

October 26, 2017



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

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
AGENDA	3
MINUTES OF THE ANNUAL GENERAL MEETING 2015/2016	4
HOSPICE NORTHWEST FINANCIAL STATEMENTS MARCH 31, 2017	5
INDEPENDENT AUDITOR'S REPORT	6
STATEMENT OF FINANCIAL POSITION	7
STATEMENT OF OPERATIONS	8
STATEMENT OF CHANGES IN NET ASSETS	9
STATEMENT OF CASH FLOWS	10
SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES	11
NOTES TO FINANCIAL STATEMENTS	14
SCHEDULE A - VISITING HOSPICE SERVICES.....	19
SCHEDULE B - SPECIAL PROJECTS.....	20
SCHEDULE C - FUND RAISING.....	21
SCHEDULE D - LOTTERY	22
HOSPICE NORTHWEST ANNUAL REPORT FROM THE CHAIR.....	23
NOMINATING COMMITTEE REPORT.....	25
TERMS OF OFFICE FOR THE HOSPICE NORTHWEST BOARD.....	25
EXECUTIVE DIRECTOR'S ANNUAL REPORT	26
HOSPICE NORTHWEST ANNUAL STATISTICS 2016/2017	28
CLIENT DEMOGRAPHICS 2016/2017.....	29
HOSPICE NORTHWEST VOLUNTEER SESSIONS 2016/2017.....	30
COMMUNICATIONS COORDINATOR'S REPORT	31
MEDIA COVERAGE SAMPLES.....	34
PHOTOS FROM THE 2017 HIKE FOR HOSPICE	40
THANK YOU TO OUR HIKE FOR HOSPICE SPONSORS!	41



AGENDA

For the Annual General Meeting 2016/2017

Wednesday, October 26, 2017

5:00 pm – 5:30 pm

St. Joseph's Heritage Conference & Training Centre

1. Introductions and opening remarks from Board Chair, Barb Philp
2. Approval of AGM Minutes of October 17, 2016
3. Approval of Audited Financial Statements for Year Ending March 31, 2017, presented by Bruno Valente, Auditor
4. Appointment of the Auditor for fiscal 2017/2018
5. Board Chair Report, presented by Barb Philp
6. Nominating Committee Report: presented by Cathy Alex
7. Highlights of 2016/2017 Annual Report
8. New Business



MINUTES OF THE ANNUAL GENERAL MEETING 2015/2016

Monday, October 17, 2016

7:00 pm – 8:00 pm

Hospice Northwest Office

PRESENT: Board Members: Cathy Alex, Katherine Poulin, Barb Philp, David Clara, Kathy Kortes-Miller, Tesa Fiddler, Shane Strickland

Staff: Joan Williams, Kathleen Buso

Volunteers and Guests: Bruno Valente, Jeanne Adams, Noreen Arno, John Glazier, Dini Makkinga, Pat Kinner

REGRETS: Scott McCormack, Myrna Letourneau, Michelle Brunet, Debbie Escott, Terri Kannegiesser

1. Introductions and opening remarks from Board Chair, Shane Strickland
2. Approval of AGM Minutes of October 5, 2015
Moved: Cathy Alex
Seconded: Barb Philp
3. Approval of Audited Financial Statements for Year Ending March 31, 2016, presented by Bruno Valente, Auditor
Moved: Noreen Arno
Seconded: Kathy Kortes-Miller
4. Appointment of the Auditor for fiscal 2016/2017
Moved: Kathy Kortes-Miller
Seconded: Jeanne Adams
5. Board Chair Report, presented by Shane Strickland
6. Nominating Committee Report: presented by Cathy Alex.
Motion to approve the slate of officers
Moved: Barb Philp
Seconded: Shane Strickland
7. Highlights of 2015/2016 Annual Report
8. New Business – no new business
9. Adjournment at 8:15

HOSPICE NORTHWEST
FINANCIAL STATEMENTS
MARCH 31, 2017

Contents

Independent Auditor's Report

Financial Statements

Statement of Financial Position	7
Statement of Operations	8
Statement of Changes in Net Assets	9
Statement of Cash Flows	10
Summary of Significant Accounting Policies	11-13
Notes to Financial Statements	14-18
Schedule A – Visiting Hospice Services	19
Schedule B – Special Projects	20
Schedule C- Fundraising	21
Schedule D – Lottery	22

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, 2017 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.

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, 2017 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 27, 2017

Chartered Accountant
Chartered Professional Accountant
Licensed Public Accountant

STATEMENT OF FINANCIAL POSITION

As at March 31

2017 2016

	Lottery Trust	General	Total	Total
ASSETS				
Current				
Cash	\$ 8,097	\$ 52,729	\$ 60,826	\$ 77,536
Short term investments (Note 1)	-	42,000	42,000	31,434
Accounts receivable (Note 2)	104	26,215	26,319	28,625
Inventories (Note 3)	-	7,532	7,532	9,046
Prepaid expenses (Note 4)	120	5,664	5,784	5,584
Due from general fund	4,012	-	4,012	7,568
	\$ 12,333	\$ 134,140	\$ 146,473	\$ 159,793
LIABILITIES				
Current				
Accounts payable and accrued liabilities (Note 5)	\$ -	\$ 27,014	27,014	18,745
Deferred contributions (Note 6)	-	6,400	6,400	20,668
Due to lottery trust fund	-	4,012	4,012	7,568
	-	37,426	37,426	46,981
NET ASSETS				
Restricted	12,333	44,234	56,567	42,144
Unrestricted	-	52,480	52,480	70,668
	12,333	96,714	109,047	112,812
	\$ 12,333	\$ 134,140	\$ 146,473	\$ 159,793

Approved on behalf of the Board of Directors

Director

Director

The accompanying summary of significant accounting policies and notes are an integral part of these financial statements.

STATEMENT OF OPERATIONS

Year ended March 31	2017	2016
Revenues		
Grant	\$ 270,560	\$ 298,345
Donations	25,120	22,546
Fundraising Income - Net of Cost	59,794	45,340
Lottery Income - Net of Cost	2,652	4,232
Other Income	8,478	15,291
	366,604	385,754
Expenditures		
Bank Charges	302	107
Board Development and Meeting Costs	385	1,288
Building Cost	22,032	21,535
Consultants	-	23,647
Dues and Memberships	4,006	1,805
Insurance	4,198	3,547
Office Equipment	957	3,054
Office	7,568	10,296
Postage	1,826	1,720
Professional fees	15,340	14,680
Program Costs	47,419	29,678
Public awareness	4,868	4,901
Telephone	3,142	3,033
Volunteer Development and Training	11,624	6,954
Wages	206,486	201,539
Wages - Benefit Costs	40,216	40,250
	370,369	368,034
Excess (Shortfall) of Revenues Over Expenditures	\$ (3,765)	\$ 17,720

The accompanying summary of significant accounting policies and notes are an integral part of these financial statements.

STATEMENT OF CHANGES IN NET ASSETS

Year ended March 31						2017	2016
	Internal Restricted Fund Geraldton	Internal Restricted Fund Terrace Bay	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	\$ -	\$ -	\$ 31,234	\$ 10,910	\$ 71,897	\$ 82,807	\$ 63,858
Excess of revenue over expenditures for the year	-	-	-	2,652	(6,417)	(3,765)	17,720
Transfers	12,000	1,000	-	-	(13,000)	-	-
Balance, end of year	\$ 12,000	\$ 1,000	\$ 31,234	\$ 13,562	\$ 52,480	\$ 79,042	\$ 81,578

The accompanying summary of significant accounting policies and notes are an integral part of these financial statements.

STATEMENT OF CASH FLOWS

Year ended March 31	2017	2016
Operating activities		
Excess (Shortfall) of revenues over expenditures	\$ (3,765)	\$ 17,720
(Increase) decrease in accounts receivable	2,306	2,634
(Increase) decrease in inventories	1,514	392
(Increase) decrease in prepaid expenses	(200)	62
Increase (decrease) in accounts payable and accrued	8,269	420
Increase (decrease) in deferred contributions	(14,268)	2,268
Net cash increase (decrease) during the year	(6,144)	23,496
Cash position , beginning of year	108,970	85,474
Cash position , end of year	\$ 102,826	\$ 108,970
Represented by		
Cash	\$ 52,729	\$ 74,548
Cash - Lottery	8,097	2,988
Short term investments	42,000	31,434
	\$ 102,826	\$ 108,970

The accompanying summary of significant accounting policies and notes are an integral part of these financial statements.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Year ended March 31, 2017

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 reasonably 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, 2017, \$6,400 has been deferred in the accounts of the organization. As at March 30, 2016 \$20,668 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 2017, \$ Nil - was expensed to office equipment and maintenance. In fiscal 2016, \$2,218 was expensed to office equipment and maintenance.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Year ended March 31, 2017

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, short term investments 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 \$14,953 in fiscal year 2017 (2016 - \$9,164).

In fiscal year 2017 \$13,963 (2016 - \$8,165) was donated by the volunteers and recorded in donations.

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 short term investments.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Year ended March 31, 2017

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 STATEMENTSYear ended March 31, 2017

1. Short-term investments

	2017	2016
Term deposit earning interest at 2.0% maturing October 2018	\$ 10,000	\$ 12,062
Term deposit earning interest at 2.0% maturing October 2018	32,000	19,372
The term deposit for \$ 10,000 is security for the credit card.	\$ 42,000	\$ 31,434

2. Accounts receivable

	2017	2016
Interest receivable	\$ 228	\$ 2
United Way of Thunder Bay	-	7,500
Harmonized sales taxes receivable	2,171	5,021
Lakehead University	2,437	2,437
Harmonized sales taxes receivable - lottery	104	116
Northern Ontario Heritage Fund	20,611	10,489
Youth Employment Services	-	1,260
Hospice Palliative Care Ontario	-	1,800
New Hires Rebate Credit	768	-
	\$ 26,319	\$ 28,625

3. Inventories

	2017	2016
Ornaments	\$ 5,290	\$ 6,535
Books	2,242	2,511
	\$ 7,532	\$ 9,046

HOSPICE NORTHWEST**NOTES TO FINANCIAL STATEMENTS****Year ended March 31, 2017**

4. Prepaid expenses

	<u>2017</u>	<u>2016</u>
Hike for Hospice	\$ 284	\$ 90
Insurance	2,589	2,903
Memberships	1,248	780
Rent	1,663	1,663
Lottery expenses	-	148
	<u>\$ 5,784</u>	<u>\$ 5,584</u>

5. Accounts payable and accrued liabilities

	<u>2017</u>	<u>2016</u>
Trade	\$ 14,773	\$ 13,050
Government remittances	12,241	5,695
	<u>\$ 27,014</u>	<u>\$ 18,745</u>

6. Deferred contributions

	<u>2017</u>	<u>2016</u>
Hike for Hospice	\$ 5,150	\$ 9,150
John Andrews Foundation	1,250	1,250
Ontario Trillium Foundation	-	544
Tbaytel	-	5,000
Realtor's Care	-	4,724
	<u>\$ 6,400</u>	<u>\$ 20,668</u>

NOTES TO FINANCIAL STATEMENTS**Year ended March 31, 2017**

7. 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 statement of financial position.

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.

8. 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 recorded in the year of repayment and not applied retroactively. During the year 2017 and 2016, no money was repaid to any funding agencies.

HOSPICE NORTHWEST

NOTES TO FINANCIAL STATEMENTS

Year ended March 31, 2017

9. 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 fiscal year 2016 there was no return. In the fiscal year 2017 the monies were reinvested.

10. Restricted amounts

Program revenues totaling \$198,731 from the North West Local Health Integration Network , \$32,222 from the United Way, and \$544 from the Ontario Trillium Foundation and \$25,274 from the Northern Ontario Heritage Fund Corporation are restricted to the terms of the agreements with those agencies and are to be expended only on approved program costs.

11. Financial instruments

The organization, as part of its operations, carries a number of financial instruments. It is managements 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, 2017**

12. Economic dependence

Approximately 54% (2016 - 50%) of the organization revenue is recieved from the North West Local Health Integration Network. Approximately 8% (2016 - 8%) from the United Way of Thunder Bay. The continuation of this organization is dependent on this funding or its replacement under similar terms.

13. Comparative figures for the prior year

Comparative figures for the prior year have been reclassified to conform to the current year's presentation.

HOSPICE NORTHWEST**SCHEDULE A - VISITING HOSPICE SERVICES****Year ended March 31**

	2017	2016
REVENUES		
Grants		
Grant - Hospice Palliative Care Ontario	\$ -	\$ 7,200
Grant - Local Health Integration Network	198,731	198,731
Grant - United Way of Thunder Bay	32,222	30,000
Grant - Northern Ont. Heritage Foundation	12,637	-
Grant - Thunder Bay Foundation	-	2,500
Grant - Youth Employment Services	1,628	-
Grants - Total	245,218	238,431
Donations	25,120	18,323
Miscellaneous Income	8,028	13,745
Visiting Hospice Services Revenue	278,366	270,499
EXPENSES		
Bank Charges	302	107
Board Development and Meeting Costs	385	1,288
Building Costs	16,524	16,151
Dues and Memberships	2,893	1,805
Insurance	4,198	3,456
Office Equipment and Maintenance	479	2,994
Office	6,946	7,341
Postage	1,369	1,146
Professional Fee	15,340	14,680
Program Costs	33,938	28,178
Public Awareness	3,540	3,401
Telephone	2,357	2,275
Volunteer Development and Training	11,624	6,954
Wages	159,484	158,995
Wages - Benefit Costs	33,074	34,527
Visiting Hospice Services Expenses	292,453	283,388
Excess (Shortfall) of Revenues Over Expenses	\$(14,087)	\$ (12,889)

HOSPICE NORTHWEST**SCHEDULE B - SPECIAL PROJECTS**

	2017	2016
Year ended March 31		
REVENUES		
Grants		
Grant - Lakehead University	\$ 2,437	\$ 2,437
Grant - Northern Ontario Heritage Foundation	12,637	25,641
Grant - Ontario Trillium Foundation	544	27,656
Grant - Realtor's Care Foundation	4,724	-
Grant - Tbaytel	5,000	-
Grant - Youth Employment Services	-	4,180
Grants - Total	25,342	59,914
Donations	-	4,223
Other Income	450	1,546
Special Project - Revenue	25,792	65,683
EXPENSES		
Building Costs	2,754	2,692
Consultants	-	23,647
Dues and Memberships	1,113	-
Office Equipment and Maintenance	239	30
Office	311	2,725
Program Costs	13,481	1,500
Telephone	393	379
Wages - Interns	22,063	17,951
Wages - Benefit Costs	1,760	1,510
Special Project Expenses	42,114	50,434
Excess (Shortfall) of Revenue Over Expenses \$	(16,322)	\$ 15,249

HOSPICE NORTHWEST**SCHEDULE C - FUND RAISING**

Year ended March 31	2017	2016
REVENUES		
Fundraising - Hike for Hospice	\$ 57,388	\$ 45,060
Fundraising - Ornament and Book Sales	9,520	7,367
Fundraising -Third Party Events	1,926	650
Fundraising - Total	68,834	53,077
Fund Raising Costs	(9,040)	(7,737)
Fundraising Income - Net	59,794	45,340
EXPENSES		
Building Costs	2,754	2,692
Office Equipment and Maintenance	239	30
Office	311	230
Postage	457	574
Public Awareness	1,328	1,500
Telephone	392	379
Wages - Fund Development	24,939	24,593
Wages - Benefit Costs	5,382	4,213
Fundraising Expenses	35,802	34,211
Excess (Shortfall) Of Revenue Over Expenses	\$ 23,992	\$ 11,129

HOSPICE NORTHWEST**SCHEDULE D - LOTTERY**

Year ended March 31	2017	2016
<hr/>		
REVENUES		
Lottery Revenues		
Lottery - Nevada Proceeds	\$ 6,781	\$ 7,218
Lottery - Other Income	194	49 49
	<hr/>	
Lottery Proceeds - Total	6,975	7,267
EXPENSES		
Lottery Expenses -Total	4,323	3,035
	<hr/>	
Excess (Shortfall) Of Revenue Over Expenses	\$ 2,652	\$ 4,232
	<hr/>	

HOSPICE NORTHWEST ANNUAL REPORT FROM THE CHAIR

It has been a roller-coaster year for Hospice Northwest and I welcome the opportunity to pause and reflect on the 10 months that have transpired since I moved into the chair position. With a diminished Board executive, Past Chair, Kathy Kortess-Miller and I have relied on the expertise and strength of the Hospice Northwest staff lead by the very dedicated Executive Director Joan Williams. Without these individuals and the stalwart core of committed volunteers, the organization would not be providing the exemplary end-of-life support it currently offers. Despite the "ups and downs", the vibrancy of these amazing people remains undiminished and the Board sincerely thanks them for their dedication and commitment.

Our thanks also go out to Board members who have left us in the last year: Shane Strickland, Tessa Fidler, Myrna Letourneau and Michelle Brunet. Their invaluable contributions to the Board will be missed.

The Nominating Committee was very active this year in response to our Phase 1 Strategic Planning in June, where stabilization of the board by filling existing vacancies was identified as a priority. The slate of nominees being proposed this year include three top notch recruits: Tammy Squitti will act as the Indigenous representative, Judy Harvey from Nipigon will be the Regional representative and Joanne Kembel will commence her first three year term this year. New and existing members participated in a Phase 2 Strategic planning session very recently where agency priorities were clarified. The Board extends its appreciation to Cathy Alex and Kathy Kortess-Miller for extending their terms at the board's request, and to our alumnus members Scott McCormack and Debbie Escott who graciously agreed to continue beyond the one year of service asked of them. Their commitment speaks to the importance of Hospice Northwest service.

2016-17 saw unprecedented threats to the unique end of life care services Hospice Northwest provides. With the continuation of frozen funding levels and the Board's proactive attempt at integration with a "like-minded" community partner, Hospice Northwest experienced a temporary redirection of energy, momentum and focus. This "blip" has resulted in decreased fundraising revenues and marketing initiatives. The Board has managed to navigate through these "rocky" waters and the continually changing landscape of the health care system in NWO and emerged earlier in the year with some clarity of direction from its funder. We are now recommitted and re-energized to carry on with the crucial mission of Hospice Northwest: "compassionate caring at the end of life".

As we emerge from our strategic planning, the upcoming year will find the Board focusing on three areas: recruitment, fundraising and branding. Top priority will be recruitment and

a smooth transition of leadership as we look to the retirement of Executive Director Joan Williams. We continually strive to position Hospice Northwest as a leader in providing a compassionate community response around dying and death.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'Barbara Philp', with a stylized, cursive script.

Barbara Philp
Board Chair

NOMINATING COMMITTEE REPORT

October 26, 2017

- Judy Harvey has joined the board as Regional Representative
- Joanne Kembel has joined the board
- Tammy Squitti has joined the board as Indigenous Representative
- 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
- Scott McCormack has joined the Nominating Committee

Submitted by Cathy Alex, Chair of Nominating Committee

TERMS OF OFFICE FOR THE HOSPICE NORTHWEST BOARD OF DIRECTORS NOMINATED AT THE AGM OCTOBER 26, 2017

<i>Name of Board Member</i>		<i>Years of Service in 2017/18</i>
1	Cathy Alex	2 nd additional year at request of board
2	David Clara	3 rd year of 1 st term
3	Debbie Escott	2 nd year of 1 st term
4	Judy Harvey	1 st year of 1 st term
5	Joanne Kembel	1 st year of 1 st term
6	Kathy Kortess-Miller	1 st additional year at request of board
7	Scott McCormack	3 rd year of 1 st term
8	Barb Philp	1 st year of 2 nd term
9	Katherine Poulin	2 nd year of 2 nd term
10	Tammy Squitti	1 st year of 1 st term

EXECUTIVE DIRECTOR'S ANNUAL REPORT FOR 2016/2017

This narrative report covers the twelve month period since our last AGM, from October 2016 to September 2017. The statistical information, as with the audited financial statements, is specific to the fiscal year ending March 31, 2017.

Highlights of 2016/17:

Strategic Directions: Concern over the future of Hospice Northwest as the delivery agent for visiting hospice services was alleviated in May 2017 at a board meeting attended by planning staff and the board chair of the LHIN. At that meeting we were informed that no integration was planned for our agency and that a voluntary integration with another provider would not be supported. The board and staff have resumed business as usual with a Level 1 Strategic planning session held in June, followed up with Level 2 session in October 2017. The Nominating Committee was active with nominations to fill three board vacancies.

Client Services Data: Client referrals this year were slightly fewer than in previous years, with a reduction of 8% compared to the previous two years. The reduction was seen in referrals for palliative care support rather than grief support, where we have had an increase in demand. While self referrals are most common in grief support, we rely on our health care partners for referrals to palliative care, so if capacity limitations are occurring among our partners, referrals may not come in. Referrals are down from St. Joseph's hospital and in the long term care sector (LTC). The latter issue may be due to increased efforts at Hospice Northwest to take referrals at the right time in the client's trajectory. This is particularly challenging in LTC, where acute illnesses with a predictable prognosis are uncommon. The demographic traits of our clients have not changed; the vast majority are females over 66 years old, with non cancer diagnoses.

Building Awareness around Visiting Hospice Services in Northwestern Ontario: In December 2016 we were offered a grant by the LHIN for a collaborative project with the Kenora Homes for Aged, who deliver the visiting hospice service (VHS) in the Kenora, Rainy River and Northern sub LHIN areas. The time line was very short since the funds needed to be expended by the end of March 2017. In close collaboration with the Kenora Homes management, it was decided that we would hire a consultant to develop a marketing strategy and toolkit for all VHS programs in the Northwest region. Amanda Mihalus was hired and did an outstanding job of working with the coordinators in each community to identify individual needs and develop strategies for promoting the services to health care partners and the general public. The project culminated in a training workshop which was delivered to the coordinators with a toolkit for their ongoing use in marketing and outreach. A small allocation of base funding was received by the LHIN for the continuation of this work, with the goal of enhanced access to VHS. An agreement was negotiated with the LHIN for this base funding increase, with increased deliverables and performance targets. Although the funding was intended to be rolled out for the 2017/18 year, the agreement has not yet been received.

Finances: Thanks to our auditor, Bruno Valente and our accountant, Brad Mayes, we see a new presentation in the audited financial statements which shows three schedules, and allows us to see revenues and expenditures for each of Visiting Hospice Services (LHIN funded program), Fundraising and Special projects such as Die-alogues and special grants. As predicted, we experienced a shortfall of revenues in this year. The area with the biggest deficit is in the Visiting Hospice Services, which costs almost twice as much to deliver as the LHIN grant. United Way funds are directed to this program, as well as some Intern salaries and memorial donations. Given that the LHIN grant has been frozen since 2011, and United Way funds are increasingly more competitive, we will either be facing the need to reduce services to contain salaries or fundraise to subsidize the services we are contracted to deliver. This situation is likely to continue for the foreseeable future with the current year United Way grant significantly reduced and fundraising goals not having been realized.

Human Resources: Our most recent Intern, Sonia Kruger, was an HR graduate with strong organizational skills and a passion for the philosophy of hospice care. We were sad to see her leave us in July of this year but pleased that she got a job in her field very quickly. We are now awaiting approval on two new NOHFC Interns: one will be a Support Services intern to take over volunteer coordination, and the second Intern will do Marketing and Outreach to address the brand identity problem and to improve access throughout the region to visiting hospice services. Our clerical assistant is continuing at this time on volunteer files and data entry. The three core FTE's in the organization are the Executive Director, Communications Coordinator and the Manager of Client and Volunteer services. Working without the fourth full time staff member is challenging so we eagerly await the approval of our Interns.

Funding Sources: The Northwest Local Health Integration Network continues to provide the majority of our funding, though as earlier mentioned, it is woefully insufficient to cover the cost of delivering the program. The United Way of Thunder Bay is our other source of operational funds, though these funds are contingent on a successful donor campaign, and since the United Way is increasing the number of funded agencies and services, this funding sources is not as stable as it once was.



Respectfully Joan Williams, Executive Director

HOSPICE NORTHWEST ANNUAL STATISTICS 2016/2017

April 1 - March 31						
	2011/12	2012/13	2013/14	2014/2015	2015/16	2016/17
Total New Referrals						
Note: some clients fall into several categories	186	209	195	198	198	182
New Palliative Referrals	159	179	152	170	164	145
New Grief and Bereavement Referrals	27	30	27	28	34	37
Clients Carried Over from Previous Year	152	140	166	155	173	160
TOTAL CLIENTS	338	349	347	353	371	342
No. of Deaths/Discontinued	198	183	172	180	211	204
No. OF CLIENTS/YEAR END	140	152	175	173	160	138

ORIGIN OF REFERRALS	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Family/Friends/Self	95	102	99	95	123	105
Physicians	3	2	4	2	4	8
Nursing Agencies: VON, Comcare, Bayshore, etc.	12	10	6	14	14	14
Community Care Access Centre	46	51	59	66	46	43
Long-Term Care	63	69	78	70	55	31
St. Joseph's Care Group	43	49	37	56	44	34
TBRHSC/Cancer Centre	39	25	22	24	20	19
Hospital Nursing Staff/Social Workers (including Regional Hospitals)	27	31	24	24	38	43
Community Health Centres	6	6	8	3	7	5
Hospice Northwest Staff/Volunteers	n/a	n/a	2	2	0	12
Other	4	4	10	19	20	28
Total	338	349	347	364	371	342

CLIENTS BY PROGRAM	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Regional Program	76	88	75	72	108	128
Thunder Bay Palliative Program	225	229	242	262	214	168
Thunder Bay Bereavement Support	42	39	38	36	52	46
Total (Note: some clients fall into several categories)	343	356	355	370	371	342

LHIN Contractual Requirements						
Performance Target for Individuals Served	260	260	265	300	310	315
Acceptable Range of Individuals Served	221-299	221-299	221-299	240-360	248-372	252-378

CLIENT DEMOGRAPHICS 2016/2017

Client Information	2010/2011	2011/2012	2012/13	2013/14	2014/15	2015/16	2016/17
GENDER: Male	118	119	129	122	137	143	145
Female	214	219	220	225	227	228	197
AGE: 1 - 20 years	0	0	2	1	1	0	2
21 - 40 years	2	5	9	6	8	7	9
41 - 55 years	22	28	23	18	25	29	23
56 - 65 years	34	48	39	35	39	48	45
66 - 75 years	59	53	71	47	52	55	52
75 + years	201	201	198	231	231	232	210
Not Reported	14	3	7	9	8	1	1
	332	338	349	347	364	371	342
PALLIATIVE CLIENT DIAGNOSIS:							
Cancer	116 (38%)	112 (37%)	96 (31%)	98 (31.5%)	105 (32%)	74 (23.5%)	62 (21%)
Other (COPD, CHF, ALS, HIV, Alzheimer's)	187 (62%)	153 (51%)	184 (59%)	200 (64%)	211 (64.5%)	237 (74%)	224 (75.5%)
Unknown	0	35 (12%)	31 (10%)	14 (4.5%)	12 (3.5%)	8 (2.5%)	10 (3.5%)
Total Palliative Clients	303	300	311	312	328	319	296
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)	46 (13.5% of total clients)
Total Clients	332	338	349	347	364	371	342

HOSPICE NORTHWEST VOLUNTEER SESSIONS 2016/2017

	2012/2013	2013/2014	2014/15	2015/2016	2016/2017
No. of Thunder Bay Volunteers	201	165	177	173	120
No. of Regional Volunteers	57	63	72	70	76
Total No. of HNW Volunteers	258	228	249	243	196
TOTAL CLIENT SESSIONS	9661	8411	11441	8697	9926
LHIN Contractual Requirements					
Performance Target for No. of Sessions	7000	7850	7850	8120	8300
Acceptable Range of No. of Sessions	6650-7350	7458-8243	7458-8243	7714-8526	7885-8715

COMMUNICATIONS COORDINATOR'S REPORT

Submitted by Kathleen Buso, October 26, 2017

FUNDRAISING INITIATIVES

Hospice Northwest did not meet expectations for our fundraising goals during the 2016/2017 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 2016/17 period:

- May 2016 – **5th Annual Hike for Hospice** raised over \$58,600, with a net profit of over \$53,600 (\$46,450 net Thunder Bay Hike, \$7150 net Geraldton Hike)
- April 2016 – March 2017 – **Wings of Remembrance Ornament Sale** - gross sales of \$7865
- March 2016 – **Superior Shores Gaming Association** – Bingo revenue, \$430
- December 2016 – **Thunder Bay Community Choir** - 3rd party fundraiser, donation of \$1500
- January 2017 – **Italian Hall Spaghetti Supper Fundraiser** - \$750
- 2016/17 – **Trinity United Church, Outreach Partner Donation** - \$560

Fundraising events to date in 2017/18:

- May 2017 – **6th Annual Hike for Hospice** raised \$ 41,780, with an additional \$25,000 worth of prizes, food and services donated. Net profit was \$34,885 (\$31,677 net Thunder Bay and \$3208 net Geraldton)
- June 2017 – **Paint Nite** – 3rd party fundraiser which brought in \$600
- October 2017 – **Paint Nite** - 3rd party fundraiser which brought in \$900

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 2017/18 year, with the campaign launched in mid-November 2017. We continue to offer an assortment of ornaments: pewter angel, crystal snowflake, clear glass angel, butterfly and dove, pewter medallion, 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 2018
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. Planning for the 2018 Hike will commence in early November. 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. **New Initiative** – we are hoping to develop a new fundraising initiative for 2018, tentatively planned as a Pub Night

COMMUNICATIONS

Marketing and Promotions

Marketing Plan: As part of the Marketing Plan, the new Hospice Northwest website was 'soft launched' in April 2016, with a publicly promoted launch in March 2017. A news article in the Chronicle Journal announced the launch.

Die-alogues: Conversations on Life and Death continues to be both an educational and promotional initiative for the agency.

Die-alogues held in 2016/2017:

- ***Death and Social Media*** - June 2016
- ***Don't Duck the Conversation*** - November 2016

Die-alogues held in 2017/2018:

- ***From the Womb to the Tomb*** – March 2017: Lakehead University Masters of Social Work students hosted a Die-alogues event in partnership with Hospice Northwest
- ***Dying Without a Home*** - June 2017: Hospice Northwest, along with Lakehead University's Centre for Education and Research on Aging & Health (CERAH), the North West LHIN Regional Palliative Care Program at St. Joseph's Care Group, Dilico Anishinabek Family Care and local palliative care physicians invited Dr. Dosani, a Toronto Palliative Care Physician with the Inner City Health Associates, to visit Thunder Bay to talk about the important work he is doing in the area of palliative care for the homeless.

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.

Electronic Communication

FACEBOOK AND TWITTER

Hospice Northwest continues to build our Facebook and Twitter presence, with a current Facebook 'like' count of 764, a total which increased approximately 25.5% 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

Die-alogues 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.

609 Likes as of October 17 2016. Currently: 764 Likes as of October 24, 2017

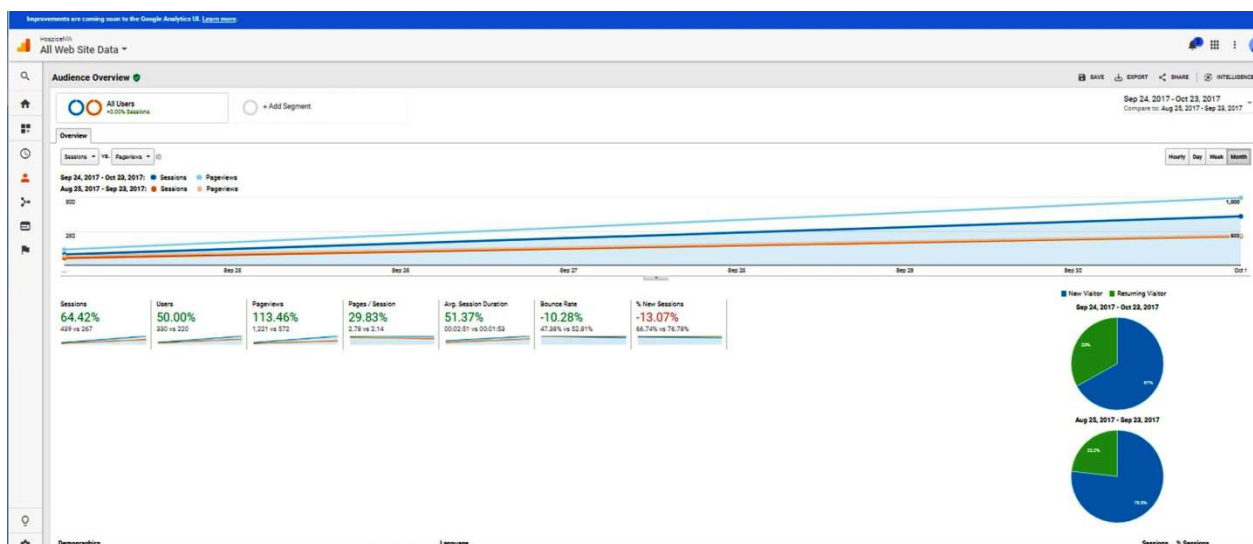


HOSPICE NORTHWEST WEBSITE

Our Hospice Northwest website continues to be updated with upcoming events, downloadable copies of our Don't Duck the Conversation Personal Planning guide and various volunteer training resources.

Since the launch of the new website, we have seen a 30% increase in number of visits compared to number of visits on the old website.

The Google Analytics graph below shows the steady growth of website sessions and pageviews.



MEDIA COVERAGE SAMPLES

CBC News, June 2, 2016

CBCnews | Thunder Bay

Home Opinion World **Canada** Politics Business Health Entertainment Technology & Science Video

Canada **Thunder Bay**

Hospice Northwest concerned over health care changes

By Jeff Walters, CBC News | Posted: Jun 02, 2016 5:00 AM ET | Last Updated: Jun 02, 2016 5:00 AM ET



Hospice Northwest Executive Director Joan Williams says she's concerned about a move from the Northwest LHIN to have hospitals administer all health care across the region. (Northwesthospice.ca)

Stay Connected with CBC News

MobileFacebookPodcastTwitterAlerts Newsletter



Ask the Right Questions. Ask for a Contract or Receipt. Learn More

Weather

Wednesday	Thursday	Friday	Saturday	Sunday
5°C	5°C	3°C	7°C	5°C

More Weather |

Related Stories

- Home care to acute care funding will change in northwestern Ontario
- North East LHIN shows 'pure ineptness,' Nipissing MPP McFetell says
- Thunder Bay's St. Joseph's lobbies LHIN to keep Sahammi Nursing Home open

Another health care organization in northwestern Ontario has concerns over changes coming to the delivery of health care in the region.

The Northwest Local Health Integration Network (LHIN) is changing how health care is delivered in the region, so that hospitals will now decide on how care will be delivered by other agencies.

Health care funding to change in northwestern Ontario

Not all groups are pleased with the changes, including Hospice Northwest, which uses 250 volunteers to provide end-of-life services to over 370 clients last year.

Joan Williams, the Executive Director of Hospice Northwest, is worried her primarily volunteer based organization, may not fit well with the hospital.

"I'm anticipating it might be very difficult if it's the wrong structure. We're working on setting some alternative plans with the LHIN with a more appropriate integration partner in the community."

Williams said the LHIN classifies Hospice Northwest as a community group, of which there are 64 in the northwest. She said they account for less than four per cent of the annual LHIN budget, and may not get the recognition they do now under a new system.

"It's important that corporate cultures match, and that takes a little bit of time."

Williams said her volunteers are highly trained, and essential to the success of her group. She said it would be difficult, and extremely costly, to replace them with employees.

"That model to us, is the key to excellent service delivery. And, to replicate that model within a large organizational structure becomes kind of tricky."

Williams said she does not know of any firm timelines on when the changes will take place, but the LHIN's current working plan runs from 2016 to 2019.

Latest Thunder Bay News Headlines

- Canadian border guards in northwestern Ontario receive a much needed defibrillator as a gift
- Ontario 'chose to allow' poisoning of 2 northern First Nations, environmental watchdog says in report
- Ontario Provincial Police investigate a fatal motor vehicle accident near Dryden, Ont.
- High winds cause power outages to over 2000 homes in Thunder Bay, Ont.
- Dual religion church in Ignace, Ont., unique in Canada

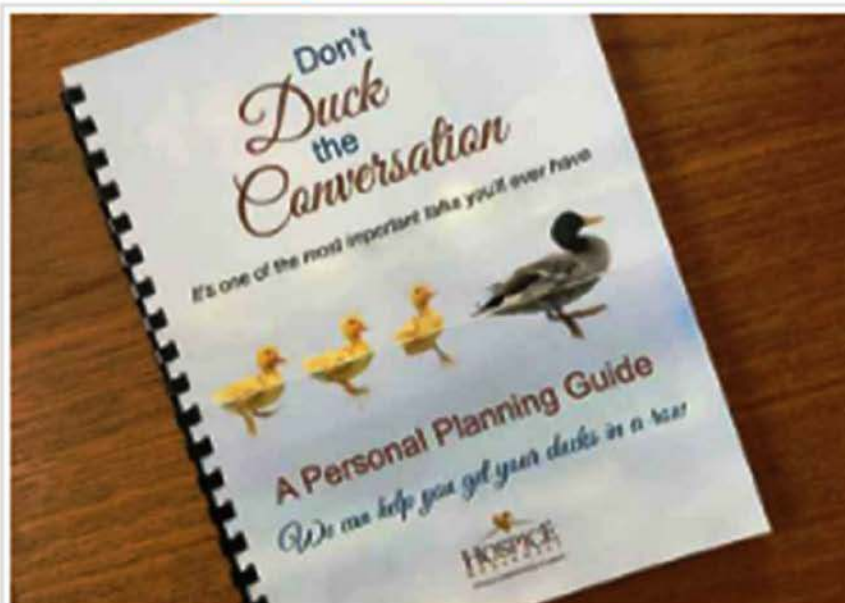
Top News Headlines

- Liberals 'double down' on deficit spending amid improving economic outlook
- Trump says things that are 'probably untrue,' departing Republican senator says

Hospice Northwest Launches New Website

Posted 21 March 2017 by NetNewsLedge in Featured

0+ 0 0 0 0 0 15



Hospice Northwest is pleased to announce the launch of its new website, designed to be a resource centre for palliative care in our community.

Hospice Northwest Resource Source for Palliative Care

THUNDER BAY – LIVING – Hospice Northwest have announced the launch of their new website, which is designed to be a resource centre for palliative care in our community.

The updated website offers multiple tools designed to educate the public, creating a more informed compassionate and prepared community who can speak about and plan for death, and who are knowledgeable about the palliative care and bereavement resources available to them.

"The Ontario Trillium Foundation provided the funds to allow us to develop a website where the user can interact and have more options and get more information," says Kathleen Quao, communications coordinator for Hospice Northwest.

The not-for-profit agency offers persons with life-threatening and chronic illnesses – and their families – palliative care and grief and bereavement programs in Thunder Bay and several locations in the Northwestern Ontario region.

Quao says people can now also use the website to apply to volunteer, make a referral for services and even download a fileable form designed to allow them to get their affairs in order before they die. Don't Duck the Conversation Personal Planning Guide focuses on gathering personal information about the user, the care of their family members, their possessions, as well as helping them prepare their own obituary and make their own funeral arrangements in advance.

Another feature of the redesigned website is an extensive Resources section that provides links to many other organizations offering assistance for a variety of needs. Website viewers can also peruse the online Library catalogue, sign up for Die-alogues, the agency's community educational event series, or read posts on the Caregivers Blog page.

Check out the new website for more information about the services Hospice Northwest offers: www.hospicenorthwest.ca

Letting the light in

Hospice Northwest illuminates resources for the dying

BY SHANE JUDGE
SPECIAL TO
THE CHRONICLE-JOURNAL

In Collingwood, they called it Dead Man's Corner. Five people have died there from motor vehicle crashes. So in 2010, when Keri-Lyn Durant ended up still breathing in hospital, she was the odd-person out. An angel looking over her? Here for a purpose? Others thought so. Keri-Lyn isn't sure.

What she did take from that horrific accident — she was riding her new Vespa scooter — was that death is inevitable. She doesn't fear it. But her near-death experience has moved her to help others much closer to the end. That's why she's a new recruit with Hospice Northwest.

She's also one of the first cohorts of volunteers to be trained through a new Internet program developed by Hospice Palliative Care Ontario (HPCO).

It seems death becomes her.

She takes her cue from a Leonard Cohen song, Anthem. That's the one with the chorus line "there's a crack in everything, that's how the light gets in."

"If the crack is death," she says, "by acknowledging death, then you let the light of life in. The light is where you play, you laugh, you dance, you look after yourself and you look after somebody else. Because the crack is inevitable."

It's that compulsion to look after somebody that made Keri-Lyn step up to help in one of Thunder Bay's few growth industries: an aging population heading for the crack. She

did a Google search for palliative care in Thunder Bay. Her search led her to Hospice Northwest, a volunteer organization that's gaining a profile in the city as a leader in helping the dying cope with the inevitable.

Hospice Northwest is trying to let the increasing number of people facing their final days know they aren't alone. The Ontario Trillium Foundation recognizes the value of this. It's provided more than \$70,000 to the organization to help build its profile in the community and region.

A new website is designed to be a one-stop resource centre for palliative care.

Then there's the new, more convenient online training model. As a hospice volunteer, you aren't just thrown into the role of listener and giver of comfort and consolation. There's much to learn about how people struggle with death. Hospice Northwest's traditional training program involved plenty of class time listening to an instructor, a method both interesting and instructive, but dependent on trainees being available during specific times.

There's still some of that in-person instruction being offered, but now Hospice Northwest is incorporating the HPCO online course into their training. This allows them to prepare their new volunteers, but in a more accessible way. The Internet modules even offer the opportunity to delve down as deeply as you wish into a subject — just follow "more."

With the Trillium money, Hospice Northwest has also developed, you guessed it, a guide to planning for



HOSPICE NORTHWEST PHOTO

Keri-Lyn Durant's near-death experience prompted her to find a way to help others close to the end of life. She found it at Hospice Northwest.

your death. It's called Don't Duck the Conversation. The tag line? "We'll help you get your ducks in a row."

You can download it from the Internet by going to www.hospicenorthwest.ca. It's also available as a booklet — you can drop into their office for a free copy. You fill in forms that cover everything from your health care to your banking, your substitute decision-maker, pensions and insurance, financial commitments to others, and even information on things you rent or own.

Hospice Palliative Care Ontario considers Don't Duck the Conversation a best-practice guide that's being shared with other palliative care groups across the province.

As a new graduate with Hospice Northwest, Keri-Lyn is looking forward to making a difference. She

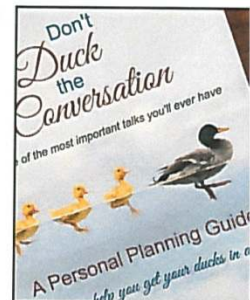
says in western culture "we distance ourselves from death. We soften and romanticize it to make it less frightening."

She understands that death is more "real" than the way most of us talk about it, and that people often face dying and death alone, without any support systems in place.

Her commitment to helping out comes from the "it takes a village" mentality of helping your neighbour, a dose of which we could all use.

"How can I live on the planet, knowing that there are people dying in Thunder Bay and that I'm not stepping up to help make a difference in that (dying) person's life?"

Shane Judge is chair of the Hospice Northwest Hike for Hospice.



HOSPICE NORTHWEST PHOTO

Hospice Northwest has developed this guide to planning for your death.

FEATURED

Hike helps people in their final days

YOUR STORIES | SPECIAL TO THE CHRONICLE-JOURNAL Apr 17, 2017 3



The Hike for Hospice remembrance ceremony makes for a lovely moment. Participants are given a flower in remembrance of a loved one who has passed, with many people dropping the flowers into the Current River as they cross the Black Bay bridge.

Thunder Bay is hurting.

We see it in the statistics. We see it in the streets. The hurt is also seen in subtler ways.

Take city charities, for example.

They're all hurting. That includes the one I volunteer with, Hospice Northwest. The Hike for Hospice is the group's annual big fundraiser.

There are only a few weeks until the event and one of the key elements of the hike is hurting: sponsorships.

We've only raised about half of the money we normally raise from our generous business community.

This is telling.

That's why we're hoping that the other side of the fundraising equation will come through to pick up the slack. I'm talking about the money raised by ordinary folks who put together fundraising teams or collect money individually and come out for our walk around Boulevard Lake.

So this is a special request for you, the reader, to join me on Sunday, May 7 at Saint Ignatius High School at 12:30 p.m.

After handing in the money you've collected or donated, get ready for a fun walk with hundreds of others around the lake.

You'll be entertained by musicians at key points. You'll also be given a flower in remembrance of a loved one who has passed. Many people drop these flowers into the Current River as they cross the Black Bay bridge.

It's a lovely moment.

The money donated helps Hospice Northwest train its hundreds of volunteers in the art of spending time with the dying. Hospice Northwest was created by ordinary folks almost two decades ago. These friends saw a need in the community.

That need was for those people who are dying to have someone who could talk calmly about the inevitability of death.

CHRONICLE JOURNAL

Monday, May 8, 2017

NEWS A3

Death talk often taboo

We're 'all going (to die), it is just a matter of when'

BY BRENT LINTON
THE CHRONICLE-JOURNAL

Mark Mosley believes it is time to, "get death out of the closet," so people can learn to deal with it in an open, healthy way.

Mosley was one of 200 people taking part in Hike for Hospice around Boulevard Lake on Sunday.

For Mosley, taking part in the hike was a way to remember his father, Clay Mosley, who was a Hospice Northwest volunteer, and for the support his family received from Hospice Northwest when his father passed away.

"Everything else is out of the closet but not death... we're all going there, it is just a matter of when," said Mosley, during opening ceremonies at St. Ignace High School.

"We are getting there, for many it is a cultural thing, a religious thing, everyone has a different perspective on (death), some are more open to discuss it, some are not," explained Mosley.

Clay was always willing to help others and was a kind, caring, compassionate individual, said Mark.

"They saved my life," said Liz Christiansen, about the care and assistance she received when her friend and roommate passed away.

Christiansen feels so strongly about the work that Hospice Northwest does that it is the sole charity she supports.

"The organization helped me and my friend so much, when she was in hospice they provided a volunteer for her and after she passed away a volunteer came to the house for me," said Christiansen.

"(Hospice Northwest helped me and my friend so much, . . ."

Liz Christiansen
Hospice supporter

Joan Williams, the executive director for Hospice Northwest, believes that slowly people are starting to be able to talk about death.

"It is commonly considered a subject for the public health agenda . . . in Thunder Bay, we have a series called Die-alogues, which is our attempt to do community engagement and to make more comfortable for people to start talking about the subjects associated with death and dying," said Williams.

Having the discussion about death and dying gives families the information to carry out the wishes of their loved ones when they are no longer capable.

"I think it is just generally so we can all live a fuller life with less fear and stigma," added Williams, by embracing the fact that we are only here for a short time, we can get more out of life.

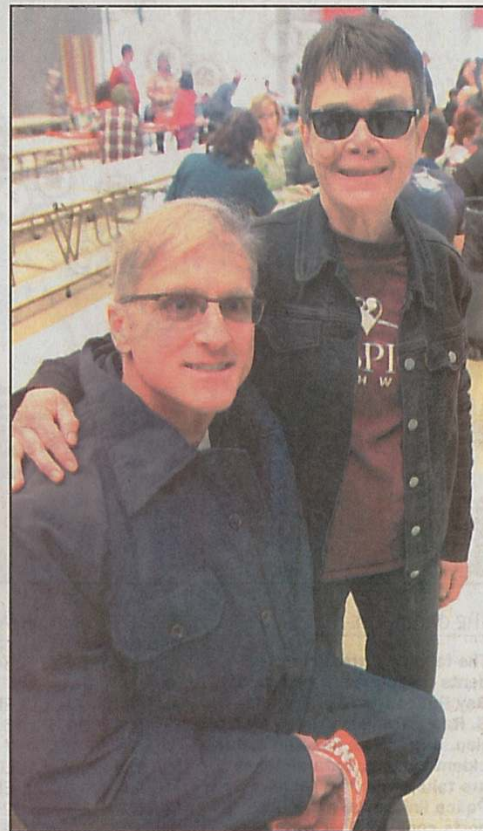
Williams pointed out that 90 per cent of palliative care services are provided by families, with the other 10 per cent of care

provided by hospitals and doctors for end-of-life care.

The hike is important to raise awareness about Hospice Northwest's services, said Kathleen Buso, communication co-ordinator for Hospice Northwest.

"There are a lot of people who don't know about our services and this is a way to let people know . . . and help raise much needed funds for the organization," said Buso, about the sixth annual hike.

Hike for Hospice is a national event that raised close to \$3,000,000 in Canada and locally raised more than \$58,000 last year for Hospice Northwest programs.



THE CHRONICLE-JOURNAL/BRENT LINTON

Mark Mosley and Joan Williams, executive director of Hospice Northwest, appear together before the start of the annual Hike for Hospice on Sunday.



SUBMITTED PHOTO

A United Way mail display in October, 1989 illustrates the early days of Via Vitae, which is now Hospice Northwest.

Hospice Northwest celebrates 30 years

Hospice Northwest, formerly Via Vitae, is celebrating 30 years of service to the community. Although in existence for three decades, the organization remains relatively unknown to many in our community.

That may be because Hospice Northwest staff and volunteers deal daily with a subject that many find difficult to discuss — death and dying.

In the mid 1980s, when the seeds of this grass roots organization were being sown in Thunder Bay, the concept of palliative care, or comfort measures at the end-of-life, was just starting to emerge in Canada.

In 1987, a group of dedicated Thunder Bay residents came together to launch the Via Vitae Community Palliative Care Volunteers, which were based on the principles of the palliative care movement. The incorporating group donated their own funds to cover legal costs, purchase supplies and advertise the first hospice volunteer training program in the city. As a result of their hard work, 11 palliative care volunteers were able to provide support to 32 individuals and their families in Thunder Bay.

Slowly, the fledgling organization grew, with part-time staff funded by the United Way and office space donated by the Cancer Centre.

In 1993, Joan Williams, who is now Hospice Northwest's executive director, was hired as the part-time program coordinator. Never having worked in palliative care before, Williams initially found it difficult to meet clients, some with young children, who were preparing themselves to say goodbye. However she soon found pride in introducing a compassionate volunteer who could listen to the client's pain and anxiety, help family members communicate, or assist a client who just simply wanted to get out for some fresh air.

In 2002, the name Via Vitae was changed to Hospice Northwest.

YOUR STORIES

News written by our readers on Northwestern Ontario events.

YOUR.CHRONICLEJOURNAL.COM

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 yourchroniclejournal.com to share Your Stories.

base grew, ensuring more clients and families received support in their final days. The need for palliative care slowly gained recognition, and modest government funding eventually followed. However, along with the agency's growth came an increase in administrative costs for volunteer management and reporting. Hospice Northwest now relies heavily on the generosity of community donors to provide additional support through memorial donations, as well as through the annual Hike for Hospice and other fundraising events.

Now, 30 years after its inception, Hospice Northwest supports approximately 350 clients each year in Thunder Bay and the district with the help of 200 trained volunteers. Services have grown to include grief and bereavement support and a community education initiative called Dialogues.

The staff and volunteers of Hospice Northwest are incredibly proud of the legacy they have inherited from the founders of Via Vitae, and are celebrating these achievements at the upcoming Wine and Cheese Anniversary Celebration. All past volunteers, contributors and family members are invited to drop by for a glass of wine and a piece of cake from 5:30 p.m. - 7:30 p.m. on Oct. 26 at the Hospice Northwest office, 63 Carrie Street. Please contact the office at 626-5570 if you would like to attend.

PHOTOS FROM THE 2017 HIKE FOR HOSPICE



THANK YOU TO OUR HIKE FOR HOSPICE SPONSORS!



Thank you to all our 2017 Hike for Hospice Sponsors:



Marathon Level Sponsors:



Running Level Sponsors:



Jogging Level Sponsors:



Walking Level Sponsors:



Gift and In Kind Sponsors:

