/>
Hike for Hospice raffle license	\$ 90	\$ -
Insurance	2,903	2,578
Memberships	780	780
Rent	1,663	1,663
Lottery expenses	148	625
	<hr/>	<hr/>
	\$ 5,584	\$ 5,646

5. Accounts payable and accrued liabilities

	2016	2015
	<hr/>	<hr/>
Trade	\$ 13,050	\$ 10,600
Payroll and withholding taxes	5,695	7,726
	<hr/>	<hr/>
	\$ 18,745	\$ 18,326

6. Deferred contributions

	2016	2015
	<hr/>	<hr/>
Hike for Hospice	\$ 9,150	\$ 5,600
Thunder Bay Community Foundation	-	5,600
John Andrews Foundation	1,250	-
Ontario Trillium Foundation	544	7,200
Tbaytel	5,000	-
Realtor's Care	4,724	-
	<hr/>	<hr/>
	\$ 20,668	\$ 18,400

NOTES TO FINANCIAL STATEMENTS**Year ended March 31, 2016**

7. Statement of financial position - Lottery

	2016	2015
Assets		
Cash	\$ 2,988	\$ -
Accounts receivable	116	544
Prepaid expenses	238	625
Due from general fund	7,568	7,024
	\$ 10,910	\$ 8,193
Liabilities		
Bank overdraft	\$ -	\$ 1,070
Net Assets	10,910	7,123
	\$ 10,910	\$ 8,193

8. Capital disclosure

The Organization considers its capital to be the balance retained in net assets, which is generally the difference between its assets and its liabilities as reported on its balance sheet.

The Organization's objectives when managing capital are to safeguard its ability to continue as a going concern so that it can continue to provide delivery of its services to the members. Management maintains its capital by ensuring contributions and fundraising are adequate to cover operating costs of the Organization, and actively monitoring operational results.

9. Net assets

As is common in organizations of this type, funding is typically granted for specific purposes to be expended within certain periods. Failure to expend the funds as agreed upon could result in demand for repayment by funding agencies. The net assets contains amounts which are subject to review by the funding agencies subsequent to the year-end and thus may be repayable at a later date. Repayments made will be booked in the year of repayment and not applied retroactively. During the year 2016 and 2015, no money was repaid to any funding agencies.

NOTES TO FINANCIAL STATEMENTS**Year ended March 31, 2016**

10. Endowment

In the fiscal year ending March 31, 2011 the Board of Directors approved an Endowment payment of \$10,000 (maximum allowable investment is \$20,000) to be invested with the Thunder Bay Foundation. An additional \$1,500 was donated to the Endowment by way of specific donations. Under the terms of the agreement the amount invested was matched by the Thunder Bay Foundation.

These funds are not returned to the organization but are invested in perpetuity. At the discretion of management the investment income is either paid out to the organization or reinvested. In the fiscal years 2016 and 2015 the monies were reinvested.

11. Restricted amounts

Program revenues totaling \$198,731 from the North West Local Health Integration Network , \$30,000 from the United Way, and \$27,656 from the Ontario Trillium Foundation are restricted to the terms of the agreements with those agencies and are to be expended only on approved program costs.

12. Financial instruments

The organization, as part of its operations, carries a number of financial instruments. It is management's opinion that the organization is not exposed to significant interest, currency, credit, liquidity or other price risks arising from these financial instruments except otherwise disclosed.

Fair Value

The carrying values of cash, short term investments, accounts receivable and accounts payable approximate their fair value due to their short term nature.

Currency and interest risks

Unless otherwise noted, it is management's opinion that the Organization is not exposed to significant interest or currency risk arising from financial instruments.

Credit risk

Credit risk is the risk of financial loss to the Organization if client, the funder or counter- party to a financial instrument fails to meet its contractual obligations, and arises principally from the Organization's receivables. The Organization does not believe it is subject to any significant concentrations of credit risk related to accounts receivable.

HOSPICE NORTHWEST**NOTES TO FINANCIAL STATEMENTS****Year ended March 31, 2016**

13. Economic dependence

Approximately 50% (2015 - 49%) of the organization revenue is recieved from the North West Local Health Integration Network. Approximately 8% (2015 - 8%) from the United Way of Thunder Bay. The continuation of this organization is dependent on this funding or its replacement under similar terms.

HOSPICE NORTHWEST**SCHEDULE A - OPERATIONS GENERAL**

Year ended March 31	2016	2015
Revenues		
Grant, North West Local Health Integration Network	\$ 198,731	\$ 198,731
Grant, United Way	30,000	32,685
Grant, Northern Ontario Heritage Fund	25,641	27,383
Grant, Hospice Palliative Care Ontario	7,200	-
Donations, United Way - Donor designated	1,050	1,526
Donations, General	63,383	70,586
Fundraising and miscellaneous revenue	19,463	30,999
Interest Income	43	142
Lakehead University	2,437	2,437
City of Thunder Bay	-	3,670
Ontario Trillium Fund	27,656	13,800
Youth Employment Services	4,180	4,312
Rent	670	2,903
Thunder Bay Foundation	2,500	8,100
Property tax rebate	6,201	-
	389,155	397,274
Expenditures		
Board meetings and development	1,289	3,962
Fundraising	7,414	7,902
Insurance	3,546	4,062
Memberships, books and subscriptions	900	1,307
Office equipment	3,054	1,758
Office supplies	14,558	12,057
Postage	1,720	1,232
Professional development - Staff	905	1,698
Professional development - Volunteer	6,954	12,614
Professional fees	6,200	6,200
Purchased services	8,760	8,853
Public awareness and program costs	18,764	24,016
Rent and utilities	19,949	18,121
Telephone	3,033	2,975
Travel	10,526	17,481
Ontario Trillium Fund	25,862	15,594
Wages and employee benefits	241,788	245,465
	375,222	385,297
Excess of revenues over expenditures	13,933	11,977
Balance, beginning of year	56,735	44,758
Balance, end of year	\$ 70,668	\$ 56,735

HOSPICE NORTHWEST**SCHEDULE B - OPERATIONS OF LOTTERY TRUST**

Year ended March 31	2016	2015
<hr/>		
Revenues		
Lottery revenue received	\$ 7,255	\$ 5,738
<hr/>		
Lottery Expenditures		
Administrative and management fees	1,671	2,252
Licenses	567	430
Ticket costs	722	1,135
	<hr/> 2,960	<hr/> 3,817
<hr/>		
Net Lottery Proceeds	4,295	1,921
Harmonized sales tax rebate	116	205
	<hr/>	<hr/>
Net amount to cover expenses	4,411	2,126
<hr/>		
General Expenditures		
Bank charges	4	-
Grief Group Consultants	-	728
Harmonized sales tax paid	167	293
Hike fundraising	324	-
Rent office	-	1,662
Public awareness	129	959
Wages and employee benefits	-	4,208
	<hr/> 624	<hr/> 7,850
<hr/>		
Excess (deficiency) of revenues over expenditures	3,787	(5,724)
Balance, beginning of year	7,123	12,847
	<hr/>	<hr/>
Balance, end of year	\$ 10,910	\$ 7,123

HOSPICE NORTHWEST ANNUAL REPORT FROM THE CHAIR

It is my pleasure to provide this annual report marking the end of the first year of my term as Chair of the Board of Directors of Hospice Northwest. The learning curve has been steep but through the support of the past Chair, Kathy Kortes-Miller, and all members of the Board I believe it has been a successful year for Hospice Northwest and I am honoured to work with an organization that supports people at the end of life while also maintaining active participation in health care system change discussions across the region and province. I commend the dedication and hard work of our Executive Director, Joan Williams, as well as the amazing Hospice Northwest staff without whom this organization would not be as vibrant and successful in serving the needs of our community.

The Board has faced some system level challenges that have required significant investment of time and energy of all Board members as Hospice Northwest anticipates changes to how end-of-life service delivery may be organized across Northwestern Ontario. The Board remains committed to the core values of Hospice Northwest and uses these values to centre all of our discussions and decisions. We face every increasing demands with limited budgets, increasing need for services, and understanding of the 'shifting sands' for the landscape of palliative care relative to health care system reorganization. As a Board we are aligning ourselves with likeminded partners within the system as we seek to ensure that the voice of Hospice Northwest is heard. The Board is committed to being progressive, creative, and diligent in our decision making processes to ensure our continued efforts are based on the best available information to ensure positive outcomes for those Hospice Northwest serves, its volunteers, its staff, and the community.

The Board appreciates the hard work and commitment of our fellow outgoing Board members over the past year as well as those completing their terms. Outgoing members include Jill Marcella and Robin Cano whose positive contributions to Board discussions and decision making processes have been invaluable. At this Annual General Meeting both Myrna Letourneau and Tesa Fiddler have completed their tenure and are commended for their dedication and efforts in supporting the successful activities of Hospice Northwest as well as their positive guidance and contributions to the Board. We welcomed Scott McCormack back to the Board this past year bringing a wealth of previous Hospice Northwest Board experience as well as a positive, bright and insightful mind. The board extends its appreciation to both Cathy Alex and Kathy Kortes Miller for accepting its request that they serve an additional year. This year's AGM also sees Debbie Escott return to the Board and Michelle Brunet as a new edition. The Board is very excited about the depth and breadth of the knowledge and experiences that each of its members offers and looks forward to meeting the challenges of an ever-changing health care landscape.

In the upcoming year the Board will continue with the challenging work of ensuring that Hospice Northwest provides leadership in the provision of compassionate end-of-life

companionship across the region. The Board will continue to support the Executive Director and staff of Hospice Northwest in their efforts as well as being actively engaged in dialogue with community partners and the Local Health Integration Network advocating for positive health care system changes and appropriate integration of services. Hospice Northwest must continue to provide essential and unique end-of-life services within our communities.

The Board extends its sincerest thanks to all of the volunteers of Hospice Northwest for their dedication and commitment to providing compassionate, client directed support at the end-of-life. The personal contribution made by our volunteers to help clients live as fully as possible until death is commendable, and the Board is humbled by the efforts of all Hospice Northwest volunteers.

This past year has been a very exciting, and at times a very trying time, as the Board attempts to navigate the ever changing landscape of the health care system in Northwestern Ontario. It is imperative that the Board continues to concentrate on how to best sustain Hospice Northwest through the processes of possible integration being examined by the Local Health Integration Network. The Board values the contribution of Hospice Northwest within palliative care, the community, and the important work Hospice Northwest is engaged in. It has been both a privilege and honour to serve on the Board of Hospice Northwest.

Respectfully Submitted,

A handwritten signature in black ink, appearing to be 'SS' followed by a large, sweeping oval flourish.

Shane Strickland,
Board Chair

NOMINATING COMMITTEE REPORT

October 17, 2016

- Cathy Alex has accepted the board's request to serve an additional year
- Kathy Kortess Miller has accepted the board's request to serve an additional year
- Michelle Brunet has accepted a nomination for her first three year term
- Debbie Escott has accepted a nomination for her first three year term
- Scott McCormack accepted the board's request to join the board in 2016

Submitted by Cathy Alex, Chair of Nominating Committee

TERMS OF OFFICE FOR THE HOSPICE NORTHWEST BOARD OF DIRECTORS

NOMINATED AT THE AGM OCTOBER 17, 2016

<i>Name of Board Member</i>		<i>Years of Service in 2016/17</i>
1	Cathy Alex	Additional year at request of board
2	Michelle Brunet	1 st year of 1 st term
3	David Clara	2 nd year of 1 st term
4	Debbie Escott	1 st year of 1 st term
5	Scott McCormack	2 nd year of 1 st term
6	Kathy Kortess-Miller	Additional year at request of board
7	Barb Philp	3 rd year of 1 st term
8	Katherine Poulin	1 st year of 2 nd term
9	Shane Strickland	3 rd year of 1 st term
10		

EXECUTIVE DIRECTOR'S ANNUAL REPORT FOR 2015/2016

This narrative report covers the twelve month period since our last AGM, from October 2015 to September 2016. The statistical information, as with the audited financial statements, is specific to the fiscal year ending March 31, 2016.

Highlights of 2015/16:

Website: The major highlight of this year is the completion of the new corporate website, funded by Ontario Trillium Foundation. All staff worked together though the project was led by our talented Communications Coordinator who worked directly with the developers. The result is an easy to navigate website which will appeal to the general public and health care providers alike. The “Final Wishes” online planning tool evolved into a module called “Don’t Duck the Conversation” which is intended as a companion piece to the national “Speak Up” campaign, for Advance Care Planning.

Don’t Duck the Conversation: In order to facilitate the promotion and registration of the 2016 Hike for Hospice, a ‘soft launch’ of our newly developed website occurred in mid April 2016, while a more publicly promoted launch has been put on hold until the Don’t Duck the Conversation Personal Planning Guide is completed. The publication of the guide was delayed by several months, as it went through a stringent editing process in order to ensure it was compliant with the Ontario legal framework for Advance Care Planning. The guide was reviewed and approved by Hospice Palliative Care Ontario's Health Care Consent and Advance Care Planning Community of Practice team, who will acknowledge the guide and post it on the Speak Up Ontario Repository of Best Practices as an example for others across the province.

Die-alogues: “Die-alogues” is our series of public education events which are designed to stimulate conversations about death and dying, to help reduce the discomfort commonly felt in such conversations. The Don’t Duck the Conversation guide will be the theme for an upcoming Die-alogues event as well as being featured on our website. Since its launch in 2014, Hospice Northwest has hosted two community Die-alogues presentations (Bucket Lists, May 2014 and Social Media and Death, June 2016) and one Die-alogues event in September 2014 which was designed specifically for our palliative care volunteers. A pop-up version of Die-alogues was presented at the Northwestern Ontario Palliative Care Conference in

November 4, 2014 and the Die-alogues concept was introduced to a larger audience by Kathy Kortess-Miller at the Hospice Palliative Care Ontario Conference in Toronto in April 2015, resulting in the concept being adopted by a number of other hospice organizations around the country.

Two new community Die-alogues events are being planned for the coming months. The Don't Duck the Conversations themed Die-alogues is tentatively scheduled for November 2016 while in March 2017 we hope to offer a 2 part Die-alogues event on the theme of Palliative Care for the Homeless, with guest speaker Dr. Naheed Dosani, aimed at both the general public and a more clinically oriented, inter-professional audience.

Human Resources: Stability and continuity are strong at Hospice Northwest, with 2016 marking over eight years that our three core staff have worked together as a team. Our good fortune with the Northern Ontario Heritage Fund Corporation Internship program also continues. One internship concluded in May 2016 and a new Intern was hired in July. This position is responsible for data entry to for accurate reporting purposes, assistance with fundraising campaigns and promotional displays throughout the community. We currently also have a clerical assistant working two days a week to ensure that all volunteer files and records are complete and up to date. We continue to apply the client service standards that form the basis of the accreditation format by Hospice Palliative Care Ontario (HPCO)

Strategic Directions: As the board and staff navigate the changing landscape of health care at both the regional and provincial levels, some priorities and planned activities have shifted. After considerable deliberation it was decided to put HPCO's Governance and Client Services Accreditation audit on hold until we have increased assurance that Hospice Northwest will continue to be the provider of hospice volunteer services in the city and District. A pilot project to improve the referral process in Long Term Care has also been put on hold pending clarification of how the LHIN Blueprint agenda will impact our organization.

Funding Sources: The Northwest Local Health Integration Network continues to provide the majority of our funding, though the funding level has been frozen since 2011. Our request for additional funding for the year 2016/17 was not granted, and our operating costs now exceed revenues, though this will depend on fundraising results. The United Way of Thunder Bay is our other one source of operational funds.

Client Services Data: Overall client numbers are very similar this year but some changes in referral patterns are of interest. Decreases in referrals occurred from the

CCAC, likely due in part to the termination of the COPD pilot project, and in St. Joseph's Care Group, where a reduction in the social work staff has likely resulted in fewer referrals. Referrals in the "Family, Friends and Self" category are 32% higher than last year, indicating that our promotional efforts to the general public may be paying off. Grief and Bereavement client services in Thunder Bay have increased by 44% and clients served in our regional programs increased by 50%. Demographic characteristics of our clients have not changed substantially, except in diagnosis, since clients with a cancer diagnosis dropped to 23.5%, while clients with COPD and CHF increased to 74%.

Ministry direction given for the first time this year has altered our way of recording both individual and group sessions. Individual sessions are restricted to one visit per day, regardless of how many activities or different volunteer sessions, occur. The number of group sessions and participants is reported, but not the number of volunteers or the duration of the session. A new target of 5000 sessions for 2015/16 was agreed upon verbally with LHIN staff but this has not yet been confirmed by the Multi Service Accountability Agreement (M-SAA)

Respectfully Joan Williams,

A handwritten signature in dark ink, appearing to read "Joan Williams". The signature is written in a cursive, flowing style.

Executive Director Joan Williams, Executive Director

HOSPICE NORTHWEST ANNUAL STATISTICS 2014/2015

April 1 - March 31						
	2010/11	2011/12	2012/13	2013/14	2014/2015	2015/16
Total New Referrals						
Note: some clients fall into several categories	177	186	209	195	198	198
New Palliative Referrals	163	159	179	152	170	164
New Grief and Bereavement Referrals	16	27	30	27	28	34
Clients Carried Over from Previous Year	155	152	140	166	155	173
TOTAL CLIENTS	332	338	349	347	353	371
No. of Deaths/Discontinued	180	198	183	172	180	211
No. OF CLIENTS/YEAR END	152	140	152	175	173	160

ORIGIN OF REFERRALS	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Family/Friends/Self	90	95	102	99	95	123
Physicians	4	3	2	4	2	4
Nursing Agencies: VON, Comcare, Bayshore, etc.	16	12	10	6	14	14
Community Care Access Centre	45	46	51	59	66	46
Long-Term Care	56	63	69	78	70	55
St. Joseph's Care Group	53	43	49	37	56	44
TBRHSC/Cancer Centre	27	39	25	22	24	20
Hospital Nursing Staff/Social Workers (including Regional Hospitals)	24	27	31	24	24	38
Community Health Centres	10	6	6	8	3	7
Other	7	4	4	10	19	20
Total	332	338	349	347	364	371

CLIENTS BY PROGRAM	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Regional Program	83	76	88	75	72	108
Thunder Bay Palliative Program	227	225	229	242	262	214
Thunder Bay Bereavement Support	29	42	39	38	36	52
Total (Note: some clients fall into several categories)	339	343	356	355	370	371

LHIN Contractual Requirements						
Performance Target for Individuals Served	260	260	260	265	300	310
Acceptable Range of Individuals Served	221-299	221-299	221-299	221-299	240-360	248-372

CLIENT DEMOGRAPHICS 2015/2016

Client Information	2010/2011	2011/2012	2012/13	2013/14	2014/15	2015/16
GENDER: Male	118	119	129	122	137	143
Female	214	219	220	225	227	228
AGE: 1 - 20 years	0	0	2	1	1	0
21 - 40 years	2	5	9	6	8	7
41 - 55 years	22	28	23	18	25	29
56 - 65 years	34	48	39	35	39	48
66 - 75 years	59	53	71	47	52	55
75 + years	201	201	198	231	231	232
Not Reported	14	3	7	9	8	1
	332	338	349	347	364	371
PALLIATIVE CLIENT DIAGNOSIS:						
Cancer	116 (38%)	112 (37%)	96 (31%)	98 (31.5%)	105 (32%)	74 (23.5%)
Other (COPD, CHF, ALS, HIV, Alzheimer's)	187 (62%)	153 (51%)	184 (59%)	200 (64%)	211 (64.5%)	237 (74%)
Unknown	0	35 (12%)	31 (10%)	14 (4.5%)	12 (3.5%)	8 (2.5%)
Total Palliative Clients	303	300	311	312	328	319
Bereavement Clients	29 (9% of total clients)	38 (11.3% of total clients)	38 (11% of total clients)	34 (10% of total clients)	36 (10% of total clients)	52 (16.5% of total clients)
Total Clients	332	338	349	347	364	371

HOSPICE NORTHWEST VOLUNTEER SESSIONS 2015/2016

	2011/2012	2012/2013	2013/2014	2014/15	2015/2016
No. of Thunder Bay Volunteers	189	201	165	177	173
No. of Regional Volunteers	66	57	63	72	70
Total No. of HNW Volunteers	255	258	228	249	243
TOTAL VOLUNTEER SESSIONS	8589	9661	8411	11441	6125
Non-Client	270	443	1114	479	535
Total Session Summary	8859	10104	9525	11881	6660
Additional Sessions/Hours (not captured in last LHIN report)					278 Sessions
					617.25 Hours
LHIN Contractual Requirements					
Performance Target for No. of Sessions	6800	7000	7850	7850	5000
Acceptable Range of No. of Sessions	6460-7140	6650-7350	7458-8243	7458-8243	Not yet determined

Breakdown of 2015/2016 Volunteer Sessions and Hours	Hours	Sessions
Client Related Admin Work	143	104
Non-Client Admin Work (meetings, receipting, etc.)	167	157
Volunteer Support Services (support meetings, etc.)	168	99
Regional Public Events/Fundraising	282.5	175
Total Admin Work	760.5	535
Hearts and Hope Group Preparation	28	9
Hearts and Hope Grief Group Sessions	38	19
One-to-One Bereavement Support	645	429
Grief and Bereavement Totals	711	457
Individual One-to-One Support Sessions (Community, LTC and Hospital Visiting)	5869.5	3493
Regional Individual Client Sessions	2279	1466
Regional Group (Client) Sessions	746	709
Palliative Support Totals	8894.5	5668
Total Volunteer Hours and Sessions	10,366	6660

MANAGER OF CLIENT & VOLUNTEER SERVICES' AGM REPORT

October 17, 2016

Submitted by: Terri Kannegiesser

Recruitment Campaign/Training

We began the 2015/16 fiscal year with 177 volunteers in Thunder Bay and 72 in the Region. By March 31, 2016, there were 173 in Thunder Bay and 70 in the Region. Thunder Bay and Geraldton participated in the training program that was held at Contact North. All sessions were videoconferenced and recorded then placed on the Hospice Northwest website for future access.

Eighteen recruits signed on as volunteers following the 2015 raining program. This group is comprised of people still employed along with several retirees.

Volunteer Recognition Program

Susan Raynak was the recipient of the City of Thunder Bay's Good Citizen Award and Larry Dicks was the recipient of the Hospice Palliative Care Ontario's June Callwood Award.

Volunteer Support Program

The annual Wine and Cheese social was held on June 23, 2015 in conjunction with an acknowledgement of appreciation to all those who donated recently to Hospice Northwest, including our Hike for Hospice sponsors.

New volunteer, Diana Bockus, assisted in the coordination of monthly Volunteer Support Meetings. In February, Detective Constable Diane MacLaurin spoke to the group about Elder Abuse and in March, David Nagy spoke about connecting with a client's spirit/soul.

External Committees

I continue to be a member of the Caregivers Support Committee and the North West Dementia Network.

Professional Development

I was very fortunate to have the opportunity to participate in the curriculum development of the new HPCO online volunteer training program. This new format will be available to train new volunteers and to provide a refresher course to our existing volunteers. In April, I attended the annual HPCO Conference in Toronto where the new training format was unveiled.

Hospice Northwest Events

The 2015 Christmas Luncheon was held on December 15th in the Georgian Room at St. Joseph's Heritage.

The annual Hearts and Hope Candlelight Memorial Service was held at the Lakehead Unitarian Fellowship on December 8, 2015.

COMMUNICATIONS COORDINATOR'S REPORT

Submitted by Kathleen Buso, October 17, 2016

FUNDRAISING INITIATIVES

Hospice Northwest did very well with fundraising initiatives during the 2015/2016 fiscal year. Approximately \$52,000 was raised in net profits through the following fundraising events, third-party fundraisers, and major one-time donations:

Fundraising events for the 2015/16 period:

- May 2015 – **4th Annual Hike for Hospice** raised over \$47,800, with a net profit of over \$43,600
- May 2015 – **United Way Billboard Rescue** - \$3173
- April 2015 – March 2016 – **Wings of Remembrance Ornament Sale** - gross sales of \$8700
- LCBO Tag Days – we were not successful in our application for this program in 2015
- January 2016 – **Italian Hall Spaghetti Supper Fundraiser** - \$650
- 2015/16 – **Trinity United Church, Outreach Partner Donation** - \$560

Fundraising events to date in 2016/17

- May 2016 – **6th Annual Hike for Hospice** raised almost \$ 58,600, with an additional \$25,000 worth of prizes, food and services donated. Net profit was \$53,600
- May 2016 – **United Way Billboard Rescue** – HNW did not participate in Billboard this year

Our future fundraising events will be a continuation of our most successful ventures to date:

1. **Wings of Remembrance Ornament Sale** – this sale continues to be a very well-received fundraising and awareness building initiative and will be continued in the 2016/17 year, with the campaign launched in mid-November 2016. This year, we have added an additional ornament, a pewter angel, along with a selection of 7 other ornaments, including the crystal snowflake, the clear glass angel, butterfly and dove, a pewter medallion, a porcelain heart and a pewter heart. Net proceeds are expected to continue in the \$3500 - \$4000 range.
2. **United Way Billboard Rescue** – staff and board members plan to participate in this fundraising event in May 2017
3. **Hike for Hospice** – this yearly event is continuing to grow in number of participants and in the total funds generated. It has now become Hospice Northwest's signature event. Our first planning meeting is scheduled for mid-October 2016. Hospice Northwest is very grateful to all of our generous sponsors and donors and our enthusiastic Hikers and volunteers.

4. **Italian Hall Spaghetti Supper** – this has been scheduled for January 15, 2017
5. **LCBO Tag Days** – this is another fundraising event which we plan to pursue each year in the summer months. It is also a very valuable information/promotional opportunity, as our volunteers speak with hundreds of people over the course of the two day event.

COMMUNICATIONS

Marketing and Promotions

Candlelight Memorial Service: This event has now become an annual one for Hospice Northwest. For the past four years, Hospice Northwest has hosted this non-denominational service as a public event, in partnership with Rev. Deborah Kraft of St. Paul's Anglican Church and Rev. Randy Boyd from Trinity United. The service provides an opportunity for those grieving the loss of a loved one to gather together to share their grief and pay tribute to those who have died. It also provides a chance for the agency to promote our grief and bereavement services to the public. In December 2015, we changed the venue to the Unitarian Fellowship Hall, with approximately 90 people attending the service. This increase was due to the support of additional community partners and to a successful Thunder Bay Community Foundation grant, which provided funds for paid promotion.

Marketing and Fundraising Plan: 2015/16 was a busy year for Hospice Northwest as we continued to work on marketing and promotions and our new website, which received a 'soft launch' in April 2016. A public launch is scheduled for the coming months.

Die-alogues: Conversations on Life and Death: Since our inaugural Die-alogues event in May 2014, Hospice Northwest has hosted several other Die-alogues events. Hospice Northwest competed in the Tbaytel for Good contest in 2015 and was awarded \$5000 to host two events in 2016, one entitled ***Death and Social Media*** in June 2016 and the second called ***Don't Duck the Conversation*** in November 2016.

Promotions: We continue to promote the agency through media pieces in various multi-media sources. Some of these are included as appendices in this report.

Ongoing promotional efforts will continue to include information displays at community events, distribution of brochures, appearances on Community Matters, speaking engagements upon request and paid advertising in the Chronicle Journal, the Source, and local radio and television stations when the budget permits.

Printed Materials

The ***Hospice Herald***, has had two new editions published, in October 2015 and November 2016. The newsletter provides an effective form of communication between staff and volunteers in Thunder Bay and the Region. Upcoming meetings and educational

events are highlighted, as well as any community programs and news that might be of interest to our volunteers.

Hospice Northwest was also successful in a grant application to the Ontario Realtors Care Foundation for \$4700 in funds to develop and print our ***Don't Duck the Conversation Personal Planning Guide***. This workbook is a valuable tool in an overall Advance Care Planning process and is offered free of charge to everyone who requests it.

Our ***Life's Way: Reflections of Hospice Northwest Volunteers in Northwestern Ontario*** books are still available for sale online and in our office.

Electronic Communication

FACEBOOK AND TWITTER

Hospice Northwest continues to build our Facebook and Twitter presence, with a current Facebook 'like' count of 609, a total which increased approximately 43% from the previous year. Facebook and Twitter both provide us with a free means of advertising upcoming events and fundraisers such as the Wings of Remembrance Ornaments and the Dialogues events, as well as a way for our brand to become more recognizable within the community. A Hike for Hospice Facebook Event Page is also utilized to increase awareness of the annual Hike.

427 Likes as of October 5 2015. Currently: 609 Likes as of October 17, 2016



HOSPICE NORTHWEST WEBSITE

Our newly launched Hospice Northwest website continues to be updated with upcoming events, downloadable copies of our Don't Duck the Conversation Personal Planning guide, our newsletter and various volunteer training resources. Use of our website is expected to grow once we launch it publicly, highlighting the new resources that we have added. The public launch is scheduled for early 2017.

MEDIA COVERAGE SAMPLES

Chronicle Journal, December 2015



THE CHRONICLE JOURNAL/BRENT LINTON

Trimming the tree

Quyen Le of Hospice Northwest decorates a wreath with Wings of Remembrance ornaments on Tuesday at the Hospice Northwest office in St. Joseph's Heritage. The Wings of Remembrance ornaments are a personalized way of remembering a loved one over the holidays. Hospice offers eight different types of designs that range in prices from \$15 to \$30 and can be customized while you wait. The Wings of Remembrance is one of two major fundraisers hosted annually by Hospice Northwest who offer one on one palliative care along with grief and bereavement support. Their annual Heats and Hope candlelight memorial service will be held on Dec. 8, from 7 p.m. to 8:30 p.m. at the Lakehead Unitarian Fellowship.



PHOTOS BY THE CHRONICLE JOURNAL/BRENT LINTON

Let's walk

There was plenty of walking going on in Thunder Bay on Sunday.

ABOVE: More than 150 people took part in the Hike for Hospice at Boulevard Lake. The event was held in conjunction with National Hospice Palliative Care Week and is the second annual Hike for Hospice held in Thunder Bay to raise awareness and

funds for Hospice Northwest and end of life options that exist.

BELOW: Gerald Graham leads a Jane's Walk group during a historical walking tour of a section of the former city of Port Arthur. Jane's Walk tours were held on Saturday and Sunday to promote connection to neighbourhoods.



YOUR STORIES

News written by our readers on Northwestern Ontario events.
YOUR.CHRONICLEJOURNAL.COM



SUBMITTED BY KATHLEEN BUSO

Hospice Northwest to host discussions on how social media is shaping death.

Talking about death and social media

Social media websites like Facebook, Twitter and Instagram have become increasingly popular in our modern times. In fact, more than 20 million Canadians are expected to have signed up for at least one of the various networking sites by 2018.

Online communication is changing the way we interact with others. Some people think it's even changing the way we grieve and how we are remembered after we die. On June 21, Hospice Northwest is inviting members of our community to engage in an interesting dialogue about how social media is shaping our views of death and loss. Guest speaker Dr. Kathy Kortez-Miller and host Cathy Alex of CBC radio will lead the discussion.

Death and planning for death are topics that people are often reluctant to discuss and yet death is an inevitable part of the cycle of life.

In order to lessen the stigma around this taboo topic, Hospice Northwest has created a series of events entitled Die-alogues: Conversations on life and death.

These social gatherings are open

to the public and offer participants the opportunity to engage in open, easy and respectful conversation about everything related to end-of-life issues while enjoying delicious desserts and beverages.

Founded in 1987, Hospice Northwest is dedicated to providing compassionate support to individuals and their families living with a life limiting illness and those in need of grief and bereavement support. Services are offered throughout the city of Thunder Bay as well as several communities in the region to the east of the city.

The Death and Social Media Die-alogues event will be held at 7 p.m. on June 21 at the Slovak Legion Solarium, 801 Atlantic Ave. For more information, please contact the Hospice Northwest office at 626-5570, ext. 5573 or visit hospicenorthwest.ca/die-alogues.

—Submitted by Kathleen Buso

The Chronicle-Journal welcomes stories from our readers. Visit your.chroniclejournal.com to share Your Stories.

Guide helps to face reality

Meet Sky and Star, a.k.a. the Office Cats, two orphaned seven-year-old kitties.

As happens so often, their owner passed away without having secured a new home for his beloved pets.

Facing euthanasia, the cats had nowhere else to go so Hospice Northwest, a local non-profit volunteer organization, took them in temporarily.

Hospice Northwest is dedicated to providing companionship and support for those at the end of life as well as offering grief support after a death.

The staff and volunteers understand that good palliative care includes looking after not only the ill person but also their families — and for many people, their family includes pets.

That's why Hospice Northwest has developed a new personal planning tool called Don't Duck the Conversation.

The guide was created as a way to help individuals get their ducks in a row and prepare in advance for the inevitable time when their lives will end.

Offered in both electronic and paper versions, the workbook focuses on gathering personal information, including the care of dependent

YOUR STORIES

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family members, pets and possessions, as well as helping to prepare obituaries and funeral arrangements.

As part of their ongoing community education series, Die-a-logues: Conversations on Life and Death, Hospice Northwest will be offering an information session on Don't Duck the Conversation on Thursday, Nov. 24 at 7 p.m. at the Italian Cultural Centre, 132 S. Algoma St.

Participants will receive a copy of the Don't Duck guide and will learn about the importance of Advance Care Planning, as well as being treated to some delicious desserts and some engaging conversation.

There is no fee to attend, although donations will be collected at the door.

Space is limited and registration is required. If you are interested in attending the Die-a-logues event, or would like to inquire about adopting Sky and Star, please give Hospice Northwest a call at 626-5570, ext. 5573.



SUPPLIED BY KATHLEEN BUSO

These cats, Star, left, and Sky were orphaned when their owner died. The staff at Hospice Northwest know that good palliative care also includes looking after the ill person's pets.

More information about Hospice Northwest's programs and services can be found at www.hospicenorthwest.ca.

— Submitted by Kathleen Buso,
Hospice Northwest

The Chronicle-Journal welcomes stories from our readers. Tell us about recent gatherings, projects and meetings. Try to keep stories to 300 words or less and include captions if you're sending pictures. Visit your.chroniclejournal.com to share Your Stories.

PHOTOS FROM THE 2016 HIKE FOR HOSPICE



THANK YOU TO OUR HIKE FOR HOSPICE SPONSORS!



Thank you so much to the sponsors of the 2016 Hike for Hospice!

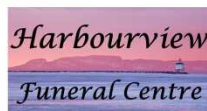
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