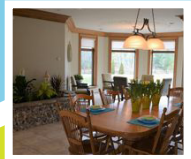




**Huron
Hospice**

ANNUAL REPORT

April 1, 2021 - March 31, 2022



An Upside Of The Pandemic

One of the impacts of living in a pandemic for so long is that more people have come to appreciate how important it is for our communities to support individuals and loved ones near death, at death and experiencing grief after death. Huron Hospice was established nearly 30 years ago not only to provide these supports but to remind us how important they are. In a strange way, the pandemic brought the reality of death closer to many of us each day and reminded us that there are few parts of our life journey that are more important. When we could not visit and tell stories with a loved one in their last weeks of life, when we could not gather around the bed of someone in their last days, when we could not form a line at the visitation, when we could not gather as a community at the funeral, when it was challenging to bring a roast or flowers to the home of the spouse left behind, when these things were taken away, we realized how vital they are.

In this past year, Huron Hospice continued to provide in-home support to those near the end of life (even if by phone when necessary). We offered a tranquil, supportive home-away-from-home for those nearing the end of their journey. We provided care to those grieving the loss of a loved one (even if by Zoom if necessary). And, the very presence of Huron Hospice, at the heart of the county, and throughout the county, is a reminder that every person in the county will experience death and will experience the death of those we love and none of us should do these things alone. The board of directors offered expert governance always with an eye on how best to meet the needs of the community we serve. The staff and volunteers continued to carry out the mission always driven to meet the needs expressed by residents, clients and families. To ensure every service is offered without charge, our donors continued to give with extraordinary generosity. This year, we worked in the context of a pandemic, bounced back after a flood, converted a garage into beautiful space, became the lead organization in Huron & Perth to offer virtual grief supports and almost completed our capital campaign to expand our services to meet the needs of more people in the county on their important end-of-life journeys. The community has supported us through this work, and in turn, we are here to support the community.

Jay McFarlan, Board Chair

Willy Van Klooster, Executive Director

Mission:

To provide quality hospice palliative care in our rural communities.

Vision:

Huron Hospice will be a rural centre of excellence in hospice palliative care.

RESIDENCE EXPANSION – BENDER HOUSE

It was not ideal to run a capital campaign during a pandemic, but the community clearly believes we need to expand to six beds and complete other spaces to provide the best care to residents and families. The biggest believers are Susan and David Bender. Just before the close of this fiscal year, they provided a gift of \$500,000 to the campaign. This resulted in the renaming of the residence to Huron Hospice Bender House and the campaign being just \$100,000 short of its goal. The Benders were not alone in their generosity. Find below a list of the other major donors. We also express thanks to the many other donors who gave what they could. Conversations have begun with Ontario Health to receive the necessary approvals before construction can begin. It is expected that the expansion work will start in the spring of 2023.

CAPITAL CAMPAIGN MAJOR DONORS (\$10,000 OR MORE)

**David & Susan Bender | Bayfield Community Group | Town of Goderich
Municipality of Bluewater | Tuckersmith Communications | Goderich Rotary Club
Usborne & Hibbert Mutual Insurance | Howick Mutual Insurance | Allan Avis Architects
Harold & Mary Smith | Don & Linda Edward | Michael & Catherine Strickland
Allen Ische & Nancy Arthur-Ische | McGavin Farm Equipment
Margaret Roney & Family | Bryan & Lynda Vincent | Kevin & Nancy Kale
Estate of Jim Shanahan | Unifor Local 16-0 | Daryl Ball | Diane Aitken
Estate of Doris Stanworth | Janmaat Family | JP Bickell Foundation | Orr Insurance
Estate of Rita Coombs | Two Anonymous Gifts**



HURON PERTH AREA ONTARIO HEALTH TEAM

Huron Hospice continues to be actively involved in the Huron Perth Area Ontario Health Team. This year, along with 41 other healthcare organizations, we became a full member of the HPA OHT (there are 9 collaborating partners). As each of the 42 OHTs are fully developed in the province, these will become the locus of planning, coordination and funding to better serve patients and clients by focusing on local care. The vision is “a sustainable people-driven system that strives to provide a positive experience for all”. To help reach this vision, our OHT’s current three priorities are: mental health and addictions, congestive heart failure and infection prevention and control.

I like using Zoom as I was very skeptical about groups. They make me nervous and I didn't want people to judge me, but it's been amazing. That and it's amazing that this can still be done through a pandemic.”
- Grief Group Participant

WATER DAMAGE RESILIENCE

On a very cold January 15 night, our sprinkler pipe burst. The nurses ensured the safety of residents and called for help. Within minutes, a dozen volunteer firefighters from Central Huron were pushing water out three exit doors. By the next day, our residents were transferred to the Rotary Hospice in Stratford and our insurance company was on site assessing damage. Since large sections of the floor and paint were damaged, it was decided that all of the floor and paint would be redone by a team of volunteers who worked about 6 hours a day for 6 weeks to freshen up the whole space. Harbour Hill Suites, a retirement home in Goderich, provided space so that we could continue to offer residence services. A community funding appeal generated \$19,436 to cover costs not met by insurance. As soon as the contractor finished the final repairs, we had an open house for the community March 28 and, on March 29, we began providing services again. While those 10 weeks were difficult, the response of our volunteers, community partners and donors was inspiring.



GARAGE RENOVATION

For the first three years after purchasing the home, the garage remained an open garage in which we placed a couple of desks, a table and some chairs. Summers were hot and winters were cold. Huron Hospice was successful in gaining three federal grants (New Horizons for Seniors, Enabling Accessibility Fund, Canada Community Revitalization Fund) to make the space very functional this year. The floor was raised to bring it to the same level as the rest of the residence and a community meeting room, fully accessible washroom and two offices were created. We are especially grateful to the stone mason who rebuilt the north wall so that no one would ever know two large garage doors had once been there.



HURON HOSPICE ANTI-RACISM STATEMENT

At the core of Huron Hospice is a steadfast belief in the intrinsic value of each individual and their right to quality of life and quality of care. Huron Hospice acknowledges the long-term and historical trauma that has been a reality for racialized minorities and Indigenous peoples who have had their rights denied and infringed for generations.

Racism, discrimination, exclusion, intolerance, and violence have no place in a just society, and especially in health care. Huron Hospice condemns racism in all its forms, and we stand with all those who have suffered injustice and discrimination.

Huron Hospice is on a journey of continuous learning about systemic and individual racism in our society and in our organization. While on this journey, we will take action to challenge racism in all its forms, whether intentional or unintentional. We will challenge each other, hold each other accountable, reach out to each other, and respect the people we serve and with whom we work. Now and always.



COMMUNITY SUPPORT

We continue to be deeply moved by the very generous financial support the community offers. Every service offered at Huron Hospice is free. Funding from Ontario Health covers 38% of our budget; the rest comes from the community. Because of COVID, funding continued to be down in memorial donations and third-party events. We were grateful that Huron Hospice was eligible for some COVID emergency funding. By popular demand, the retro telethon called No Place Like Home came back and enjoyed success its second year. We have also now completed work on our comprehensive Planned Giving program so that we can now invite donors to leave legacy gifts to Huron Hospice through their wills, insurance policies or gifts of securities.

LOSS, GRIEF & BEREAVEMENT SERVICES

The ongoing pandemic has brought a lot of loss and grief in many forms. The earlier restrictions on hospital and long-term care home visits, along with restricted numbers at funerals and limitations on community support and in-person visiting, has resulted in more complicated and unresolved grief. Huron Hospice acted as the lead organization in the Huron Perth area after receiving a larger grant to provide virtual grief support services. We worked with 11 other healthcare services and expanded the central intake at OneCare to achieve a smoother experience for the 220 participants who received one-on-one or group support.



VOLUNTEER SUPPORT

It is a humbling and extraordinary thing to watch our 130 volunteers. They are skilled, passionate, compassionate and engaging. The board of directors not only offer wisdom and clarity as they meet monthly. They also sit on board committees and offer other types of governance assistance. During the flood, they met weekly to ensure all was okay. Our 40 home hospice volunteers bring their specialized training and deep care to the homes of those who are facing end of life to support them and their families. Our residence volunteers screen visitors, check in on residents, buy groceries, prepare food, decorate, clean and in other ways ensure Bender House is a home-away-from-home. Speaking of cleaning, our amazing Jim Tyo cleans the residence twice a day, each day of the week (and was recognized by MPP Lisa Thompson for this). Our Garden Party crew weekly make our grounds some of the most beautiful 12 acres in the county. The fundraising volunteers host exceptional events such as the Hike & Bike For Hospice and There's Not Place Like Home telethon. We have so many music volunteers we can hardly count them, and they bring music for the soul. Then there are sewing, hairdressing, correspondence, spiritual, massage therapy and other volunteers. Huron Hospice simply could not function without our volunteers and we are so grateful.



HOSPICE RESIDENCE SERVICES

We often say people do not come to the residence to die, but to live. It is surprising how often there is laughter and joy even if the average length of stay is 15 days. It is also critical to our mission that family members and friends are supported, that they can shift from being caregivers to being cared for.

Like all healthcare organizations, we have had some challenges caused by the lack of registered nurses, yet our nursing team, always driven by the needs of residents and families, have been creative and selfless to ensure there is always two nurses present. While COVID restrictions continue to pose challenges, these have become more normalized now and the team continues to demonstrate resilience so that these do not become barriers to care.

| | |
|----------------------------------|---------------------------------|
| Home Hospice Clients | 63 |
| Home Hospice Visits | 1149 |
| Grief Group Participants | 179 |
| Grief Group Sessions | 422 |
| Hospice Residents | 39 (closed 11 weeks with flood) |
| Number of Volunteers at March 31 | 131 |
| Number of Volunteer Hours | 4,907 |
| Donations Received | \$527,780 |
| Facebook Followers at March 31 | 2,495 |

EMPLOYEE AND VOLUNTEER SATISFACTION SURVEYS

Once again this year, we distributed employee and volunteer satisfaction surveys. The employee engagement survey consisted of the same 43 questions as the previous year. The volunteer survey consisted of 8 revised questions from last year. The employee response rate was 56% (48% previous year); the volunteer response rate was 43% (48% previous year)

| Employee Indicator | 2022 | 2021 |
|---|------|------|
| Very satisfied or satisfied in your role | 100% | 89% |
| Very satisfied or satisfied with overall job security | 62% | 39% |
| Very satisfied or satisfied with opportunities for professional growth | 56% | 21% |
| Very satisfied or satisfied that Huron Hospice is a safe environment | 88% | 84% |
| Very likely or likely to recommend Huron Hospice as a place of employment to someone else | 87% | 56% |

Detailed action plans were developed to address areas for improvement. Progress reports are provided quarterly to the employee groups and board.

FINANCIAL Statement

Apr 1, 2021 - Mar 1, 2022 Apr 1, 2020 - Mar 1, 2021

| Revenue | | |
|---------------------------------|--|---|
| Government Grants | \$856,825 | \$495,311 |
| Donations | 900,822 | 493,779 |
| Fundraising | 305,531 | 227,499 |
| COVID Emergency Funding | 139,181 | 321,390 |
| Other | 8,011 | 9,199 |
| Total Revenue | \$2,210,370 | \$1,547,178 |
| | (\$678,573 donations to capital campaign) | |
| Expense | | |
| Salary & Benefits | \$1,014,971 | \$1,008,245 |
| Amortization | 66,679 | 71,788 |
| Fundraising Expenses | 78,638 | 29,391 |
| Operations | 56,160 | 32,531 |
| Share The Care & Grief Recovery | 72,937 | 18,519 |
| Utilities | 8,836 | 9,029 |
| Consulting & Professional Fees | 25,327 | 10,265 |
| Insurance | 10,442 | 8,857 |
| Advertising & Subscriptions | 9,691 | 7,166 |
| Office, Telephone, Travel | 24,898 | 17,881 |
| Training & Recognition | 2,741 | 1,997 |
| Bank Charges | 770 | 219 |
| Long-Term Interest | 36,088 | 30,578 |
| Miscellaneous | 278 | 1,078 |
| Total Expense | \$1,408,456 | \$1,247,544 |
| Surplus / Deficit | \$801,914 | \$299,634 |
| | (\$70,000 transferred to Operating Reserve Fund) | (\$100,000 transferred to Operating Reserve Fund) |

LEADERSHIP TEAM

Sally Brodie, Loss Grief & Bereavement Programs Coordinator
 Lisa Henry, Resident Care Coordinator
 Deb Shelly, Volunteer Coordinator
 Willy Van Klooster, Executive Director
 Christopher Walker, Manager of Fund Development

BOARD OF DIRECTORS

| | | |
|------------------------------|----------------|-----------------|
| Jay McFarlan (Chair) | Lisa Taylor | Tony Davison |
| Kevin Kale (Treasurer) | Robin Wark | Louise Sygrove |
| Elizabeth Kruspe (Secretary) | Jasmine Clark | Michelle Hansen |
| Ralph Smith (Board Lawyer) | Brenda Kinnear | |

COMMUNITY PARTNERS

| | | |
|---|---|------------------------------------|
| Huron Perth Ontario Health Team | Avon Maitland District School Board | County of Huron Social Services |
| Huron Perth Healthcare Alliance | Falconer Funeral Homes | Room2Grow |
| Hospice Palliative Care Ontario | Haskett's Funeral Homes | Centre for Employment & Learning |
| Huron Perth Hospice Palliative Care Network | Huron Women's Shelter | Alzheimer's Huron |
| Southwest Palliative Care Network | One Care | Huron Safe Homes for Youth |
| Huron Community Family Health Team | CMHA | Huron Perth Children's Aid Society |
| Alexandra Marine General Hospital | Ontario Works | Huron Respite Network |
| Listowel Wingham Hospital Alliance | Goderich Probation Office | Big Brothers Big Sisters |
| Choices For Change | Huron Perth Centre for Children & Youth | Victim Services |
| PAIL Network | Rural Response for Healthy Children | Riverside Funeral Home |
| Huron Perth Catholic District School Board | Huron Perth Public Health Unit | McBurney Funeral Home |
| | Tanner Steffler Foundation | McCallum & Palla Funeral Home |



*"This letter is to thank you for all you did for me and my husband. There nurses were exceptional and he formed strong bonds with them all. We celebrated our anniversary there and the nurses made a magnificent meal – steak, potatoes, and green beans. Having our dog there made it feel like home."
 - Wife of Resident*

With Deep Gratitude to Our Donors

Make Every Day Matter (\$1000)

| | | | |
|---------------------|--------------------------|------------------------------------|-----------------------------------|
| Janet Buchanan | Marilyn Elgie | Theresa & Ricky Loughheed | Agnes & Geert Waanders |
| Scott & Mary Hall | Scott & Mary Hill | Kathy & Greg O'Reilly | Jennifer Wincey |
| Laurien Trowell | Ron Hamilton | Fred Radley | Sheran Elder |
| Diane Aitken | Sue & Watson Huff | Luann's County Flower & Gifts | Alison Lobb |
| Bayfield Lions Club | K2 Wind | Gerald & Judith Roy | Trevor Seip |
| Barbara Brown | Kevin & Nancy Kale | Sepoy Wiring Limited | Trudy Amendola |
| Mary Jane Coxon | Kinsmen Club of Goderich | St Peter's Catholic Women's League | Deborah Hall & Willy Van Klooster |
| Dorothea Ducharme | Rob McGuffin | Dan Templeton | Britespan Building Systems |
| Helen Dykstra | Compass Minerals | Helen Varekamp | Ryan Elliott |

Friend (\$1000-\$4,999)

| | | | |
|-------------------------------|----------------------------|----------------------------|-----------------------------|
| Janice & Dennis Sommerville | Leslee Squirrel | Janet Vanderhaar | Kathleen Wilson |
| Maureen Reality Inc. | St Elizabeth Foundation | B&T Dykstra Farms | Maarten Bookhout |
| Muriel Taylor | Russell Archer | Wanda & Milton Dietz | Janet Hoonard |
| Belgrave Kinsmen | Don Mathews | Friehaven Farms Ltd | Mark & Joy Moores |
| Schaefer's Ladies Wear | Stephanie Archer | Paul & Ellen Gittings | Sharon Carnochan |
| Esther McCutcheon | Rolland Archer | HCM Farms Ltd | Patricia Dingle |
| Heather Tout | Bert & Nellie Dykstra | Shirley & Bev Hill | Dowler Kairn Ltd |
| Fordwich United Church | Doreen Grey | Jeanette Irwin | Murray & Marlene Forbes |
| Bary & Monica Page | Carlyle-Peterson Lawyers | Jackman Foundation | Loblaws Inc |
| Gerry & Elaine Vanden Hengel | Da-Lee Dust Control | Duncan Jewell Peter Klaver | Carrie McElwain |
| HT&C Mutual Insurance | Excalibur Insurance | Murray Robinson | Riverside Funeral Home |
| Doug & Kathy Elliott | Horizon Pro-Resp | Jake & Shirley Rylaarsdam | Seebach & Company |
| Veendyk Farms Ltd | K2 Wind Ontario LP | Koos & Natalie Vermue | Southbridge Care |
| Huron Telecommunications | Roberts Farm Equipment | Gayle Walters | Homes Virtual High School |
| IODE Maple Lead Chapter | Greg & Kathy O'Reilly | Sue Zackarczuk | Royal Canadian Legion Blyth |
| Rob McGuffin | Falconer Funeral Homes | Barbara Brown | Lorre Jones Fernande |
| Nelly & Henry Baker | Eileen & Gordon Wroot | Karen Cook | Elaine McTaggart |
| Betty Burns | Carol Weber Janet Buchanan | Ron Hamilton | Francine Vanasse |
| Maitland Creek Farms | Hill & Hill Farms | Roma Harris | Douglas & Susan Marriott |
| G. Susan Stewart | Bryan Underwood | Murray & Tara Pipe | Brunisma Excavating Ltd |
| Robert Anderson | Wayne & Esther Cantelon | Sean Reid | Paul & Joy Lavis |
| Laird Finlayson Key Farms Inc | Linda Keyes | TLC Animal Husbandry | Dan Loebach |
| Meinen Custom Homes | Huron Ridge Acres Inc | John Kassies | Dan Templeton |
| Jessica Kuiper | Royal Lepage Heartland | Lions Club of Brussels | June Wallace |
| Kinsmen Club of Goderich | Timmac Holdings | Anita Vanderhaar | |

Companion (\$5,000-\$9,999)

| | | | |
|--------------------------|-----------------------------|-----------------------------|-----------------------------|
| Joe & Mary Meaden | Sue Smith | Legion Ladies Auxiliary 109 | Estate of Laurie Kruse |
| Rotary Club of Mitchell | Lions Club of Clinton | Everspring Farms Ltd | Osborne & Hibbert Mutual |
| Jeanette Irwin | Connect Marketing | Maryann Dann Haeuser | Coast Goderich |
| Hugo & Moira Maaskant | Norah Anderson | Goderich Catch The Ace | Walter Blackburn Foundation |
| Brendan Lane | Community Futures | Bayfield Lions Club | Dave Andrews |
| Metzger Meats | Huron Groves TV & Appliance | Bluewater Office Equipment | Memer Contracting |
| Knights of Columbus 5420 | Nicolas Potvin | Anonymous | |
| Haskett Funeral Homes | Vandenheuvel Structures | Howick Mutual | |

Contributor (\$10,000-\$24,999)

| | | | |
|----------------------------------|---------------------------|----------------------------|----------------------------|
| Bill Anderston | Linda & Don Edward | Blissful Blinds | Compass Minerals |
| Anonymous | Diane Aitkin | Grace Cameron | Orr Insurance Bruce Power |
| Bryan & Linda Vincent | Osborne & Hibbert Mutual | Alvin McGee | Michael & Cathy Strickland |
| Allen Ische & Nancy Arthur-Ische | UNIFOR Local 16-0 | Eleanor Erskine | Municipality of Bluewater |
| Howick Mutual Insurance | Peter Tovenati | Progressive Turf Equipment | Margaret Roney |
| Town of Goderich | In Memory of Jim Shanahan | Nancy Denomme | JP Bickell Foundation |
| RBC Foundation | Rita Coombs Estate | Anonymous | |

Visionary (\$25,000-\$99,999)

| | | |
|----------------------------|-----------------------------|--------------------------|
| Goderich Rotary Club | In Memory of Margaret Roney | Gord & Anne Lavis |
| Daryl Ball | Janmaat Family | Harold & Mary Smith |
| Devereaux Family | Anonymous | McGavin Family |
| Tuckersmith Communications | JP Bickell Foundation | & McGavin Farm Equipment |
| Allan Avis Architects | Knights of Columbus 5290 | |

Community Builder (\$100,000 plus)

| | |
|-------------------------|--------------------------|
| Susan & David Bender | Doris Stanworth Estate |
| Jim and Brenda McIntosh | Bayfield Community Group |



**Huron
Hospice**

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