

ANNUAL REPORT 2021

NORTH



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## A message from the Executive Director and Chair of the Board for 2021/22

It is hard to fathom that it has not just been one full year but **two** full years that the world has spent navigating around a pandemic. This Annual Report covers April 1, 2021 – March 31, 2022 and although this fiscal year was a different year from the previous pandemic year, for Hospice Northwest, it was still a year of pandemic planning, pivoting and following protocols.

This fiscal year was a year of recovery and deciding what was next, getting "back in" and back to work. Volunteers were getting vaccinated, protocols were EVER changing, and palliative care was now being



Joanne Kembel, Chair

considered essential. However, there were still areas of delay for our organization in getting back to work. During this fiscal year, our volunteers were still not allowed into the Thunder Bay Regional Health Science Centre, as an example, and we were constantly putting our services on hold when institutions were going into outbreak or when our staff and volunteers themselves were getting the virus.



Executive Director

The one noticeable and big change this year was our changes to our staffing levels and positions as we added new members and settled into the most skilled and dynamic team thus far.

You will read throughout this report that Hospice Northwest shone through all of the trials and tribulations of a pandemic - we continued our compassionate work every day. The volunteers and staff worked together to follow protocols and STILL see clients in person and virtually. There were still stories of triumph and reunification including the story of Larry and Karen and their client at Hogarth Riverview Manor that you will read in this report. We also recruited over 30 new Hospice Northwest volunteers last year, who joined the team and are now serving clients.

As a Board of Directors we worked on a new Strategic plan for the organization that will start on April 1, 2022, and will be followed until March 31, 2025. This plan was created by both the staff and the board between January – March 2022. The new Strategic priorities can be found on the last pages of this document.

We look forward to 2022–23 as we have many exciting events planned including A Personal Lens on Grief, which is an art exhibit at the Thunder Bay Art Gallery for the whole month of April. Our team has been planning this event since before the pandemic, with the help of Claudia Otto and Diana Prairie who brought the idea to us in 2019.

Respectfully Submitted

pane terebel

Joànne Kembel Board Chair

hereikok

Cherie Kok Executive Director









Volunteer Representative



Volunteer Representative









Board Member

Lisa Tyance



**Kaitlyn Fortier** 

## 2021/22 Hospice Northwest Board of Directors



## VALUES

- Courageous
- Community Focused
- Compassionate Caring
- Conscientious

#### WE ARE:

#### **Courageous:**

Hospice Northwest provides culturally safe care at the end of life in areas that are challenging. diverse, underserviced, underresourced and sometimes forgotten.

#### **Community Focused:**

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

#### **Compassionate Caring:**

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

#### **Conscientious:**

Hospice Northwest is governed by a volunteer board of directors, responsible for the sustainability of the organization, now and into the future.

# 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, education and support to individuals and their families as they travel through the final stages of life and death.



NORTHWEST SERVICES Making Moments Matter

# SOME HIGHLIGHTS OF OUR 2021/2022 YEAR

- Our Hike for Hospice was held in May of 2021 and it was Virtual again. That did not hold us back! We raised over \$65,000 for Hospice Northwest, over the weekend, having hikers and walkers walk wherever they felt safe to do so.
- We launched our first ever online 50/50 raffle in September 2021, in conjunction with our Annual Campaign, and raised \$8380 (total pot)
- In January 2022, we hosted our 2nd online 50/50 and it raised \$22,020 by May 20, 2022, with half going to the winner and half to HNW
- We had some big changes to our staffing/Human Resources, with Jessica Bruce joining us as the new Grief Program Coordinator in April 2021. Melissa Hazen moved from Client Services coordination to her new role as Volunteer Coordinator in September 2021 and Deanna Bessel joined us on November 1, 2021 as our new Palliative Program Coordinator. Hanna Johnston joined the team in September 2021 as the Compassionate Communities Intern through a NOHFC 1 year internship program
- Our Regional Program is blossoming, with clients being seen in all areas and even some clients receiving visits in their own homes out in the region
- We received funding from the Thunder Bay Community Foundation for our new Compassionate Communities program, Hearts and Hope Grief Support Group and a Personal Lens on Grief Photography Exhibition
- Funding from First Nations and Inuit Health Branch (FNIHB) was received in April 2021 for our new Gashkendamide'e program. Funding is confirmed for 3 years, with potential for renewal for 2 additional years
- Another big change for the organization was a move to our new comprehensive data management system called Hospice InfoAnywhere in March 2022. This online data management system allows us to track our client, volunteer and donor information in one easy to manage program.

## HOSPICE NORTHWEST A SNAPSHOP OF THE 2021/2022 YEAR



## 12 DEDICATED BOARD MEMBERS

Met monthly from September until June

## 8 STAFF MEMBERS

Hospice Northwest staff grew to 6 full time, 1 part time and 1 NOHFC intern



12

## 405 total clients served in 2021/22

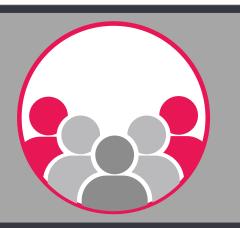
We assisted clients in the following program areas: Palliative Support Grief Support Caregiver Support Community Outreach Support 405

# 199

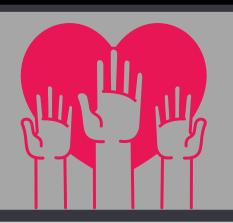
CLIENT

199 CLIENT GROUP SESSIONS were conducted in 2021/2022

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## VOLUNTEER DRIVEN ORGANIZATION



120 TRAINED VISITING VOLUNTEERS visited 405 clients in 2021/22

120

3674

3674 ONE-ONE CLIENT VISITS

took place in the 2021/22 year



113 TRAINING SESSIONS

took place in 2021/221

113

# 5495

5495 VOLUNTEER HOURS were completed in

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2021/22



## VOLUNTEER COORDINATOR REPORT

Submitted by Melissa Hazen, Volunteer Coordinator

The following is a list of the work I was involved with during the 2021/2022 year: **Volunteer Training** 

#### Three volunteer training sessions were completed.

- April 1-April 22, 2021
- November 5-December 2, 2021
- April 21-May 12, 2022

We successfully pivoted training to a virtual platform.

## **Volunteer Meetings & Training Opportunities**

April 29-March 31, 2022: 37 Volunteer targeted meetings & training opportunities were held within this timeframe

#### Volunteer Appreciation: Cookbook Gift

**December 15, 2021:** Hospice Northwest created a thoughtful volunteer gift and 140 cookbooks were printed and delivered to volunteers.

#### Volunteer Recommitment Forms Signed

February 2022: 83 volunteers completed their recommitment forms for 2022

Clay Mosley Memorial Award for Outstanding Hospice Volunteer Service

On January 20, 2021, Hospice Northwest staff dropped by the home of one of our wonderful Hospice Northwest volunteers with flowers and a very special award.

Jeanne Adams was the third 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 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. Jeanne Adams exemplifies the essence of hospice. Prior to beginning her hospice work, Jeanne had a long career as a registered nurse. While working as a nurse in a psychiatric hospital, Jeanne Adams witnessed many deaths. As a result, Jeanne often found herself comforting a dying person. This early training naturally led Jeanne to hospice work after she retired from her nursing career.

Volunteers like Jeanne 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.



## GRIEF PROGRAM COORDINATOR REPORT

Submitted by Jessica Bruce, Grief Program Coordinator

The following is a list of the events I was involved with during the 2021/2022 year: 9 Hearts and Hope Groups were hosted

• Hearts and Hope groups have supported 57 clients

## Grief & Bereavement clients served: 146

## Bereaved Parents Memorial: July 22, 2021

July is Bereaved Parents Awareness Month and we hosted a Bereaved Parents Memorial on Thursday, July 22, 2021 as an opportunity for reflection, honoring and to foster a community of support. This event was hosted by Archdeacon Deborah Kraft from St. Paul's Anglican Church and Hearts and Hope Facilitators Claudia Otto & Diana Prairie. Participants received a gift generously donated by Bill Martin's Nurseryland – 10 participants attended via Zoom. Training Opportunities

- Hearts and Hope: Train the Trainers June 4, 16 and Sept 3 The Hearts and Hope Facilitator team added 2 new facilitators to the H&H Team.
- Grief Training: June 6 & 13, 2021 and January 24 & 27, 2022 Two grief training sessions were also hosted in June 2021 & January 2022 to train grief volunteers to equip them with skills to take on grief clients
- Termination & Relationships Grief Training Feb 22, 2022 An additional specialized training session for grief volunteers about termination and relationships was hosted Feb 22, 2022

## **Circle of Friends Workshops**

88 participants joined us during the fiscal year in 6 Circle of Friends Workshops. Workshops are generously sponsored and supported by Blake Funeral Chapel and Sargent & Son Funeral Chapel.

## Help Us Understand Grief (HUUG) Children's Program

- Community Agency Meeting Aug 19, 2021: We were joined in August 2021 for a round table community meeting via Zoom to discuss the HUUG Program with various 10 community agencies including Our Kids Count, Dilico, Children's Center, Thunder Bay Counselling, CAS, George Jeffrey Children's Centre, NOSP, LHIN.
- Giving Tuesday Campaign Nov 30, 2021: The focus of our Giving Tuesday campaign was the HUUG Program (Help Us Understand Grief), a program in partnership with Heart House Hospice. The goal was to raise \$10,000.00 and we surpassed our goal with a total amount of \$14, 310.00. A special thanks to our gracious anonymous donor, LH North, Emey Hendricks of IG Wealth Management.

#### • Heart House Hospice agreement signed – Dec 22, 2021

An agreement between Heart House Hospice & HNW was signed in Dec 2021. Jessica & Cherie were trained about the HUUG Program, program delivery and components of the program in January 2022.

#### • January – March 2022

300 HUUG kits have been ordered, all supplies for monthly workshops, training dates are set, and the work has began in planning the annual Family HUUG Event on June 11, 2022 hosted at the Nanabijou Childcare Center and the monthly workshop program beginning in the fall 2022. **Community Partnerships** 

#### • FINN Way – July 29, 2021

Jessica & Kimberley provided support to the local business after a workplace fatality. International Overdose Awareness Day - August 31, 2021

Jessica & Shaylin represented Hospice Northwest at International Overdose Awareness Day, an opportunity to acknowledge and remember those affected by overdose at the Kam River Park Horseshoe.

#### • Throughout the 2021/22 fiscal year

Presentations were delivered to various community partners throughout the fiscal year to promote the services HNW offers. This is in an effort to promote our services and strengthen our brand in the community.



## PALLIATIVE PROGRAM COORDINATOR REPORT

Submitted by Deanna Bessel, Palliative Program Coordinator

#### Number of clients served, April 1, 2021 - March 31, 2022

• 314 palliative clients and 51 caregiver clients

#### **Caregiver Workshops**

November 4, 2021 - December 2, 2021: 6 caregivers took part in workshops November 1, 2021 Deanna started working at Hospice Northwest as the new Palliative Program Coordinator

## Quick Response Team: November 25, 2021

Quick Response Team was back in action after taking a break during the pandemic. The Quick Response Team that consists of 12 volunteers and 3 staff members responded to a case in November and have been busy ever since, mostly in Long Term Care homes and St. Joseph's Hospital.



## COMMUNITY OUTREACH PROGRAM

Submitted by Kimberley Ramsbottom, Outreach Coordinator

The following is a list of the events I was involved with during the 2021/2022 year:

- April 9, 10, 11th: Gashkendamide'e Loss and Grief Support Group Train the Helper, training future Helpers, with 14 people in attendance
- April 15: Don't Duck the Conversation Die-alogues event, with myself and Jill Marcella facilitating 22 people attended
- June 28th: Circle of Friends Self-Care workshop 6 people attended
- July 14th: Nishnawbe Aski Nation Information Session on Grief and the Gashkendamide'e Loss and Grief Support Group
- July 20-27th: Gashkendamide'e Grief and Loss Support Group (Thunder Bay)
- September 21st: Bereavement Ontario Network Information Session on Gashkendamide'e - 41 people attended
- September 22nd: Vulnerably Housed Memorial, 76 people attended
- October 7th: 55 Plus Club Health Care Consent, Knowing Our Rights as Health Care Consumers 20 people attended
- October 12th: KO Chiefs Information Session on Grief and the Gashkendamide'e Loss
   and Grief Support Group
- November 18th: Suicide Bereavement Die-Alogues with Scott Chisholm and Margie Urrainen 26 people attended
- November 24th: Circle of Friends Caring for Yourself workshop 6 people attended
- November 20-27th: Gashkendamide'e Grief and Loss Support Group (Thunder Bay)
- December 18th: Healing Grief Journey-Seven Grandfather Teachings, with Elder Brenda Mason - 17 people attended
- December 29th-31st: Journey Home Program, support of vulnerably housed clients and Grace Place staff
- January 27th: Indigenous Stories of Grief and Loss, with Elder Beatrice Twance-Hynnes -26 people
- February 11, 12, 13th: Gashkendamide'e Loss and Grief Support Group Train the Helper, training future Helpers from North Bay to Manitoba Border 14 people attended
- March 5-6th: Gashkendamide'e Loss and Grief Support Group offered in Geraldton, ON
   6 people attended



## REGIONAL PROGRAM COORDINATOR REPORT

Submitted by Teresa Roberts, Regional Coordinator

#### **CLIENTS**

- Our client numbers increased in the region over the year.
- We had two home based clients that we served via phone calls.
- Nipigon volunteers continued to see clients during covid through their roles as chaplains and ECPs
- At the end of April 2022, we had 62 active clients in the region
- Manitouwadge was the only community where we had a delay getting back in to see clients to but we were able to get back in mid April 2022.
- Many clients are seen via group activities and these have been difficult with covid restrictions

## VOLUNTEERS

- We have a total of 35 active volunteers in the region
- We graduated one volunteer in Manitouwadge in 2021
- We have one volunteer in Terrace Bay ready to graduate
- We have 2 newly recruited volunteers in Marathon who have just begun the modules
- Marathon has a few long time volunteers who have just signed a recommitment form after being off during covid

## **TEACHING OPPORTUNITIES**

- I have worked with the Caregiver workshop teaching body mechanics.
- I have prepared and taught IPAC to new volunteers as well as all of the current volunteers

## PALLIATIVE CARE COMMITTEES

- I am a member in all 5 communities
- I have been able to become a team member in each community during the year

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• I have just received an invitation to the Marathon team in April 2022

## COMPASSIONATE COMMUNITIES COORDINATOR REPORT

Submitted by Hanna Johnston, Compassionate Communites Coordinator

Compassionate Communities Definition: Compassionate Communities is an international movement based on the work of Dr. Allan Kellehear who introduced the concept in 1999. Compassionate Communities works within various settings in the community to gather support for people with life-threatening and life limiting illnesses, their families and caregivers, and those who are grieving. These communities recognize that caring for others during times of crisis and loss is a social responsibility not just a medical one. These community supports can be physical, psychological, social, and spiritual.

The issue is that currently, dying is very much considered a medical event, but according to Dr. Kellehear, only 5 percent of a dying person's day is spent in the care of the medical system. The other 95 percent of the time is spent alone, or if they are lucky with friends and family. This is why the Compassionate Communities movement is so important, it aims to mobilize this community support and to shift this responsibility onto the community.

Charter Items: This is a summary of the 13 charter items outlined by Dr. Allen Kellehear when he was developing Compassionate Communities UK. We have been using these tenants to guide the Compassionate Communities movement in Thunder Bay.

#### Support:

- Faith communities
- Schools, workplaces, and trade unions
- Public showcase
- Hospices and nursing homes

#### Inclusion:

- Understanding diversity
- Supporting homeless and imprisoned

#### Demystifying Death:

- Celebrate and highlight
- Art competition
- Peacetime memorial parade
- Museums and art galleries

## Progression:

Reviewing community goals

## Our Accomplishments (August 2021 to March 2022):

- Three public education sessions in the form of Lunchtime Learns
- Compassionate Communities classroom project, "Talking about Death Doesn't Suck"; completed and first presentation done at Superior High School on January 18th, 2022
- Movie screening of "Blue Roses" on March 3rd, 2022 with informational and discussion session
- Six community meetings, from August 30th, 2021 to January 24th, 2022



## THE 2021 HIKE FOR HOSPICE REPORT

Submitted by Kathleen Buso, Communications Coordinator

## TOTAL RAISED OVER \$63,000!

This past May, Hospice Northwest celebrated the 10th anniversary of our major annual fundraiser, the Hike for Hospice Palliative Care. Our goal was set at \$55,000 – a goal we feared we would not make, given the fact that our event had to be virtual for the second year in a row. Thankfully, the incredible generosity of our supporters allowed us to not only make, but to surpass, that goal and to raise over \$63,000! \$10,000 of the money raised was generated through a 50/50 draw. We had 6000



Our youngest Regional Hikers walked at Neys Provincial Park paper tickets to sell during a time when in person selling was not an option. Again, the generosity of our community members shone through and we had completely sold out by the draw date of May 2nd.

The 2021 Hike saw 24 teams and 106 people sign up online. People walked wherever they were most comfortable, some at Boulevard Lake and many in the location of their choice. We had a good representation of Hikers from the Region as well. The Manor Shufflers in Marathon hiked together and raised \$1400 for the 2021 Hike for Hospice.

All in all, despite the uncertainty of hosting an event during a world wide pandemic, the 10th anniversary of the Hike was a great success!





Many families showed their support at the 2021 Hike for Hospice!

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#### SPON



## **CORPORATE DONORS & PROGRAM SPONSORS**

Medical Diagnostics The Fort William & Consulting Potany Club

**Rotary Club** 









MD9C







G WEALTH MANAGEMENT

## Member of the Implats Group MAJOR FUNDERS & FOUNDATION FUNDING









NORTH



## 2021/2022 ANNUAL CAMPAIGN TOTAL OVER RAISED \$41,700!

This year, Hospice Northwest's Annual Campaign raised over \$41,000 for hospice palliative care and grief services in our community! We are proud of the fact that our Annual Fund total has progressively grown over the past five years. As difficult as fundraising can be during these times of global strife, it is a necessity for our organization. In order to maintain our high quality programs, we must continue to raise the necessary funds to carry on our work. Hospice Northwest is 70% funded by government grants. The additional 30% of our costs need to be raised through the generous support of our community.

Our Fall 2011 annual campaign raised funds that were used to launch a new children's grief program called HUUG (Help Us Understand Grief), as well as to support our ongoing services.

## **A Reunion Story**

Hospice Northwest volunteers Larry and Karen share a heartwarming story about reuniting with their client David once the Covid-19 lock down was lifted.

David, a long term care resident with a degenerative life limiting illness, was a lonely and unhappy man when he first met HNW volunteer Larry. Larry became his friend and advocate, improving David's quality of life immensely with their frequent visits. When Covid-19 struck and put an end to face-to-face visiting, David found it very difficult going back to his former isolated lifestyle.

"I was able to visit him first, once the lock down was lifted, and then Karen planned a visit. He hadn't seen Karen and Molly, her therapy dog, for over a year and as we were walking down the

trail to meet them, it was only then that I explained the surprise in store for him. It was a very emotional moment for both of us, to say the least. This meeting with Karen and Molly was very special for David as he misses his best friend (his dog) dearly. Being with Molly and having her on his lap made the reunion even more wonderful and I could see how much he relished the moment.

Although David can't express himself verbally in the manner he would like, I know he treasures his time with Karen and I, as the look in his eyes tells us exactly how he's feeling."

~ Larry Dicks, HNW Volunteer



## 2021/22 ANNUAL CAMPAIGN & TOP DONORS



# **2021** Top Donors

## Wings of Hospice

\$2500 & up

## Friends of Hospice

\$500 - \$999

94 (2)

- David Clara
  Ken Blonde and Gwynivere Davies
- Shirley & Meredith O. Nelson Fund

## **Hearts of Hospice**

\$1000 - \$2499

- Nick & Deborah Escott
- Tom & Melissa McClement
  Jacqueline & Maurice Black
- Alison Denton

- Joanne Kembel
- Karen Goose
- Marianne Comuzzi
- Janet Noy
- Anonymous
- Sarah Colquhoun
- John & Mary Lou Rabb
- Kevin Bezanson
- Kevin & Kathy Kortes-Miller
- Anonymous
- Jenny Fincham-Graham

- Terry Redden
- C. Kelos Homes
- Badanai Motors
- Bur-Met Contracting
- Betsy Martin
- MargaretPalmer
- NorWest Pest Control
- Thunder Bay
- Commandary St. Lazarus
- IG Wealth
- Amy Bottos

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## **Financial Statement of Operations**

#### YEAR ENDED MARCH 31

REVENUES	2022	2021
Grants	\$446,020	\$350,001
Donations	3,504	14,123
Fundraising Income - Net of Cost (Schedule C)	143,449	99,469
Lottery Income - Net of Cost (Schedule D)	4,503	7,965
Other Income	15,013	18,140
	\$612,489	\$489,698
EXPENSES		
Bank Charges	139	31
Board Development & Meeting Costs	349	441
Building Costs	31,092	18,829
Consultants	11,500	-
Advertising	-	-
Dues and Memberships	2,417	3,083
Fundraising Expenses - Annual Fund	1,161	4,030
Insurance	4,032	3,266
Office Equipment and Maintenance	11	2,080
Office	19,750	9,424
Postage	1,804	2,610
Professional Fees	30,995	37,349
Program Costs	35,563	36,493
Public Awareness	4,070	9,354
Telephone	5,268	4,269
Volunteer Development & Training	14,470	14,449
Wages	385,359	295,584
Wages - Benefits Costs	50,608	35,463
	\$598,588	\$476,754
EXCESS OF REVENUES OVER EXPENSES	\$13,901	\$12,944

# HOSPICE NORTHWEST STRATEGIC PLAN 2022 - 2025

# COMMUNITY

## 

## NEW HOME



SERVICES MAKING MOMENT

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## **HOSPICE NORTHWEST'S**

# **STRATEGIC PRIORITIES 2022-2025**



• Our new home will become the heart of our work in a compassionate community: we will explore opportunities for a new home for Hospice Northwest.



• Our people will be compassionate, skilled ambassadors of our mission: we will continue to invest in our staff and volunteers.



• Our clients will be supported through their end of life journey. We will provide programs and services that reflect the diversity and needs of our clients and their families throughout the palliative care continuum.



• Our future will be focused on our mission. We will strengthen community awareness of our work and our brand.

## MISSION, VISION & VALUES

Mission: 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, education and support to individuals and their families as they travel through the final stages of life and death.

Values: Courageous, Community Focused, Compassionate Caring, Conscientious We are:

**Courageous:** Hospice Northwest provides culturally safe care at the end of life in areas that are challenging, diverse, underserviced, under-resourced and sometimes forgotten. **Community Focused:** 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.

**Comparsionate Caring:** Hospice Northwest provides a high quality service utilizing specially trained and well supported volunteers from a variety of backgrounds. **Conscientious:** Hospice Northwest is governed by a volunteer board of directors, responsible for the sustainability of the organization, now and into the future.

## Looking Forward to 2022/2023

- A personal Lens on Grief Art Exhibition to be held on April 1, 2022
- Hike for Hospice May 29, 2022
- Compassionate Communities Town Hall May 25th
- Grief Toolkit launch
- Trillium Grant to expand our Grief Services to ongoing Circle of Friend workshops
- Train the Helper for Gashkendamide'e in the province
- Recruitment and training of 60 new volunteers this year
- We are hoping to bring back the face to face Christmas Luncheon to honour our volunteers
- Volunteer Retreat in October 2022
- HUUG program kicking off on June 11, 2022 AND monthly workshops starting in the fall. This is a NEW grief program for Children and their families.

This Annual Report was compiled by Cherie Kok, Executive Director and Kathleen Buso, Communications Coordinator. Any questions regarding the contents can be sent to info@hospicenorthwest.ca or by calling (807) 626-5570.