



ANNUAL REPORT 2022/2023



HUUG Program

launched in June 2022



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OUR FABULOUS BOARD OF DIRECTORS!

A message from the Executive Director and Chair of the Board for 2022/23

Greetings from the ED and the Chair,

We cannot begin to express our gratitude to our staff, our volunteers and our Board of Directors for the work done during our 2022/23 year.

Hospice Northwest Services is a non-profit community visiting hospice organization that began in 1986 and to think about where we are today is simply outstanding. As you will read in the subsequent pages, we have come out of the Covid years stronger than we went in.

During this fiscal year, we served over 625 clients in the areas of palliative and caregiving support as well as grief and outreach programs. Our organization simply could not do this work without its small but mighty staff team, the 125+ dedicated volunteers and our compassionate and conscientious Board of Directors.



Alison Denton, Chair



Cherie Kok,
Executive Director

We would also like to thank all our donors, supporters and sponsors. Over the years, our annual campaign and Hike for Hospice has grown to a point that it helps us sustain our many programs and services offered to Thunder Bay and the Region. Additionally, we have community sponsors for a few of our key priority areas. We could not be more appreciative of their continued support.

We both feel privileged to have led this organization over the past year.

A stylized, cursive signature in blue ink.

Alison Denton
Board Chair

A stylized, cursive signature in blue ink.

Cherie Kok
Executive Director



Alison Denton, Chair



Joanne Kembel, Past Chair



Rosy Brizi, Vice Chair



**Tammy Squitti
Indigenous Representative**



**Susan Raynak
Volunteer Representative**



**Judy Harvey
Regional Representative**



**Kaitlyn Fortier
French Language Representative**



**Lisa Tyance
Board Member**



**Amy Bottos
Board Member**



**Stephen Wright
Board Member**



**Dr. Margaret McKee, PhD
Board Member**



**Rosy Brizi
Board Member**

2022/23 Hospice Northwest Board of Directors



HOSPICE NORTHWEST

WHO WE ARE

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, underserved, 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.

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.

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.



HOSPICE NORTHWEST

STRATEGIC PLAN

2022 - 2025

COMMUNITY

CLIENTS

VOLUNTEERS

NEW HOME



Hospice
NORTHWEST SERVICES

MAKING MOMENTS
MATTER

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, underserved, 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.

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.



VOLUNTEER COORDINATOR REPORT

Melissa Hazen,
Volunteer Coordinator



The following is a list of the work I was involved with during the 2022/2023 year:

Volunteer Training: 24 volunteers successfully completed the volunteer training program in 2022. 100% of those new volunteers went on to pursue further training opportunities in 2022/23. We currently have 80 active volunteers in Thunder Bay, 30 active Regional volunteers, 22 volunteers on leaves of absences and approximately 10 active event volunteers, for a total of 142 HNW volunteers. All new volunteers completed the Cultural Considerations and Accessibility training in 2022

Volunteer Teams: We had volunteer teams in place in all 6 Long Term Care homes and 2 hospitals for all of 2022.

Multilingual Volunteers: We are able to offer services to clients in the following 12 languages: English, French, Finnish, Oji-Cree, Portuguese, German, Dutch, Turkish, Spanish, Italian, Hindi and Mandarin



PRESENTING SOCKS TO SALVATION ARMY

Volunteer Recognition Awards

Deborah Escott was recognized for her contribution to HNW and our community in the Spring and Summer of 2022 with 3 volunteer awards - the David Reid Volunteer Award, the Clay Mosley Award and the Rebecca Johnson Senior Award.

Sock Drive We gathered donations of new socks in the fall & winter of 2022, and presented them to the Salvation Army in December.



DEBORAH ESCOTT RECEIVING THE REBECCA JOHNSON AGE FRIENDLY SENIOR AWARD



GRIEF PROGRAM REPORT

Jessica Bruce,
Grief Program Coordinator

HNW GRIEF PROGRAM STATS

WHAT OUR GRIEF PROGRAM HAS ACCOMPLISHED IN 2022/23



TOTAL INDIVIDUAL GRIEF CLIENTS SERVED IN 2022/23: 319



TOTAL NUMBER OF GRIEF SESSIONS IN 2022/23: 983

SOME OF THE HIGHLIGHTS FOR THE GRIEF DEPARTMENT THIS YEAR:

Help Us Understand Grief (HUUG) Children's Program

This program was launched in 2022 and has been supported by the generosity of our community. We were thrilled to have Felicia Hiscock, HUUG Coordinator, join our staff in December 2022! With the support of North of Superior Counselling Program (NOSP) we are able to expand this program in the spring of 2023 to our regional communities.

Many of the families attending the HUUG Program have identified as Indigenous. In January 2023, Hospice Northwest began the work of forming an advisory committee to make the HUUG Program more culturally safe for Indigenous Children. A number of components have been added, as per the suggestions of the committee.

Hearts and Hope Grief Support Group

We hosted 8 six week long grief support groups, adding up to 50 Hearts and Hope individual sessions.

Kayla, a participant of the program, was so thankful for the support she received through the group, that she independently went onto Twitch, a gaming platform, to help raise funds in support of the Hearts & Hope Program. Thank you to Kayla who helped raise \$573.00 for Hospice Northwest!



FELICIA HISCOCK,
CHILDREN'S GRIEF PROGRAM
COORDINATOR



KAYLA WITH 3RD PARTY
FUNDRAISING CHEQUE

Circle of Friends Workshop Series

18 Circle workshops were offered, with a total of 187 clients attending. This year, each workshop has been facilitated by a guest speaker with expertise in their field. Pictured here is a terrarium created during the "Grief and Gardening" workshop. Each group participant was able to create their own unique terrarium to help symbolize their grief.



When new staff member Suzanne Nuorala sat in for her very first Circle of Friends Session, it was the Bereaved Parents & Grandparents workshops. It was a group of 10 people who vulnerably shared their stories of loss, many as a result of traumatic situations. Suzanne stated:

"I was so impressed by how each person had their chance to speak without being rushed or judged. As the participants told their story, you could see that every person in the room felt their pain. Many clients commented on how good it felt to have an opportunity to talk openly and freely, and to have the sympathy and support of others. The group members loved the activity of picking a stone from a basket that best suits their grief. It was amazing how different each one was...clearly identifying that everyone's grief is different and unique. Participants stated that they felt a sense of healing and hope after this workshop."

One to One Grief Support

80 clients have received One to One Grief Support for a period of 3 months. Each client has benefited from the support of a 1:1 volunteer and has glowing reviews about the unique type of support they received. We have heard many glowing comments regarding our clients' one to one experiences, and on a daily basis, clients share the impact the volunteers make in their lives and the wonderful work that they do.



"A non judgmental and compassionate friendly voice to support me during this most difficult of times. My volunteer really understood what I was experiencing and her validation of normalcy in what I was going through gave me much comfort. I am so grateful for you all, as I didn't want to talk to my children regarding my feelings, as they are grieving also. I am extremely vulnerable now and take everything to heart. Hospice Northwest understands!!! From the bottom of my heart thank you all".

~ one-to-one grief client

55+ Grief Support Program

Hospice Northwest was approached in the summer of 2022 by the 55+ Centre to see if we would be interested in running the Grief Support Group from their facility, as the previous agency who ran this program was no longer able to do so. Two Hospice Northwest Facilitators, Claudia Otto & Diana Prairie, loved the idea of this type of conversational support group for those over 55 and have facilitated the group since October 2022 bi-weekly on Friday afternoons from 1:30 – 3:30 PM.



PALLIATIVE PROGRAM COORDINATOR REPORT

Suzanne Nuorala,
Palliative Program Coordinator



Suzanne joined the HNW team in June 2022 as the Circle of Friends Coordinator through an Ontario Trillium Foundation grant. Later that year in November, Suzanne accepted the permanent position of Palliative Program Coordinator. She has over 22 years of complementary experience in Long Term Care, providing compassionate care, dignity and advocacy to all residents. These same guiding principals are a demonstrated benefit in her new role, providing caregiver support and matching HNW volunteers to clients. Suzanne's past role has provided her with experience to effectively work with the hospitals, interdisciplinary teams, long term care homes, members of the community, clientele and the dedicated staff at Hospice Northwest. Suzanne is very excited to enter into this new fiscal year with the expansion of caregiver and palliative programming opportunities for clients in the community.

Every day we hear beautiful stories of how our volunteers and staff make a difference in the lives of those living with and/or dying from a life limiting illness. The selfless acts of kindness and companionship at such a delicate time for our patients and families is so important and appreciated. Often we receive phone calls or emails from our volunteers, informing us that their client has died. In those conversations, we often hear of the gratitude that families expressed to the volunteer, but also the gratitude of our volunteers for the opportunity to be part of their client's palliative journeys.



A Perfect Match: A newly graduated volunteer had been matched with a client who was nearing end of life. The family had provided a very detailed summary of the life of their family member, as they wanted to ensure that HNW matched the right volunteer for their loved one. It only took one visit to know that the two were made to be friends. Unfortunately, the newly found relationship was only for a few short months, but the impact on the client, family and volunteer was great. The following was shared by our HNW volunteer, *"Visiting my client was one of the most rewarding things I have ever done in my life".* and the Client's family, *"We want to thank you for all your help and compassion. Our volunteer has been such a blessing !*



COMMUNITY OUTREACH PROGRAM

Kimberley Ramsbottom,
Outreach Coordinator

HNW COMMUNITY OUTREACH PROGRAM STATS

WHAT OUR OUTREACH PROGRAM HAS ACCOMPLISHED



Gashkendamide'e Grief Support Group

2022-23 was a full year of helping community members with understanding grief, how it can manifest uniquely within each individual, and developing skills on how to navigate the grieving process. We built relationships, engaged with regional communities, supported home and community care staff and expanded our Helper Team. We have trained individuals to deliver this workshop from the west boarder on Ontario, into Northwestern Ontario, and now as far east as Wikwemikong First Nation. We will be heading to Toronto in June 2023 to deliver the training of the Gashkendamide'e Loss and Grief Support Group. Below are a few of the comments we received as feedback from the recent Train the Helper workshop.

"The experience and knowledge was effective, practical and connects with individuals in a deep and meaningful way."

"I will take this life changing experience with me."

"Grief is hard to talk about as it is often swept under the rug, I learned so much about grief that I will cherish this training for a lifetime."



MUSKIKI BOX



PARTICIPANTS AT GASHKENDAMIDE'E



MUSKIKI BOX



REGIONAL PROGRAM COORDINATOR REPORT



Teresa Roberts,
Regional Coordinator

The Regional Program continues to offer support to clients in 5 communities.

Geraldton

We had a request from the health team in Geraldton to have a volunteer man a booth at the health fair. Geraldton volunteer Dorothy Friske came forward to make this happen. She had a booth with posters and information about hospice in the region to try to recruit new volunteers.

Dorothy is a great volunteer who goes above and beyond for Hospice, representing us at the Hospital by being a part of an internal committee and she also runs the music program for the LTC residents.

Terrace Bay In Terrace Bay we received a call from the hospital for a grief trained volunteer to help out in the Emergency Department for a family who had just lost an infant.

One of our grief trained volunteers went down immediately and was able to help support the grandparents and extended family during the very acute phase of their grief. It is so comforting to know that we can rely on our volunteers to provide immediate support when called upon.

Other Communities We have wonderful volunteers in the region who provide support in LTC care in the form of group activities including crafts, church services, sing a longs, movie nights and music

Volunteer Recruitment We have increased our number of newly recruited volunteers this year which is a big plus for the region. We have two going through training and one just getting ready to start. It has been difficult getting volunteers in the region and I am so pleased that we have been able to recruit 3. One of our new volunteers is with us as we provided support for her and her family when her father was passing in Nipigon. She was so grateful for the support that she promised herself that she would become a volunteer to help other families when she retired. She is still in the workforce but when the article appeared on the Chronicle Journal for regional recruitment she was so touched by it that she decided to start her program at this time. We are extremely happy to have her on our regional team and know she will be a valued member.

HNW REGIONAL STATS

WHAT OUR REGIONAL PROGRAM HAS ACCOMPLISHED
118 CLIENTS SERVED





THE 2022 HIKE FOR HOSPICE REPORT

Submitted by Kathleen Buso,
Communications Coordinator

TOTAL RAISED: OVER \$64,000

On May 29th, 2022, Hospice Northwest celebrated the 11th anniversary of our major annual fundraiser, the Hike for Hospice Palliative Care. Our goal was set at \$55,000 and our theme was Coming Together to Remember. The event was planned as an outdoor event, given that Covid-19 was still very much a concern. We met in person at Current River Park, with approximately 150 people in attendance and others hiking virtually. In addition to the Hikers, we had 50 local vendors booths set up selling their merchandise. We raised over \$64,280.00 gross (including our 50/50 raffle proceeds), and \$57,100 net total.



The 2022 Hike was dedicated to Dan Fulton, founder of the Adelaide Monarch Butterfly Garden, where our memorial wall is located

Our Hike for Hospice 50/50 raffle raised a total of \$20,020, with \$11,010 going to the lucky winner! HNWP made \$6571 after expenses.

The 2022 Hike saw 18 teams and 114 people sign up online. People walked wherever they were most comfortable, most at Boulevard Lake and others in the location of their choice. The weather was a bit iffy but the rain held off while we walked. All in all, despite the uncertainty of hosting an event with Covid-19 still a concern, the 11th Hike for Hospice was a great success!



Many families showed their support at the 2022 Hike for Hospice!

OUR 2022 HIKE SPONSORS AND FUNDERS



Remembrance Wall Sponsor:



Harbourview Funeral Centre
& Jenkins Funeral Home
by Arbor Memorial

Marathon Level Sponsors:



Running Level Sponsor:



11th Annual

**HIKE FOR
HOSPICE
NORTHWEST**

Proudly Presented by:

Newmont

MUSSELWHITE

Media Sponsors:



Jogging Level Sponsors

Kemmel Group Inc.



Walking Level Sponsors:



Bruno's Contracting



THUNDER BAY CATHOLIC
DISTRICT SCHOOL BOARD



Janzen's
PHARMACY

THANK YOU TO OUR AMAZING SPONSORS!

CORPORATE DONORS & PROGRAM SPONSORS



MAJOR FUNDERS & FOUNDATION FUNDING



2022/2023 ANNUAL CAMPAIGN

TOTAL RAISED \$37,000!

The 2022/23 Annual Campaign raised approximately \$37,000 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 six 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 2022 annual campaign raised funds that were used to support our children's grief program called HUUG (Help Us Understand Grief), as well as to fund our Journey Home Program, which offers support to individuals with a palliative diagnosis who are vulnerably housed. The following is an excerpt from the 2022 Annual Campaign letter that went out to hundreds of people in our community, asking for their support.

"My name is Jillian Gloucher and I am a volunteer with Hospice Northwest's Journey Home program. Each week, I visit the residents of Kwae Kii Win, the Managed Alcohol Program facilitated through Shelter House, as part of Hospice Northwest's Community Outreach program. In addition, HNW offers support to residents of 6 other shelters in Thunder Bay.

In Ojibwe, Kwae Kii Win means turning point and it is within these walls that the residents live and grow together, experiencing the ups and downs of life, love, and loss. At each of my visits, I am welcomed with smiles and immediately feel a sense of warmth and community. The personality of this home shines through the kind hearts that reside there.

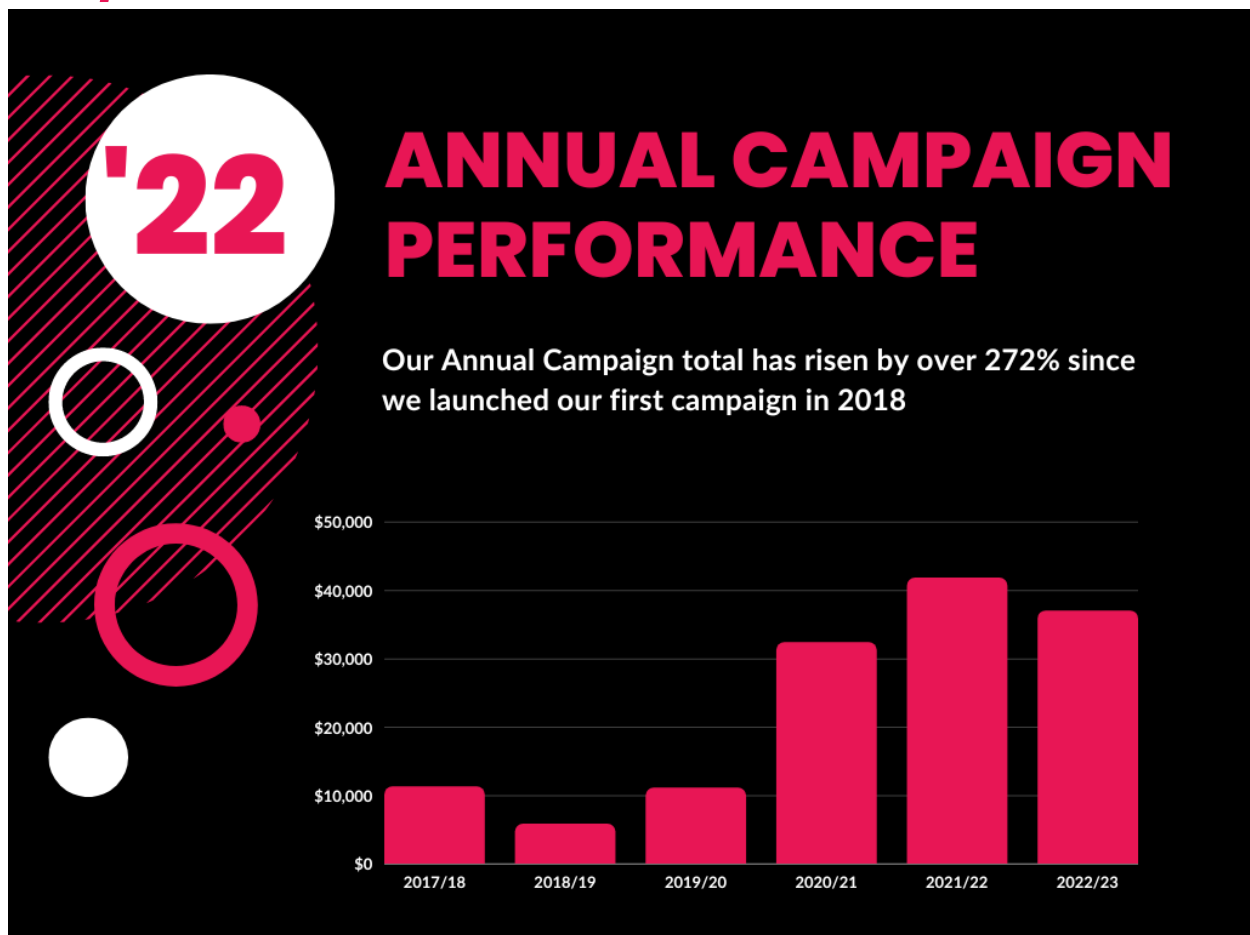
During my visits, stories are shared over board games, crafts and gardening. Even through the most difficult of times, the sense of togetherness at Kwae Kii Win is ever present and brings healing to discussions about life, mortality, death, loss and the grief which impacts the residents on a frequent basis.

Death is a very difficult subject to discuss for many of us, but imagine having to deal with a palliative diagnosis when you are vulnerably housed. Who can you turn to for support? Where do you want to die? What resources do you need? These are some of the questions we address with our Journey Home clients.

This program is so desperately needed in our community. These clients often have difficulty getting the support they need due to stigma, discrimination and racism. Sadly, there are significant barriers to palliative care and access to quality end-of-life care for those who are homeless or vulnerable. During our Annual Campaign, please consider donating to ensure that the Journey Home program can continue to provide support to the vulnerably housed in Thunder Bay.



2022/23 ANNUAL CAMPAIGN & TOP DONORS



2022 Top Donors

Wings of Hospice \$2500 & up	Friends of Hospice \$500 - \$999
<ul style="list-style-type: none">• David Clara• Ken Blonde and Gwynivere Davies• Catherine MacDonald	<ul style="list-style-type: none">• Amy Bottos• Joanne Kembel• Tor Laine• Kevin Bezanson• Andrew Migay• Louise Dupuis• Jason Mychasiw• David Morellato• Anonymous• Thunder Bay Commandary St. Lazarus
Hearts of Hospice \$1000 - \$2499	
<ul style="list-style-type: none">• Anonymous• Alison Denton• Jacqueline & Maurice Black• Kathy Simpson• Terry Redden• Deborah Escott• Catherine Donohue• Kathy & Kevin Kortess-Miller	

Financial Statement of Operations

YEAR ENDED MARCH 31

REVENUES	2023	2022
Grants	\$621,470	\$446,020
Donations	13,930	3,504
Fundraising Income - Net of Cost (Schedule C)	101,343	143,449
Lottery Income - Net of Cost (Schedule D)	15,772	4,503
Other Income	13,032	10,619
	\$765,547	\$608,099
EXPENSES		
Bank Charges	256	139
Board Development & Meeting Costs	279	349
Building Costs	14,313	31,092
Consultants	-	11,500
Dues and Memberships	5,278	2,417
Fundraising Expenses - Annual Fund	7,555	1,161
Insurance	4,704	4,032
Office Equipment and Maintenance	8,185	11
Office	11,166	19,750
Postage	137	1,804
Professional Fees	24,356	30,995
Program Costs	90,859	35,563
Public Awareness	10,031	4,070
Telephone	5,929	5,268
Volunteer Development & Training	16,948	14,470
Wages	451,725	385,359
Wages - Benefits Costs	59,313	50,608
	\$711,034	\$598,588
EXCESS OF REVENUES OVER EXPENSES	\$54,513	\$9,507

Looking Forward to 2023/2024

- Hike for Hospice May 28, 2023
- Two 50/50 Online Raffles, Draw Dates May and December 2023
- Memorial Service for Vulnerably House Individuals, September 2023
- Walking Two Roads Die-alogues on October 4, 2023
- A Personal Lens on Grief Art Exhibition to be held in November 2023
- Journey Through Grief Conference on November 14, 2023
- Christmas Volunteer Appreciation Luncheon December 1, 2023
- Candlelight Memorial Service December 7, 2023
- Regional HUUG workshops ongoing throughout the year
- 9 Hearts and Hope Grief Groups
- 18 Circle of Friends Workshops scheduled for the year
- 5 Gashkendamide'e Workshops
- Recruit and train 60 volunteers, with 4 having more than one language
- Monthly volunteer training and support meetings
- Caregiver 5 week workshop series November 2023
- Monthly programming for caregivers and palliative care clients

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.