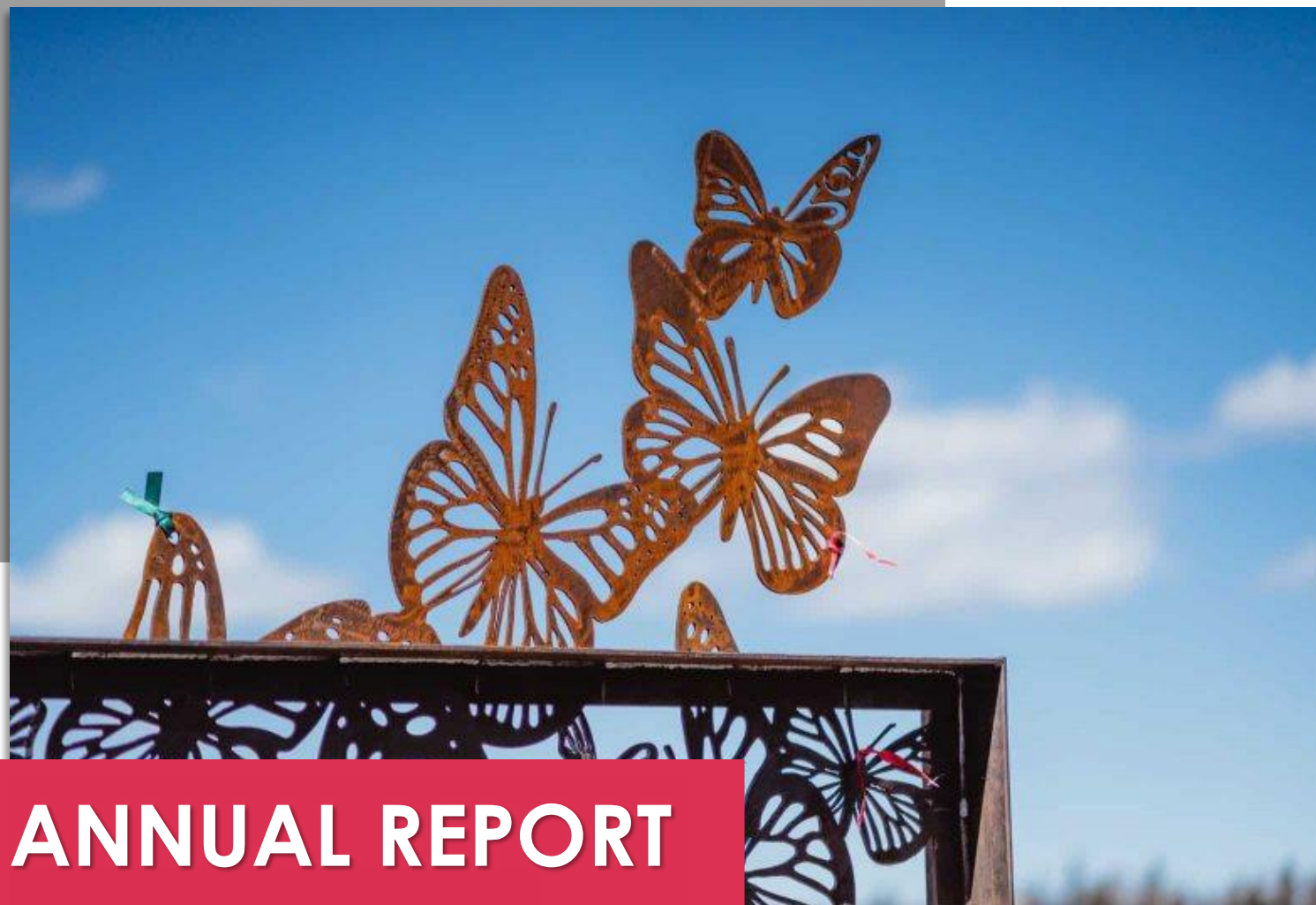


Presented at the Annual General Meeting

September 28, 2020

Zoom Meeting



ANNUAL REPORT 2019/2020

Hospice Northwest

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MAKING EVERY MOMENT MATTER

MISSION

Hospice Northwest is a community volunteer organization that complements, enhances and delivers end of life care, including grief and bereavement services. The mission of Hospice Northwest is to foster a compassionate community response to the needs of anyone living with, dying from, or affected by illness and disease.

VISION

Hospice Northwest will be a leader in providing compassionate companionship to individuals and their families as they respond to end of life challenges. Hospice Northwest will provide quality compassionate care, which is accessible to all in need with life threatening illness. The clients will be served with dignity and respect, maintaining confidentiality and individuality. Trained volunteers will empower their clients through education along their journey. Hospice Northwest believes that dying is a natural and normal part of the life process. Our work embraces a holistic approach that enhances people's dignity, self-worth and sense of connectedness. Volunteerism is the cornerstone of our work.

VALUES

Courageous, Community, Quality Care

We are Courageous: Hospice Northwest provides care at the end of life in areas that are challenging, underserved, under-resourced and sometimes forgotten. We aim to be leaders in providing volunteers in areas that are sometimes avoided by others such as dementia care and long term care settings.

We are Community: Hospice Northwest responds to the needs of the community. Our grassroots organization strives to promote normalization of dying and death in our community and region.

We are Quality Care: Hospice Northwest provides a high quality service utilizing specially trained and well supported volunteers from a variety of backgrounds.

TO OUR HOSPICE FRIENDS, DONORS, SPONSORS AND VOLUNTEERS, WE WANT TO SAY THANK YOU! YOU'VE HELPED US CHANGE LIVES!

We are pleased to present the 2019/2020 Annual Report, highlighting the impact your support has had on the individuals and families that we serve. As you will see on the following pages, Hospice Northwest has provided companionship and support to over 450 palliative and grief clients over the past year, helping to make every moment matter for our clients and their loved ones.



Cherie Kok, Executive Director with
Board of Directors at 2019 AGM

HOSPICE NORTHWEST BOARD OF DIRECTORS

- Scott McCormack, Board Chair
- Tammy Squitti, Indigenous Representative and Vice-Chair
- Barb Philp, Past Chair
- Debbie Escott, Hospice Volunteer Representative
- Judy Harvey, Regional Representative
- Alison Denton
- Joanne Kembel
- Margaret McKee
- Rosy Brizi

Another year gone and what a year it was!! So proud of the accomplishments of HNW. The 2019 Hike raised the most money ever - \$67,000. The Quick Response team was initiated as well as work with the vulnerably housed in our community. 2020 saw the Board work on a new 3 year strategic plan focusing on brand awareness, mission and sustainability. Then COVID-19 hit! Restrictions have presented many challenges but within those constraints arose new opportunities. Volunteers rallied with the Support a Senior program, phoning isolated seniors in our community and the Board began meeting via Zoom. I am so honoured to be a part of this committed Board and the resilient HNW team under the direction of the ever-dedicated and passionate ED, Cherie Kok. - Barb Philp, Past Chair



MESSAGE FROM OUR EXECUTIVE DIRECTOR

Greetings!

As I write this report it is June 2020 and we are the midst of a global Pandemic due to Covid-19. This report, however, is for April 1, 2019 - March 31, 2020. The Pandemic did hit us at the end of this fiscal year, causing the staff of Hospice Northwest to vacate the office at 63 Carrie

Street and to work from home for the remainder of the fiscal year. The pandemic also caused us to stop all client visits and all regular programming immediately until we could figure out next steps. As previously mentioned the majority of this report will be spent on what happened in our agency prior to March 10th 2020.

What's New at HNW

Here is a TOP 12 List of exciting occurrences at Hospice Northwest in 2019/20

1. We started off our new fiscal year of 2019/20 with additional funding from the LHIN to serve more vulnerably housed and vulnerable populations. The first activity we took on was to train the front line workers who work with the vulnerably housed about what Palliative Care is. Since the beginning educational session in April, 2019 HNW has offered 12 workshops to over 100 front-line staff. HNW has trained staff from Thunder Bay Shelter House, Grace Place, Path 525 Safe Injection Site- Northwest Community Health Clinic, and Wequedong Lodge. Through the AGM report you will read more about the journey home team that we moved toward training and the work that this team took on
2. We had our best Hike for Hospice to-date raising over \$67,000. We had more corporate sponsors, more hikers and more teams than in any other year. Melissa McClement and Kathleen Buso made a great team in marketing the hike too.
3. We now have a beautiful **Butterfly Remembrance Wall** erected at the Adelaide Butterfly Garden to be used at the Hike for Hospice annually, but also to be visited by anyone who wishes to honour a loved one lost through a person's grieving process.
4. We held a regional conference in Marathon in June 2019 attended by over 40 delegates from Marathon, Manitouwadge, Geraldton, Nipigon, and Schreiber/Terrace Bay.
5. Between August 2019 and February 2020 we recruited over 30 new HNW volunteers.
6. In October 2019, we received a grant from the Ontario Trillium foundation for over \$70,000 to develop a Grief and Bereavement program/workshop for Indigenous people. Kimberley Ramsbottom was hired, recruited an Advisory Committee and worked with focus groups. Through the beginning half of 2020/21, this program will be launched.
7. In November 2019, the Integrated Palliative Care Program was funded by the LHIN (now called the Palliative Carelink). Hospice Northwest is a partner in this venture.

8. On November 16, 2019 we became an accredited organization again. Wendi Ignace was our compliance officer from May 31, 2019 - May 28, 2020. The job of re-applying for HPCO accreditation was given to her and she was able to successfully complete the momentous task.

9. Our third party fundraising took off this year, with 6 different groups raising money for us. By far the biggest fundraiser done for us was done by the group of amazing women who host WHO GIVES A FROCK. The event was held on February 13, 2020 and it raised over \$26,000 for Hospice Northwest.

10. On December 16th, at our Volunteer Christmas Luncheon, we gave out our first ever CLAY MOSLEY AWARD to Myrna Letourneau of Manitouwadge and Marathon, Ontario. This award will be given out in honour of Clay Mosley who was a long time volunteer of Hospice Northwest. The recipient will be presented with this award if they have been a HNW volunteer for more than 5 years, have a higher than average number of volunteer hours, a higher than average number of 1:1 visits with their clients, and they are creative with their visiting, going the extra mile. Congratulations to Myrna Letourneau for being our first ever recipient.

11. In early January the Board of Directors embarked on a two year strategic planning session. The following are the three areas we will keep our focus on for the next two years.

- a. We will Remain Mission Focused
- b. We will Strive for Sustainability
- c. We will Strengthen and Grow Our Brand

“We served over 500 clients this year!”

12. We served over 500 clients in 2019/20. This is the highest number of clients our organization has ever served. 143 new Grief and Bereavement clients were referred to our agency in 2019/20 which is a larger number than in any other year.

This coming year April 1, 2020 - March 31, 2021 is sure to be a challenging one for Hospice Northwest as we face unprecedented times. We are hopeful that as we have time to face our new normal and continue to focus on our strategic priorities, we will continue to find ways to grow and thrive.

Respectfully submitted by



Cherie Kok

Executive Director



STRATEGIC PLAN 2020 - 2022

MISSION Hospice Northwest is a community volunteer organization that complements, enhances and delivers end of life care, including grief and bereavement services. The Mission of Hospice Northwest is to foster a compassionate community response to the needs of anyone living with, dying from, or affected by illness and disease.



We will Remain Mission Focused

1. We will govern with our mission top of mind
2. We will operate with our mission as a visible reminder of our mandate
3. We will keep true to our mission as we look to the future.



We will Strengthen and Grow our Brand

1. We will raise awareness of supporting end of life care
2. We will engage our board, volunteers, clients and staff to be mission ambassadors
3. We will explore emerging opportunities through virtual care and social media



We will Strive

for Sustainability



We will be Fiscally Responsible

1. We will seek opportunities to maximize our efficiency and evaluate our services to align with funders' expectations.
2. We will strengthen our endowment fund to support our organizational growth.
3. We will assess and strengthen our fund development strategies to maximize our potential

We will Support our People

1. We will support a strengths based evaluation of our human resources and seek opportunities for investment.
2. We will build a sustainable & diverse staff and volunteer team to support our work.
3. We will assess our regional impact and develop sustainable strategies to support our clients.

We will be Responsive to System Changes and Partnerships

1. We will work with our partners to align with emerging provincial system changes.
2. We will define our role with the Integrated Palliative Clinical Care Program.
3. We will explore and assess our relationships with our partners providing end of life care.



*2019 Volunteer
Appreciation Christmas
Luncheon and
Graduation*



*Myrna Letourneau
accepting the Clay
Mosley Memorial Award
at the 2019 Volunteer
Appreciation Christmas
Luncheon and
Graduation*



VOLUNTEER STATISTICS AT A GLANCE

Volunteer Statistics at a Glance



Volunteer/Client Activities



Practical Assistance
(eg. shopping)



Accompanying clients
to appointments



Outings in the
community



Social interactions



Compassionate
listening



Advocacy



Relief for
Caregivers



Bedside Support

Hospice Northwest Volunteer Teams:



Quick Response Team

This team is available in the event of more urgent end-of-life cases. There are currently 23 Quick Response volunteers who have assisted 13 families in the past 2019/20 year.



Grief & Bereavement Team

There are currently 23 volunteers who are trained for the Grief and Bereavement team. There have been 67 clients served by these volunteers during 2019/2020.



Support-a-Senior Team

This team was created in March 2020 to connect isolated seniors in the community with a friendly volunteer during the COVID 19 pandemic. There are currently 24 volunteers recruited to do friendly phone calls and 19 clients receiving the service.

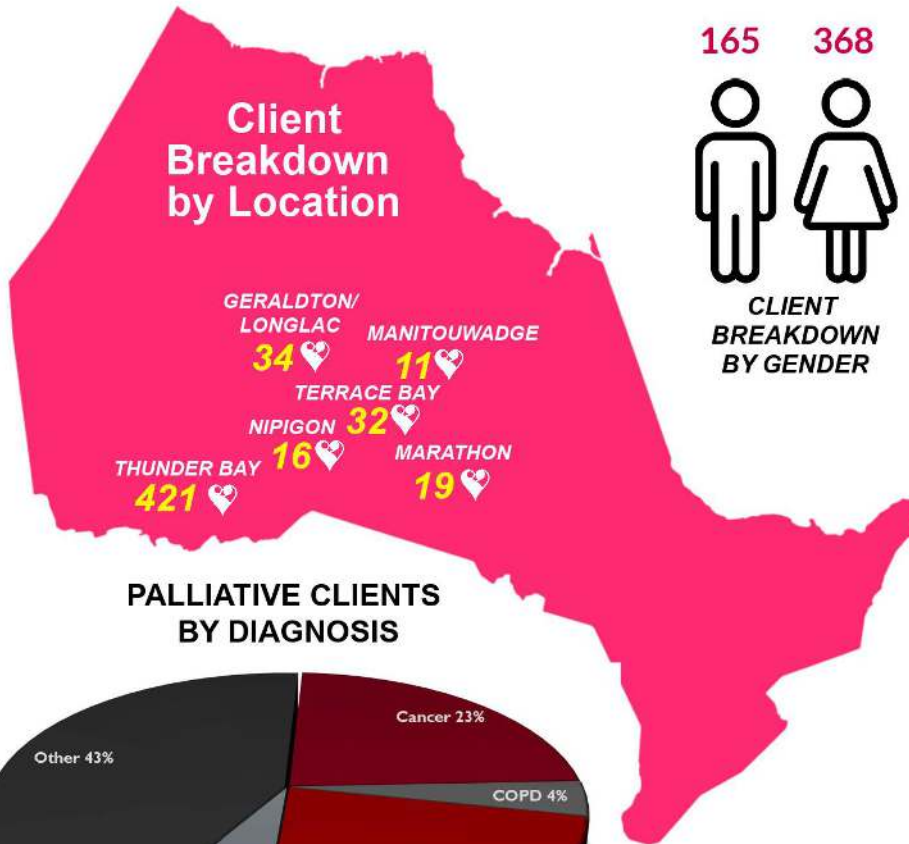


Journey Home Team

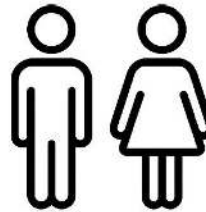
This team is part of a program aimed at providing compassionate care to clients with a life limiting illness, who are vulnerably housed (living in shelters, supportive housing, etc.). There are currently 2 volunteers on this team.

Client Statistics at a Glance

Client Breakdown by Location

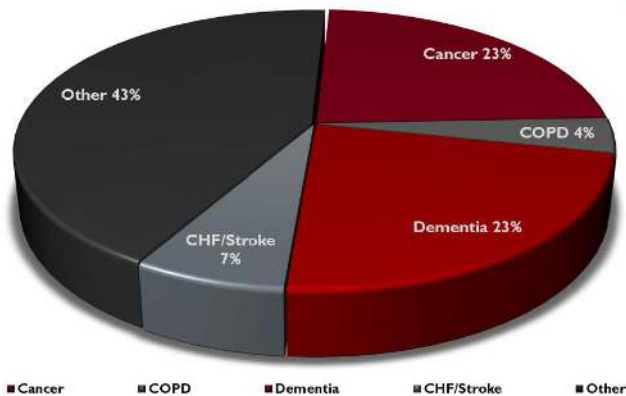


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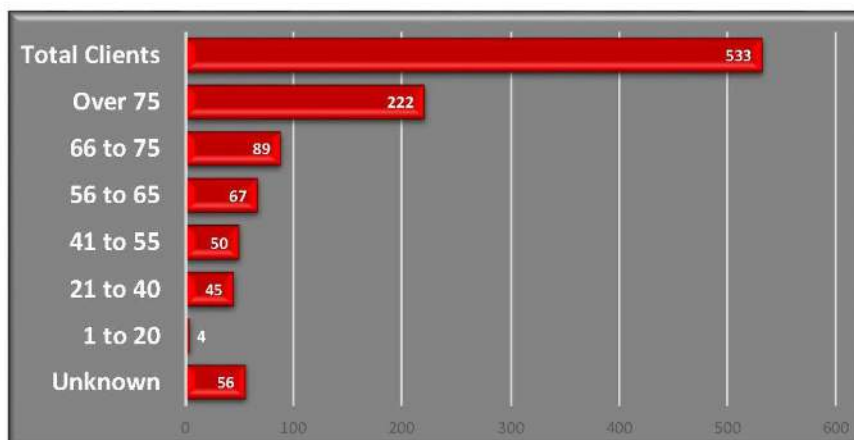


CLIENT
BREAKDOWN
BY GENDER

PALLIATIVE CLIENTS BY DIAGNOSIS



CLIENT BREAKDOWN BY AGE



Client/Volunteer Information

112 Clients in the Region



193 Grief Clients in Thunder Bay



15 Caregiver Support



7 Circle of Friends



75 Long Term Care



82 Visited in Private Homes



57 Hospital Visits



44 St. Elizabeth Program



13 Life Writing



Vulnerably-Housed/Journey Home Programming

Southbridge Lakehead Manor

During the 2019 fiscal year, programming activities were delivered for the residents of Southbridge Lakehead Manor. Two cultural crafting sessions each were hosted in June and August, with one in November. Created items included necklaces, dream catchers, and wooden Medicine Wheels. The attendance for each of these sessions ranged from 10-15 participants. In September, a *Traditional Teachings* session was held with local Erich Otten and had 15 in attendance. A second cultural event of indigenous drumming was planned with him again in March 2020, though this date had to be postponed.



Journey Home Programming

The Journey Home (JH) program began on October 2, 2019 at Kwaie Kii Wi (KKW), the Managed Alcohol Program at Shelter House. Since October, the program has been delivered in two-hour, weekly visits. Three additional volunteers have been trained, two of whom have provided a great deal of in-hospital support for the Journey Home clients who have needed hospitalization.

Prior to the start of Journey Home, a memorial service was held on September 12 for the Shelter House community. In attendance that day were 78 individuals including staff and clients of Shelter House, politicians, EMTs, Thunder Bay and Ontario Provincial Police officers, regional cultural coordinators, and individuals from both the Indigenous Friendship Centre and Native Women's Association of Ontario.

In planning the program, it was identified that for it to be successful, delivery needed to be based on trust and relationship-building. In a meeting with both the KKW Program Coordinator and a KKW resident, it was determined that this best be facilitated through food-sharing and board games.

In the beginning, the same three to four clients would join in on the programming and time would be split up, alternating between group board games, and 1-to-1 games like Chess and Cribbage. This allowed time to get to know the clients on a more individual level. During these visits, time was spent learning about them as individuals; they were asked questions about their homes, families, favourite things. Humour played a huge role in building these bonds.

In November, each person at KKW was invited to attend the Hospice Northwest Candlelight Memorial Service; eight of them came. Though they found it difficult, they voiced feeling grateful for being able to attend and participate.

As this program evolved, the concentration shifted to arts-based programming upon request of the program clients. This included making painted glass ornaments and wooden ornaments made from locally sourced driftwood during the holiday season.



Tree ornaments on driftwood discs

The holiday party was a casual gathering planned jointly by KKW and Hospice Northwest, and included homemade food, a 'photobooth' with props, and a gift and handwritten note for each participant in the

program. This event marked the biggest shift in the program's dynamics. Two gentlemen (M.S. and A.P.) in particular, who had never engaged in any previous activity, began to join in. The first gentleman, M.S., started sharing stories of his life and joined in on some of our arts programming. He even asked for help to sew the arm of his jacket. Another gentleman, A.P., who is known for his gentle, quiet demeanor and excellent sense of humour had never shown any previous interest in conversation or programming. After the holiday party, A.P. began joining our 3-person cribbage games, sharing jokes and stories of his life.



Painted birchbark wall-hangings

During winter months, we continued some occasional game-playing but focused on arts-based programming (which had proven to be very popular), and continued to utilize locally found nature-based media that included birchbark, stones, and driftwood. During one of our painting activities, Journey Home client N.F. held a piece of birchbark in her hands to smell, then held it to her chest and shared that it had been a long time since she had been able to smell the comfort of birch.

Conversation during our times together was often about the death of loved ones and the challenges of processing grief when death occurred so frequently in their families and communities. Over time, some even began to share thoughts of their own mortality and how they wished things to be when they died. In one instance, a JH client wished to debrief after particularly troubling news with her palliative care physician.

Sharing was done primarily in group settings where it could be a conversation between friends. The essence of community at KKW has always been strong.



A collection of driftwood paintings done in early March 2020



An eagle painted by KKW's resident artist, R.M.

postponed due to a number of illnesses and hospitalizations that occurred around that day. The Journey Home clients wish to resume this plan during a warmer season.

Some additional programming has included a therapeutic visit with a sled dog, and the plan for a trip to Dilico's Sacred Fire Circle. This was planned after a discussion with a program client about her many losses and the existence of compound grief. Together, we spoke about her grief and what she felt may help with processing. She wished to have an opportunity to communicate with her deceased loved ones and wanted to be able to do that by burning letters she had written to them. This was planned for January 1, 2020 as it marked the 1-year anniversary of the death of their good friend and fellow program participant, Kat. This event had to be

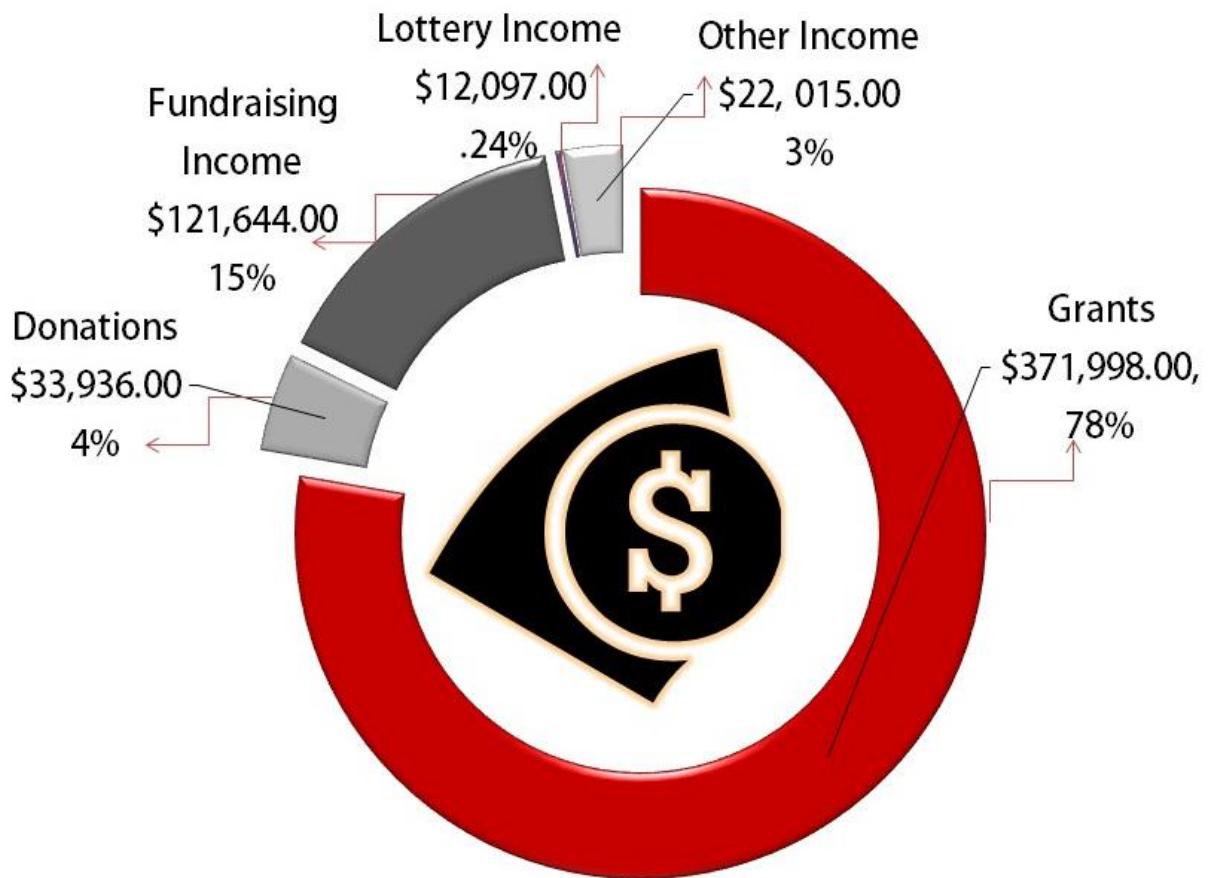


In February, the Journey Home program lost Harriet, a kind and soft-spoken woman with a warm heart and great sense of humour. Harriet had been admitted to hospital in late December, 2020, and diagnosed with liver cancer shortly after that. Harriet never returned to KKW but received support from two HNW volunteers during her time in hospital. She adored her grandchildren; they were her pride and joy. Harriet wanted to be able to die at home. Near the end of her life, she was discharged from hospital into her son's care where she was able to spend her final days with her beloved grandchildren. On February 22, 2020, Harriet died at home surrounded by family.

Norah was known as Kwae Kii Win's "mother hen." If anyone needed guidance, they would go to Norah for support. She was wise, insightful, and compassionate. Norah would volunteer her time next door at Shelter House to ensure the staff had extra help at mealtimes. Norah suffered many losses in her life. She carried a leather pouch which held the photos of her deceased loved ones and would take the time to talk about each one. She would often add that there were many more and that the losses kept coming. She adored her children and grandchildren and looked forward to each visit with them, often recounting humorous stories of their visits together. Norah's health had been declining over a number of months and in March she was admitted to hospital. Norah died on April 9, 2020 on the hospice unit of St. Joseph's Hospital with her children nearby and supported by our community palliative care partners.



FUNDING STATISTICS AT A GLANCE



Grants Received from:

- North West Local Health Integration Network
- Ontario Trillium Foundation
- United Way of Thunder Bay
- Northern Ontario Heritage Fund Corporation
- Thunder Bay Community Foundation
- Lakehead University
- Realtors Care Foundation

Fundraising Initiatives:

- Hike for Hospice: \$85,083
- Wings of Remembrance Sales: \$12,803
- Donation Fund: \$26,417
- United Way Donor Designations: \$1,242
- Other Fundraising: \$29,582

2019 HIKE FOR HOSPICE – TOTAL RAISED \$62,000!



The 2019 Hike was comprised of:

- 36 teams -> raising \$26,352
- 75 individuals -> raising \$5,750
- Including volunteers there were 350 people in attendance
- Corporate sponsorships -> \$25,000
- Draws -> raised over \$9200

THANK YOU TO OUR 2019 HIKE FOR HOSPICE SPONSORS!

Presenting Sponsor:



Marathon Level Sponsors:



The Fort William
Rotary Club



Ribbon Wall Sponsor, with Special Thanks to:

Remembrance Ceremony Sponsor:



Jogging Level Sponsors:



Walking Level Sponsors:

Kembel Group Inc.



Major Gift and In Kind Sponsors:



Media Sponsors:



THANK YOU TO OUR OTHER EVENT/PROGRAM SPONSORS AND THIRD PARTY FUNDING SUPPORTERS!



AND TO OUR MAJOR FUNDERS:



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario