



Hospice

NORTHWEST
SERVICES

MAKING MOMENTS
MATTER



ANNUAL
REPORT
2020

An Army of Angels



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Our Amazing Hospice Volunteers



Welcome from our Executive Director and Chair of the Board of Directors

We are thrilled to present the 2020-2021 Annual Report. This year has been tough on everyone. Hospice Northwest had to drastically change the way we do our work. We have had to pivot and change daily, weekly and monthly in order to help our clients where we could and to be able to continue the training of our volunteers.

As a Board of Directors, at the onset of the pandemic, we met bi-weekly instead of our normal monthly meetings as things were changing so rapidly; we held 6 Zoom meetings and an additional summer meeting, resuming our once per month routine in the fall of 2020. As a Board we helped to navigate and lead the organization and its staff and volunteer team.



Tammy Squitti, Chair

During the summer of 2020, we planned for a 2nd wave and purchased a new phone system that would allow staff to set up an office at home and be able to easily transition back and forth from office to home. Later in the fall we changed our accounts payable to a new format allowing for better flow of business during these more remote times. Our staff have shown resiliency and stamina during our ever changing directives, platforms and programs.



**Cherie Kok,
Executive Director**

We are proud to present, through this report, that although we have served a smaller number of clients in comparison to the last three years, we still served many clients, we started new programs and we still trained volunteers.

Some highlights that you will read about are:

- our brand new Gashkindamide'e grief program for Indigenous Peoples
- a new program for caregivers including a 24/7 phone line
- a 5 week workshop and a Circle of Friends for Caregivers
- we raised \$69,900 (gross) for Hike for Hospice

We also implemented a new volunteer recruitment strategies through a grant we received from the federal government called the New Horizons for Seniors Grant where we created a marketing campaign that we can use for years to come that focusses on diversity of volunteers, including recruitment of French language, Indigenous, and more male volunteers.

Our volunteers were also amazingly committed to Hospice Northwest during the pandemic and continue to visit their clients virtually and in person when it was allowed. Toward the end of this fiscal year, 60 of them received vaccinations so that they could start the process of getting "back in" and getting back to work.

We can only hope that 2021-2022 will be a more active year, serving more clients and that we are once again able to do the ESSENTIAL work that Hospice Northwest is best known for.

Respectfully Submitted by,

A handwritten signature in black ink that reads "Tammy Squitti".

Tammy Squitti
Board Chair

A handwritten signature in black ink that reads "Cherie Kok".

Cherie Kok
Executive Director



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.

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.

Quality Care:

Hospice Northwest provides a high quality service utilizing specially trained and well supported volunteers from a variety of backgrounds.

HOSPICE NORTHWEST

WHO WE ARE

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.

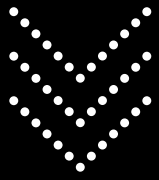
Hospice Northwest will provide quality compassionate care, which is accessible to all in need with life threatening illness. The clients will be served with dignity and respect, maintaining confidentiality and individuality. Trained volunteers will empower their clients through education along their 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.



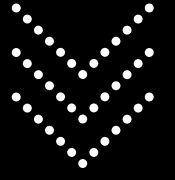
SOME HIGHLIGHTS OF OUR PANDEMIC YEAR

- March 13, 2020 – Office shuts down and staff head home to work
All volunteers are asked to stop visiting
- Hike For Hospice cancelled and moved to September
- By April 15th Support a Senior Program was started – we recruited 25 new volunteers over a weekend and took on over 55 new clients
- By April 30, we held an 'all volunteer' meeting. Discussions and brainstorming with volunteers on how to visit virtually
- Funding received to purchase iPads for volunteer/client virtual visits
- PPE policy was created for summer time outdoor visiting. PPE was obtained through a grant from the Canadian Red Cross
- We raised \$69,900 (gross) for Hike for Hospice on September 12, 2020
- We were shut out again from all in person visits in late October
- In November 2020, we secured funds to start a 24/7 Caregiver Support telephone line, led by volunteers
- One volunteer for most LTC homes was trained and tested to be able to start seeing end-of-life clients
- In January 2021, a new Volunteer Recruitment Campaign was launched, thanks to a New Horizon's Seniors Grant
- Our first Caregiver Workshop was started in January 2021, comprised of 5 week sessions, which we will now offer two times per year
- Hired new Regional Coordinator in February 2021
- 50+ volunteers were vaccinated in March 2021
- New vaccination policy created for Volunteers and Client interactions



CORE PROGRAMS

VOLUNTEER DRIVEN ORGANIZATION



Total Clients Served in 2020/21: **337**



PALLIATIVE SUPPORT

142 clients served
in 2020/21

142

145

GRIEF SUPPORT

145 clients served
in 2020/21

We developed a new Grief
Program for Indigenous
Peoples called
Gashkendamide'e



CAREGIVER SUPPORT

25 clients served in
2020/21

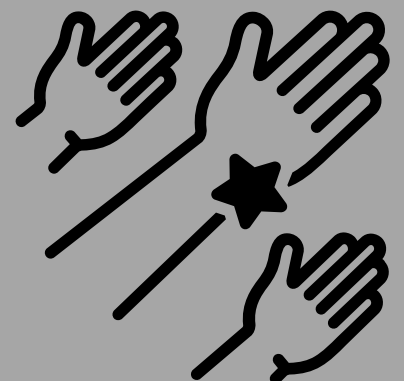
Started a new 5 week Caregiver
Support Program in January 2021
Started a new 24/7 Support Line for
HNW Caregiver Clients

25

25

OUTREACH SUPPORT

25 clients served in
2020/21



VOLUNTEER COORDINATOR'S REPORT

SUBMITTED BY SHAYLIN MOORE



I was hired as the Volunteer Coordinator on June 12, 2020. I was thrilled to return to Hospice Northwest, having previously worked as the Community Outreach and Marketing Assistant. It has been a truly unique year, as I watched our wonderful volunteers pivot and adjust to the global pandemic. Hospice Northwest has a truly phenomenal group of volunteers who go above and beyond to provide services to our clients. This report will outline the volunteer activities for the 2020 fiscal year.

DIVERSITY COMMITTEE

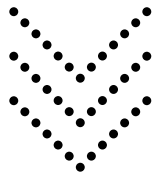
Hospice Northwest received the New Horizons for Seniors Program (NHSP) grant through the federal government. The grant provides funding for projects that make a difference in the lives of seniors and their communities. Hospice Northwest used the NHSP grant to promote volunteerism among seniors and other generations.

Hospice Northwest set out to attract and retain 30 – 60 new volunteers between September 2020 and June 2021. The campaign targeted diverse volunteers which includes Indigenous, Francophone and Finnish speaking volunteers. The volunteer diversity committee was formed and included 10 volunteers from diverse backgrounds. The diversity committee was asked to meet monthly, approve advertisements, peer-mentor new volunteers and participate in community presentations. Hospice Northwest hired Generator to create and implement the marketing plan.

Training provides volunteer with skills to help them service palliative and grief clients. It is important that new and current volunteers are provided with training opportunities to create a community of volunteers and gain confidence in their roles. Due to covid-19 restrictions all training session were conducted over zoom. Volunteers are provided the opportunity to attend support meetings and professional development sessions to hone their skills and come together as a committed team of trained volunteers. This past year the volunteers spent approximately 264 hours attending 132 support meetings and/or professional development sessions.

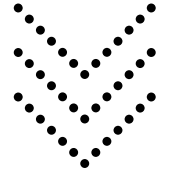
One of the billboards funded by the New Horizons Seniors Grant





VOLUNTEER STATS

VOLUNTEER DRIVEN ORGANIZATION



Total Hours Visited in 2020/21: 5327

TOTAL VOLUNTEERS

116 volunteers in
Thunder Bay
26 volunteers in the
Region

142



3.5%

5 of 142
volunteers
are male



MULTILINGUAL VOLUNTEERS

Italian	3
Finnish	1
French	2
German	1
Portuguese	1

23

QUICK RESPONSE TEAM

The quick response team is available in the event of an urgent end-of-life case. There are currently 23 volunteers on the quick response team who have assisted 5 families in the past 2020/2021 year.



Quick Response Volunteer Team

GRIEF & BEREAVEMENT TEAM

There are currently 35 volunteers who are trained in grief and bereavement.



JOURNEY HOME TEAM

this team is aimed at providing compassionate care to clients who are vulnerably housed. There are currently 4 volunteers on this team.

35

4

6

24/7 CAREGIVER SUPPORT

This team was created to connect caregivers in the community 24/7 phone support. There are currently 6 volunteers who take turns being on call.



VOLUNTEER YEARS OF SERVICE

Hospice Northwest has an exceptional team of volunteer who work towards the betterment of our community. Hospice Northwest has 31 volunteers who have been with the organization for 10+ years and deserve special recognition.



CLAY MOSLEY AWARD

On November 30th, one of our wonderful Hospice Northwest volunteers was presented with a very special award.

Katherine Poulin is the second recipient of the annual Clay Mosley Memorial Award for Outstanding Hospice Volunteer Service. The Clay Mosley Award is dedicated to a Hospice Northwest Volunteer who encompasses the heart and mission of Hospice Northwest Services in their volunteer work. This award is named after Clay Mosley, a long-time HNW volunteer who was known for being a compassionate, kind-hearted, and dedicated individual who went above and beyond the call of duty for his clients. Katherine Poulin exemplifies the essence of hospice. Prior to beginning her hospice work, Katherine

worked as a doula, helping women with pre-natal and birthing support. Katherine's belief is that "Working with the dying is really not that different from doula work. You're sitting there, with someone who needs to be delivered through a painful experience, and all you want to do is make that journey for them as easy as possible. It's just the other end of life. Instead of seeing someone into life, you're seeing someone out of life."

Volunteers like Katherine and Clay are truly the heart of Hospice Northwest and none of the work we do would be possible without the support of dedicated individuals like them.



GASHKENDAMIDE'E

(BE GRIEVED FROM THE HEART)

GRIEF GROUP FOR INDIGENOUS PEOPLE

Submitted by Kimberley Ramsbottom, Outreach Coordinator

It was a busy year for the development of this group. We completed the preliminary work of development and from here we started putting the pieces of the workshop together to deliver two pilots sessions of the group.



Elder Beatrice Twance-Hynes

We started off with the Helper training in early May with Elder Beatrice Twance-Hynes and Claudia Otto, our chosen Helpers to deliver the workshops. They were chosen with the ideology that both of these facilitators would offer the sessions through a "Two-Eyed Seeing" lens. Both Helpers brought the best of Western and Indigenous knowledge and strengths when delivering these workshops. At one point we thought we may need to postpone the workshops due to the Pandemic but our Community Partners and Advisory Committee felt this work was too important and so needed that we continued to push forward.

The first pilot workshop was a one-day session that took place on July 14, 2020. The second workshop was a six-week workshop that was held once a week and delivered from September 22nd - November 3rd. We had several participants in each workshop that all found the workshop beneficial and the feedback was very positive.

On November 6, 2020, we held our final focus group and we met with the Advisory Committee for final thoughts going forward. In early December we reached out to the First Nations Inuit Health Branch (FNHIB) to explore how we could fund the delivery of this workshop. FNHIB requested that we put a proposal forward for funding of this grief support group. In January of 2021 we submitted our proposal to FNHIB and in February we received approval of our application for three years of funding, with the possibility of extending the contract for two more years.



"Grieving bundle box/project exercise is excellent tool for grief healing journey, excellent small group."
Participant Feedback

D. Redsky/2021

Regional Program Coordinator Report

In 1994, the Ministry of Health and Long Term Care provided funding to Hospice Northwest (then known as Via Vitae) to expand services into the region. The first communities to begin satellite programs were: Nipigon, Manitouwadge, Terrace Bay and Geraldton.



Over the years, partnerships were made with the following health centres and hospitals to host the program from their facility:

- Sante Manitouwadge Health
- Wilson Memorial Hospital
- Geraldton District Hospital
- North Shore Family Health Team in Terrace Bay
- Nipigon District Memorial Hospital

Although we have been supporting clients in these communities for over 25 years, it has been challenging to maintain consistency of service. Most communities have experienced periodic disruptions in service due to attrition of coordinators.

To address this concern, several meetings were held with our regional partners in 2020. It was decided that the above listed partners would work together to hire a new Regional Coordinator to take on the work of Hospice Northwest.

Although we still partner with these agencies, and we thank them for their ongoing support of our program, we now deliver the same services with one Regional Coordinator.

In February 2020, we hired a part time Regional Coordinator to oversee all aspects of our regional program. Teresa Roberts of Terrace Bay coordinates all programs in Nipigon, Terrace Bay/Schreiber, Marathon, Manitouwadge and Geraldton.

Teresa not only collaborates with the above partners but will also work toward serving clients who wish to die in their own homes in the region. Teresa also builds and develops our grief program in the region.

We have 24 very dedicated regional volunteers who have stayed with the program and 3 new volunteers who are currently taking the training and are eager to join our team.

We are looking forward to building and growing our regional support by recruiting and training more volunteers to serve anyone living with, dying from, or affected by illness and disease in the outlying communities to the east of Thunder Bay.

2020/21 BOARD OF DIRECTORS

CHAIR: Tammy Squitti

PAST CHAIR: Barb Philp

VICE CHAIR: Joanne Kembel

VOLUNTEER REPRESENTATIVE: Deborah Escott

REGIONAL REPRESENTATIVE: Judy Harvey

Alison Denton

Rosy Brizi

DR. Margaret McKee, PhD

Lisa Tyance

Graham Longpre, MBA

Ex Officio: Cherie Kok, Executive Director

2020/21 Staff

Cherie Kok

Executive Director

Kathleen Buso

Communications Coordinator/Office Administrator

Jyl Barclay/ Wendi Ignace/Melissa Hazen

Client Services Coordination

Thomas Bentz/Shaylin Moore

Volunteer Coordinator

Kimberley Ramsbottom and Jillian Glousher

Education and Special Programs Coordinator, Gashkendamide'e Grief Group

Coordination, St. Elizabeth Training, Journey Home

Mehroze Pal Singh,

Research and Fund Development Coordinator

Teresa Roberts,

Regional Coordinator



Financial Statement of Operations

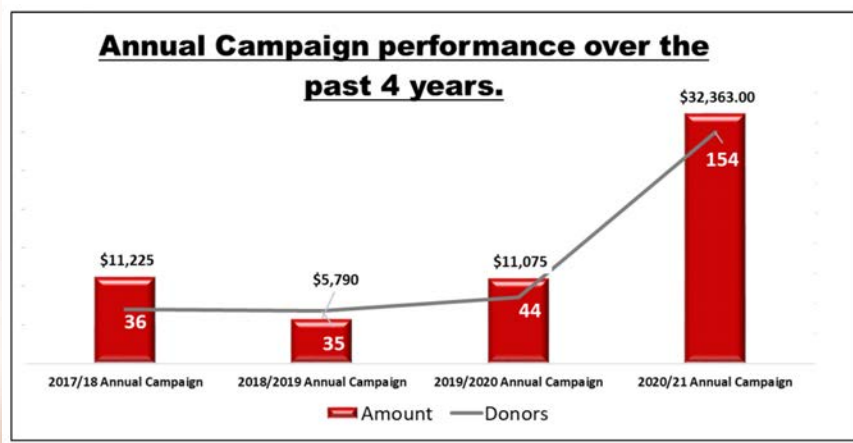
YEAR ENDED MARCH 31

REVENUES	2021	2020
Grants	\$350,001	\$371,998
Donations	14,123	33,936
Fundraising Income - Net of Cost (Schedule C)	99,469	121,644
Lottery Income - Net of Cost (Schedule D)	7,965	12,097
Other Income	18,140	22,015
	\$489,698	\$561,690
EXPENSES		
Bank Charges	31	1,875
Board Development & Meeting Costs	441	3,241
Building Costs	18,829	25,695
Consultants	-	135
Advertising	-	3,411
Dues and Memberships	3,083	869
Data Management Costs	-	1,405
Fundraising Expenses - Annual Fund	4,030	3,287
Insurance	3,266	3,462
Office Equipment and Maintenance	2,080	13,530
Office	9,424	15,170
Postage	2,610	2,245
Professional Fees	37,349	34,143
Program Costs	36,493	58,292
Public Awareness	9,354	12,449
Telephone	4,269	12,680
Volunteer Development & Training	14,449	12,760
Wages	295,584	286,687
Wages - Benefits Costs	35,463	38,399
	\$476,754	\$529,735
EXCESS OF REVENUES OVER EXPENSES	\$12,944	\$31,955

2020-21 ANNUAL CAMPAIGN

TOTAL RAISED \$32,363

This year, Hospice Northwest' Annual Campaign raised over \$30,000 for hospice palliative care and grief services in our community! Giving Tuesday provided an opportunity to double the impact in support of Hospice Northwest wherein a very generous anonymous donor offered a matching gift of \$3,000. Every \$1 invested became \$2 of support for Hospice Northwest, up to the maximum amount. The donations helped ensure that our volunteers are properly equipped with PPE to make safe home visits possible with our vulnerable clients.



Annual Campaign 2020-21 had an overall increase of 33% in donations compared to AC 2019-20

People love to see how their donations and their support are making a difference. We featured one of our facilitators Beatrice Twance-Hynes who supported our grief program for indigenous people in a video to urge people to donate towards the Giving Tuesday Campaign and we successfully raised \$10,000 for the GT Campaign. The annual campaign performance was exceptional this year.

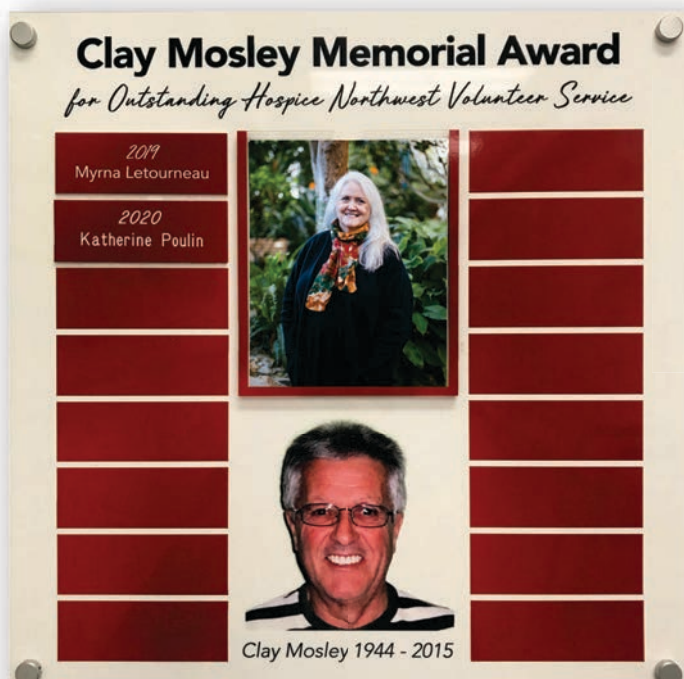


Hospice Northwest volunteers "Army of Angels" wearing their facemasks, ready to start visiting client's homes and LTC facilities again. Focused on personal visits, holding hands, compassionately listening, and helping individuals, as well as their families, at the end of their lives making a small donation so that our caring volunteers can continue to provide compassionate support, either in-person or virtual, to clients in their final days.

2020/2021 TOP DONORS

Wings of Hospice (\$2500 and up)	
Wawanesa Insurance	\$10,000
Anonymous	\$3,000
Mosley Family/MDAC	\$2,500
Hearts of Hospice \$1,000 to \$2,499	
Jacqueline and Maurice Black	\$1,750
Thunder Bay Commandary St. Lazarus	\$1,735
Tom and Melissa McClement	\$1,565
Anonymous	\$1,500
Alison Denton (Monthly Donor)	\$1,350
Kortes-Miller Family	\$1,350
Estate of Joline Glazier	\$1,000
Terry Redden	\$1,000
Deborah Escott	\$1,000
Rick Frowen	\$1,000
Gold Donors \$500 - \$999	
Rosy Brizi	\$750
Joanne Kembel (Monthly Donor)	\$650
Paulette Dyll	\$570
Audrey Johnston	\$500
Mr. David Morellato	\$500
Acts of Kindness Group	\$500
Kevin Bezanson	\$500
Geoff Davis	\$500
Andrew Migay	\$500
Kathy Simpson	\$500

This table reflects donations only.
Sponsorships/Grants are acknowledged on page 16.



Wall of Appreciation



On September 23, 2020, Hospice Northwest was pleased to unveil our new Wall of Appreciation, graciously sponsored by the Mosley family and MDAC (Medical Diagnostics & Consulting) in memory of our beloved volunteer Clay Mosley. The Wall highlights the contributions of our volunteers, donors and sponsors each year.

2020 VIRTUAL HIKE FOR HOSPICE

TOTAL RAISED \$69,900!

The 2020 Hike for Hospice was a huge success, and a testament to Hospice Northwest's ability to pivot and adapt to the challenging times. Originally scheduled for the first Sunday in May, the 2020 Hike was postponed until September 13th, in the hope that the pandemic restrictions would have eased and our hikers could gather in person. Unfortunately, that was not possible and HNW switched to our first ever virtual Hike. Despite the changes to our regular event, our supporters came together to make it one of the best Hikes in our history!



Hikers socially distancing at the Butterfly Remembrance Wall

The 2020 Hike saw 22 teams and approximately 150 people come together virtual in support of Hospice Northwest. One of our volunteers even established an international team. She had friends and family from Ontario, Calgary Alberta, Grand Marais Minnesota, Boulder Colorado, Rankin Inlet Nunavut and Linz, Austria sign up to Hike for Hospice! Most of these people had faced the grief of loss after a loved one had died. They all wanted to join together in remembrance and love, and walk together in unity, though separated from each other.



Positive Latitudes team members showing their Canadian love and their support for hospice palliative care as they hike in the Austrian Alps

OUR 2020 SPONSORS AND FUNDERS

2020 HIKE FOR HOSPICE SPONSORS

Presenting Sponsor:



Butterfly Remembrance Wall Sponsor:



Marathon Level Sponsors:



The Fort William
Rotary Club



Running Level Sponsors:



Jogging Level Sponsors:



Kembel Group Inc.

Walking Level Sponsors:



Major Gift and In Kind Sponsors:



Thunder ⚡ Book



CORPORATE DONORS & PROGRAM SPONSORS



Medical Diagnostics
& Consulting



Wawanesa
Insurance



Southbridge
Pinewood



MAJOR FUNDERS & FOUNDATION FUNDING



Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario



Ontario
Northern Ontario Heritage
Fund Corporation
Société de gestion du Fonds
du patrimoine du Nord
de l'Ontario



United Way
Thunder Bay