



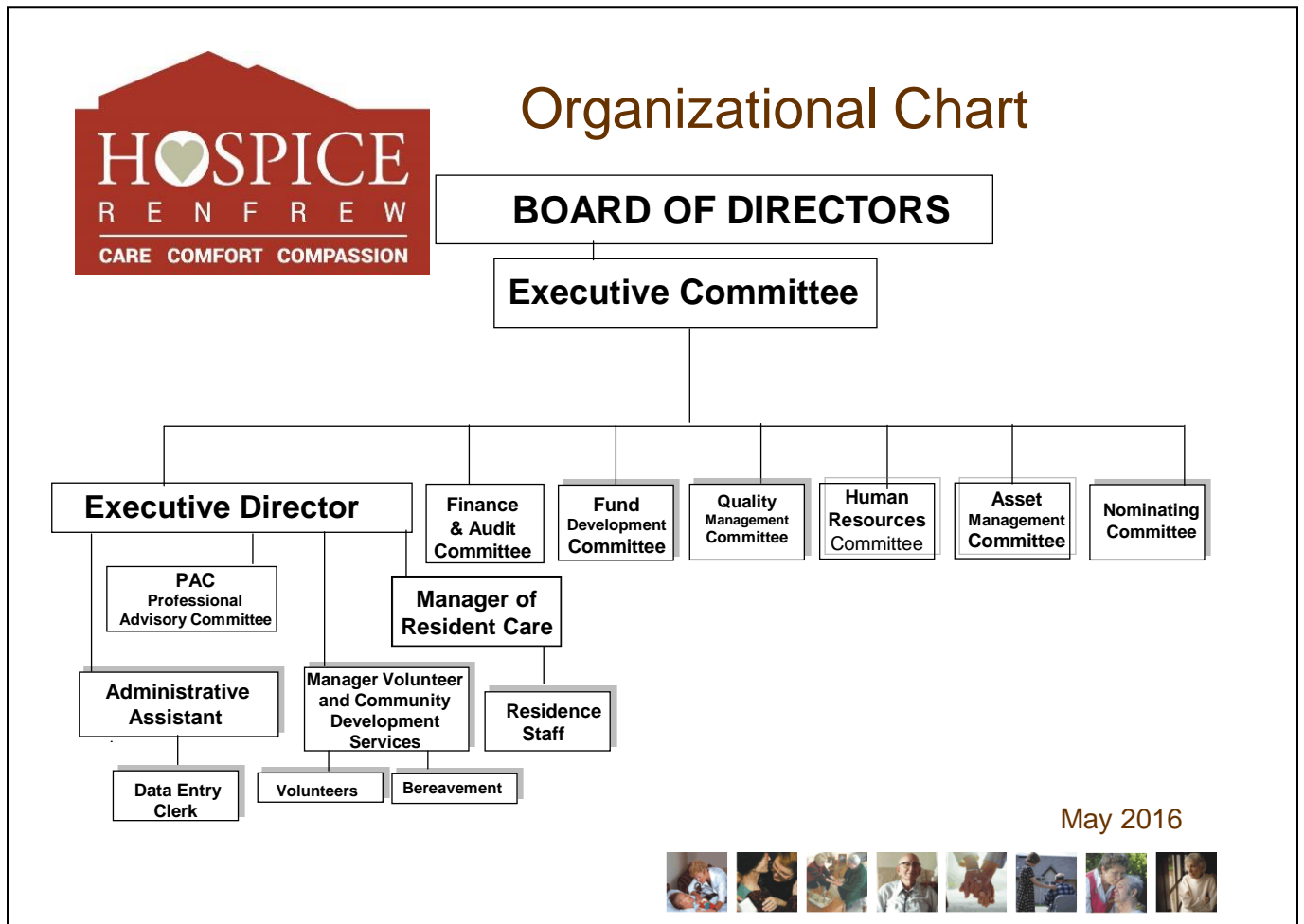
Hospice Renfrew 2015 Annual Reports



MISSION AND OBJECTIVES

To assist terminally ill persons to live as fully as possible while maintaining their dignity and comfort, as well as providing support to family and friends.

- To provide pain and symptom management
- To improve the quality of life for people with advanced disease, and their families through the relief of concerns, whether physical, emotional, social or spiritual
- To preserve the quality of life, dignity and independence of the person
- To support family wellness and community involvement
- To affirm life and regard death as a normal process, and neither hasten or postpone death
- To assist the bereaved in dealing with grief
- To respect and work with all other disciplines and agencies, encouraging through education and good communication, a wider knowledge base of palliative care





EXECUTIVE DIRECTOR'S 2015 ANNUAL REPORT

Hospice Highlights

I recently celebrated my one year anniversary as the new Executive Director of Hospice Renfrew. It has been my absolute pleasure to serve in this capacity during a year of great change within the organization.

It did not take me long to notice that the nursing staff and volunteers at Hospice take great pride and ownership in *their* home. It is evident in each little caring thing they do such as adding freshly cut flowers to the resident's dining tray or baking a cake to celebrate a couples wedding anniversary.

Shortly after I started working here at Hospice our nursing team offered to work throughout the summer to re-paint and add new décor to the resident rooms and main level of the Hospice. This was in preparation for the Fall open house that welcomed close to 100 community members to our home. All of this was possible as a result of a generous and collaborative donation from six local Lion's Clubs in Renfrew County. We are so very fortunate to have the support of a dedicated team of staff and volunteers and a highly committed community who continue to support Hospice Renfrew in so many ways.

In April 2015 staff and volunteers celebrated the retirement of our founding Executive Director, Diane Caughey. Diane's calming presence and strong leadership have been greatly missed by all staff and volunteers here at Hospice however we are reassured knowing she is settling in to retirement and keeping herself very busy as a well-respected palliative care expert in our community.

We also honored long-term Registered Nurse and Interim Volunteer Coordinator Darlene Meleskie as she retired in September 2015. At the same time we welcomed Judy Cobus, RN as the new Manager of Volunteer and Community Development Services. Judy has had a busy start to her year as she works diligently to expand the volunteer and grief and bereavement programs at Hospice.

Simone Howard, RN spent the year as Acting Manager of Resident Care while Manager Mandy McGregor welcomed the birth of her third child into her family. Mandy has decided to remain at home with her three beautiful children and Simone has accepted an offer of permanent employment as our Manager of Resident Care.

Thanks to the people of Renfrew County, local businesses and our community partners the two major fundraising events, the Hike for Hospice and the Aikenhead's Classic Golf Tournament were once again highly successful in 2015. These important fundraising events along with many third party events organized by local citizens and community groups allow us to be able to continue to offer the highest quality of care for the residents and families who access our services at no cost.

Our new partnership with Valley Heritage Radio 98.7 created the opportunity for Hospice Renfrew to be the selected charity of support for the Holly Jolly Radiothon that was held in December. In just four



short hours we raised a record breaking \$63,000.00 for Hospice. We look forward to continuing this relationship with our friends at VHR98.7 for many years to come.

Hospice Renfrew received funding from the Champlain Local Health Integration Network and the New Horizons Seniors Program to install a new state of the art security system in our building. Staff, volunteers and residents can be assured that we offer the highest degree of safety and protection inside and outside of our building with new cameras and security identification cards.

We are preparing for accreditation through our provincial professional association Hospice Palliative Care Ontario. The management team, various board committees and staff have been busy updating and creating new policies and procedures to ensure we are eligible to participate in this process in 2017-18.

Last summer the Hospice Renfrew Board of Directors introduced a new employee benefit package. We are grateful to have this new program in place as we look to retain our current employees and have opportunities for recruitment of new staff in the future.

Throughout the academic year we have developed many new partnerships including The University of Ottawa School of Nursing, Algonquin College BScN and PSW programs, Algonquin College Skills Link Program, Laurentian University School of Nursing and Willis College Business and PSW programs. As a result we were able to recruit two new casual staff members to our team.

3rd Year Nursing Student Jamie Anne Bentz from University of Ottawa dropped by our Hospice early in January to film and produce a Youtube video entitled “*People Come to Hospice Renfrew To Live, Not to Die*” to help us promote our Hospice. Within one week this video went viral on Facebook, Twitter and Youtube gaining media attention internationally and across the world.

I believe the message this video conveys is particularly timely given the recent discussion and focus on controversial issues related to end-of-life care, such as euthanasia and physician assisted suicide rather than a focus on accessible and quality end of life care. Our video truly tells the story of what Hospice care is all about as many residents and families who have lived with us tell us they ‘came to Hospice to live, not to die’ and this my friends is what we strive to achieve in the care we provide each day.

Fortunately in Renfrew County every resident has the opportunity to access quality palliative care delivered by a specially trained team of health care providers at our residential hospice palliative care home, Hospice Renfrew. We are blessed with a wonderful team of staff, volunteers and board members who are true ambassadors for Hospice.

A heartfelt thank you to our team, our communities throughout the County and to the residents and families we serve. I am honoured to serve as the Executive Director for our Hospice and look forward to seeing what 2016-17 has in store for us all.

Respectfully,
Maureen Sullivan-Bentz, RN, BScN, MScA
Executive Director



RESIDENTIAL CARE 2015 ANNUAL REPORT

I would like to start by thanking the staff and volunteers of Hospice Renfrew. Our success throughout the year is due to their dedication, hard work and passion. We would not be who we are today without them. So thank you!

As Acting Resident Care Manager, just recently moving into this position permanently I look back, several major events occurred in the year at Hospice, some of them unexpected and others planned. These included many staffing changes including retirement our founding Executive Director and friend of Hospice Diane Caughey, maternity leave and eventual permanent departure of our Manager of Resident Care, Mandy McGregor and the retirement of longtime registered nurse and interim Volunteer Coordinator Darlene Meleskie. We welcomed Maureen Sullivan-Bentz joining us in the position of Executive Director and Judy Cobus as Manager Volunteer and Community Development Services. As usual, thanks to our very hard working staff, along with our dedicated volunteers and the board of directors we tackled these challenges and changes with grace.

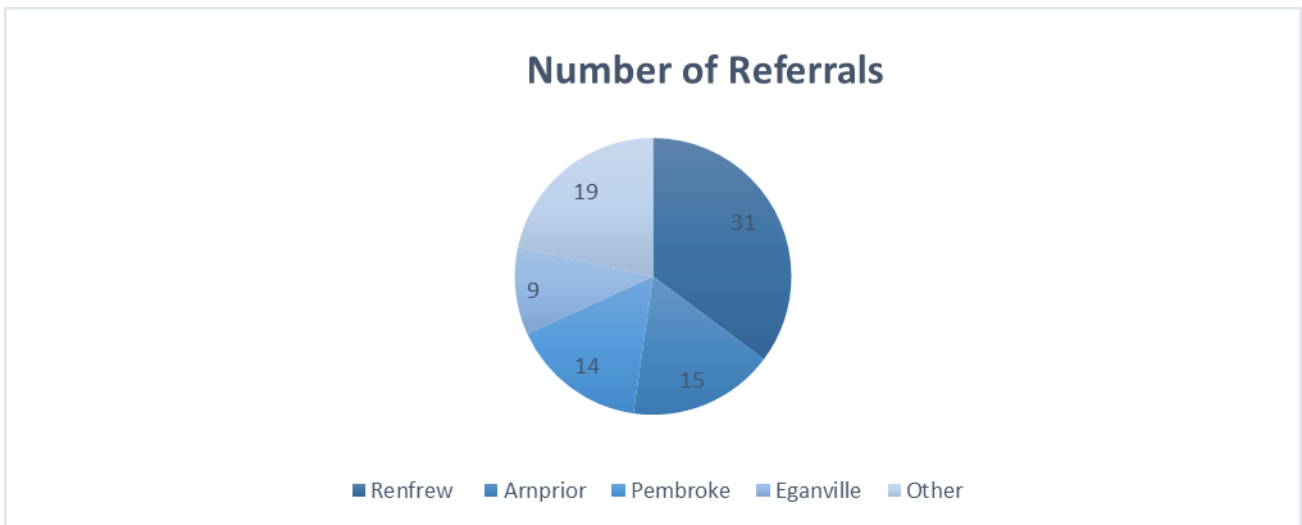
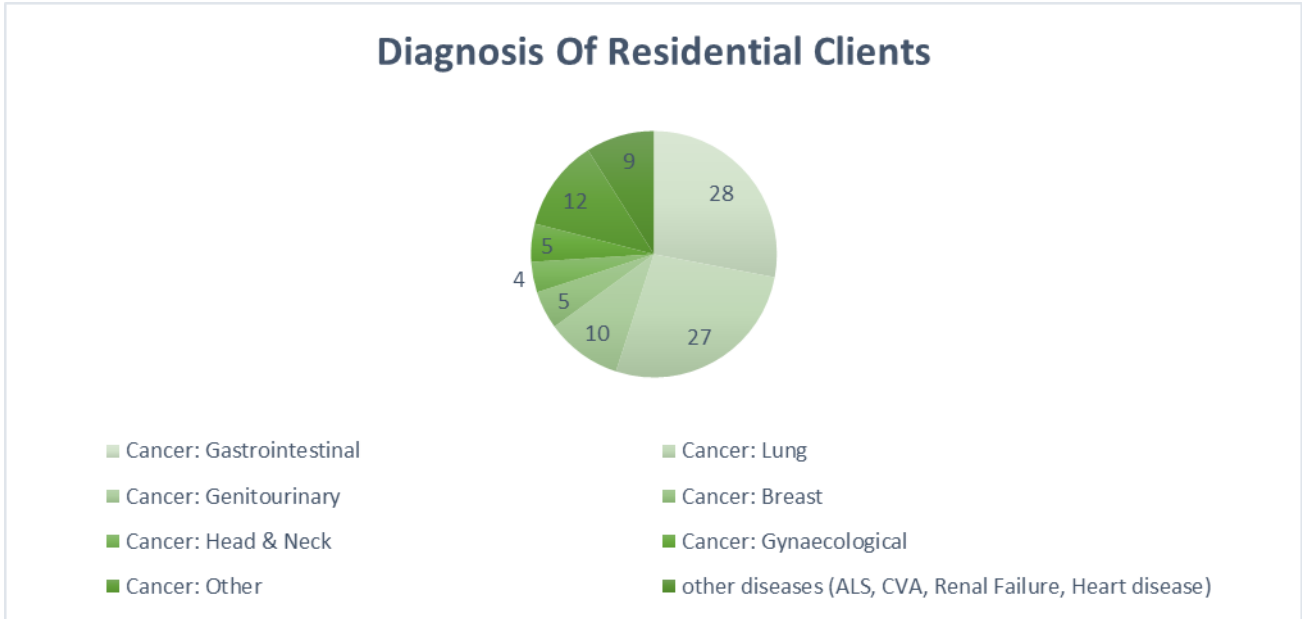
Referrals continue to increase and our Hospice is routinely at capacity particularly as we work hard to ensure the residents of Renfrew County know about our programs and services. Although the summer and fall months were somewhat quieter, we have been at full capacity since December 2015. This being said, we do not have a long waitlist for residents wishing to come to live with us and we are most often able to accommodate new referrals within a few days. We served a total of 70 residents and families' served (59 for end of life and 11 discharges to home, long term care of hospital). Clients are presenting with increased complex needs and we are often collaborating with outside community supports and agencies. We also continue to offer Pain and Symptom Management and Respite admissions. These admissions are becoming more and more frequent and assists those clients who wish to stay home as long as possible or to die at home to better obtain that goal. Team meetings and Weekly palliative rounds provide an opportunity to bring together palliative care physicians, nurses, community professionals and the hospice team to ensure consistent collaborative support for our clients.

Hospice is fortunate in that we are able to offer mentoring programs to the local schools and colleges, for placement students certifying as nurses, PSW's and health care administration. Not only does this offer hands on experience for the student, but it is also a great opportunity for the staff and volunteers to learn from the younger generation.

With Hospice Palliative Care Ontario Accreditation looming, Maureen, Judy, Helen and I have been busy reviewing, updating and implementing new Policy and Procedure information and manuals. "HPCO Accreditation notifies health professionals, the public and funders that an organization, institution or program is in compliance with industry standards and has been recognized by HPCO based on a rigorous review of overall performance by industry peers" (HPCO web site). Hospice Renfrew is considered the hub of palliative care excellence in Renfrew county and surrounding area and continues to strive to meet the rigorous standards of HPCO.

I continue to feel blessed to work at Hospice. It is such an honour to work with Maureen, Judy and Helen and all of our caring staff and volunteers to support families throughout our community. They provide valuable support for individuals and their families and more importantly, bring a little normalcy back to the client's life.

As we build for the future, we continue to honour our past and remain true to the teachings of those who came before us, as well as experts in the field of end-of-life care and grief and loss. Individuals and families living with life-changing challenges will always remain at the centre of everything that we do.



Average Length of stay: 25.6 days

Respectfully,

Simone Howard, RN, BScN
Manager of Resident Care



VOLUNTEER AND COMMUNITY DEVELOPMENT 2015 ANNUAL REPORT

New Volunteer Training

Judy completed the 30 hour volunteer training at Carefor and then worked with Connie Legg to plan a training session at Hospice. 11 new volunteers have completed the training course. Thank you to Connie Legg, Carol Anne Simpson and Edie Wesbrook for helping with the program deliver The St John Ambulance visiting dog service is again up and running with visits tree times/week.

Judy will be partnering with ARH to provide volunteers with the palliative training course this spring.

Volunteers and staff completed the Food Safety Program offered by Renfrew County Public Health. The volunteers have the required training to cook and bake for residents. New members on the kitchen team will be cooking soup for residents. A “new” policy: Provide Nourishment to Residents was written and introduced to the resident support volunteers. A self-directed learning tool that explains the “procedure” has been created as a resource to support volunteers if they wish to feed residents. In the past, volunteers were not permitted to offer nourishment. A safety checklist is part of the policy and nursing staff screen residents to make sure they are appropriate. Volunteers have expressed much satisfaction in being able to offer this to residents.

The number of yearly volunteer hours has climbed over 7000 hours for 2015- this is the highest number of hours to date.

Grief and Bereavement Lecture

Volunteers and Staff were invited to attend an interactive lecture on grief and bereavement. Dawn Cruchet, an expert in her field generously donated her time to help educate and shed light on the grieving process. Staff and volunteers have expressed an interest in having her back again. 32 people participated!

A public grief support event titled “Surviving the Holidays” was led by Ian Henderson, a grief and bereavement counselor from Ottawa. 18 participants were in attendance and the feedback was extremely positive.

New Grief and Bereavement Programs

I have joined the Ottawa chapter of Bereaved Families of Ontario (BFO) in January to support the new bereavement team to become facilitators. The new Grief and Bereavement team consists of 5 new members that have received enhanced grief and bereavement training from BFO and a 1 day workshop in Pembroke. A new monthly Drop-in Bereavement Support Group is scheduled this month. The group will be led by 2 grief and bereavement volunteers who will facilitate the group. Plans for guest speakers are underway. The goal is to offer a closed 6-8 week session in the Fall of 2016.

The new telephone Bereavement Support Program was implemented in April. Volunteers follow a bereaved family member over the course of a year. The calls have been well received and a new resource binder for volunteers and staff is in the works. The Grief and Bereavement team will also have scheduled debriefing meetings to reflect and a new survey in January.

The “new” Caregiver Survey has been implemented to receive feedback from families about their experience not only at hospice but also their experience navigating the health care system during the palliative stage. 9/11 surveys were returned after the first mail out. Data from the survey will be used to evaluate our services and will allow us to maintain communication with families who may be interested in staying in touch with Hospice. This data will also help us move to a paperless system to send newsletters, upcoming events etc.

Celebration of Life

The annual Celebration of Life Ceremony was held in October. The ceremony was attended by approximately 60 people who had a friend/family member die at Hospice during the last year. This has been the best attended ceremony to date. The feedback was immensely positive from attendees, staff, and volunteers.



Community Outreach

Hospice hosted a bereavement support event in November titled: “Surviving the Holidays” by a grief educator. There were 17 participants and feedback was excellent.

Three Renfrew community groups: University Women’s Club, Anglican Church Auxiliary and the Catholic Woman’s League invited us to speak about Hospice and Palliative Care at their monthly meeting. Everyone enjoyed a lively Q & A session learning about palliative care and what Hospice has to offer.

Hospice Renfrew partnered with the Goldenage Activity Center to participate in their annual Health Fair. A Hospice Renfrew booth was set up to receive questions and offer information about palliative care and the services we offer. The booth was manned by volunteers and Judy.

Hospice Renfrew has partnered with the Champlain Palliative Care Network to help promote the Speak Up campaign on Advance Care Planning (ACP). This national campaign is gaining much recognition about substitute decision makers and the importance of making your wishes known. An evening community ACP event will take place Thursday May 5 at the Goldenage Activity Center.

Team Meetings

Volunteer communication has been improved by installing a new bulletin board upstairs. Team meetings have been held regularly to review new policies, education opportunities and social events.

A Winter Chill Volunteer Party was held in January- a total of 22 volunteers enjoyed a pot luck dinner. Feedback was very positive. Everyone enjoyed wine with their dinner☺

The Volunteer Appreciation Dinner April 28 was attended by 40 volunteers. The staff helped to personalize this event by writing thank you notes to the volunteers. Staff also was on hand to help make this a very successful evening. Author Mary Cook gave a wonderful talk titled “Angels in Renfrew County” which was enjoyed by all. Mike and Sharron Gallagher were congratulated for receiving the Callwood Award which recognizes volunteers for outstanding volunteerism. Mike and Sharon travelled to Toronto and attended a special luncheon to celebrate with other volunteers across Ontario.

Partnership Building and Fundraising

Volunteers participated in LCBO tag day events at six local LCBO stores to canvass for Hospice as the prelude to the Radiothon. Over \$1600 was raised during this 4 hour event. Volunteers helped out at the Radio-thon by being available to assist people with donations at the Radio station and also by ensuring the Hospice had enough help to assist with walk in donations and tours.

Worked with Maureen to target over 500 businesses, churches, schools and community agencies to promote the radiothon over a 3 week period. Also attended Renfrew Rotary Club lunch meeting to promote the radiothon with this organization.

Judy joined the Fund Development Committee and helped to identify foundations that may be appropriate for funding opportunities.

Content for the “new” hospice website content was updated and Judy submitted volunteer information and information for families at Hospice. Volunteers have been asked “why I choose to volunteer at Hospice...” These affirmations will become tag lines on the site.

Hike for Hospice

Worked with Maureen and Connie Legg to plan this year’s event which proved to be a huge success! The community participation at this year’s hike, I feel, is proof that we have reached one of our goals which was to help spread the word about Hospice Renfrew and the services we provide.



Newsletter

The December newsletter is hot off the press. Volunteer Mary Schmieder has done an excellent job putting this together. Spring newsletter in the works.

Learning Essential Approaches to Palliative Care (LEAP)

Judy recently took the LEAP training program in Petawawa. Judy will be orientated to role of Resident Care Manager so that she will be able to offer support to nursing staff and cover for the RCM when necessary.

Champlain LHIN Standardized Volunteer Training Program Development

Judy is now sitting on the development committee working on standardizing this program throughout the region. This is an ongoing project that should be completed within the next month.

Canadian Hospice Palliative Care Conference and the Hospice Palliative Care Conference

Attended both conferences. Ongoing education opportunities and networking helps us access to current, relevant information will help us plan ahead to how to best serve our rural hospice and meet standards of quality care.

Respectfully,

Judy Cobus, RN
Manager Volunteer and Community
Development Services



EXECUTIVE COMMITTEE 2015 ANNUAL REPORT

As a founding member of the Hospice Renfrew Board of Directors, it's a pleasant task to look back and see how far we have come since we opened our doors in 2008.

Last year we spoke of having a year in transition. This year was the year to move forward with new ideas and programs.

Our first major accomplishment was the hiring of our Executive Director Maureen Sullivan-Bentz. Maureen came to our Hospice with a fresh outlook and ideas and her accomplishments in a year have been remarkable.

We now have a secure building that provides a safe environment for our staff, residents and families entrusted to our care.

Our staff, have a benefits package that enhances their employment, as well as clear policies and procedures that guide their day to day professional practice.

We have a dedicated resident care manager Simone Howard who brings a wealth of experience, plus the passion to ensure our residents and families receive exemplary end-of-life care.

Our Co-ordinator of Community and Volunteer Services, Judy Cobus, has brought renewed energy and ideas to our volunteer team. She has also taken a leading role in developing our Grief and Bereavement teams, as well as developing strategies for community outreach programs and engagement.

Maureen has worked hard to access grants from various sources, to offset our operational deficit, as well as continue to enhance our working environment by redesigning the lower level to provide private and professional office space.

Our successes are reflected in the gratitude and respect the community has for our Hospice. The community has shown their gratitude by supporting our major fundraising events such as the Aikenheads Hospice Classic, Valley Heritage Radiothon, Celebration of Life Dance, and most recently a very successful Hike/Run for Hospice Renfrew.

Thanks again to Maureen's efforts, Hospice Renfrew has gained exposure from speaking engagements, radio interviews, magazine articles and newspaper coverage. A beautiful video created by Maureen's daughter Jamie has spread our Hospice message to all corners of the globe and has gained a great deal of recognition.

Our Hospice would not exist if not for the hard work and dedication of our volunteer team. These people donate hours of their time to ensure that our residents and families have the best possible care.



Of this volunteer team, I believe the unsung heroes of Hospice Renfrew are our dedicated Board of Directors, who work tirelessly often behind the scenes to ensure our Hospice meets the Mission and Values that guide our work.

A very special thank-you to Bill McMahon who spends countless hours crunching numbers, signing cheques and providing financial and budgetary support to our team.

As a board we have accomplished a great deal this year, we now have updated Hospice by-laws which will serve us well for many years to come.

We have in the works a new and updated website, designed by a volunteer from across the globe in England.

Our rooms have been updated with new furnishings, and plaques, thanks to a very generous donation from area Lions Clubs.

We now have updated Human resources policies and procedures that will also guide our operations and practice.

Finally we have a brand new state of the art security system, a new roof, and plans to update our lower level.

These have all been initiatives, achieved through the hard work and support of our Board.

We will have challenges in the upcoming year.

Our funding deficit is an ongoing challenge that requires time and energy. We await the final policies regarding Physician Assisted Suicide and how we as a Hospice will respond. We will also continue to work towards accreditation to ensure we are meeting the standards of Hospice Palliative Care.

In closing I would like to especially thank Helen McGregor who is the glue that holds Hospice Renfrew together. Helen has been with us since the Hospice was still only an idea, and she is a great support to us all.

We all should be incredibly proud of the wonderful place Hospice Renfrew has become.

Respectfully,

Connie Legg
Board Chair



FINANCE COMMITTEE 2015 ANNUAL REPORT

2015 in Review

- * Completion of yearend financial statements and audit files in January 2016
- * Audited 2015 financial statements completed and received in March 2016
- * Review of finite limit of funds under current funding formula
- * Employee compensation grid system plan for 2015 implemented
- * Funding received to procure and install security system
- * Resident rooms refurbished with funding received from area Lions Clubs
Radio thon was a huge success, as was our annual Hike and Golf tournament
- * Continued operation of fund raising bank account by Doug Legg
- * Continued financial advice provided to Maureen and Helen

2016 Challenges

- * Adoption of 2016 financial budgets (adopted in March)
- * Provincial funding formula consultation
- * Completion of security system project
- * Completion of lower level renovations upon receipt of third party funding
- * Assist with local fund raising initiatives
- * Assist fund development Committee to develop strategies to ensure growth of Rural Reflections Wall
- * Forecasting of future financial requirement to ensure Hospice goals are met
- * Continued search for alternative funding sources
- * Continued support to other committees and staff on financial matters

Thank you to Connie Chair person, Committee members Jim MacKillican, Charlie Bulmer, Doug Legg, Leo Hall and Karl Murphy and other committee members for their input and support.

Bill McMahan
Board Treasurer



FUND DEVELOPMENT COMMITTEE 2015 ANNUAL REPORT

The Fund Development Committee experienced a significant restructuring this past year with the addition of three new key members including: Maureen Sullivan Bentz (Executive Director), Judy Cobus (Manager Volunteer and Community Development Services) and Mr. Owen Snider (Board member).

Our first objective was to review the 2015-16 Hospice Renfrew Communication Strategy and review our communication objectives and then determine what specific initiatives and projects would be selected. The objectives outlined in our communications strategy include:

- **Attract Funding.** Cultivate financial support among key target groups. Encourage lasting financial support through ongoing partnerships. Create a favourable climate for attracting and raising funds. Gain a higher level of committed and sustaining financial support for Hospice Renfrew.
- **Strengthen the Reputation.** Within the Renfrew County health care community, expand and enhance the standing of Hospice Renfrew as the hub for HPC in the county and make it known and understood that in this pivotal role Hospice Renfrew is an essential partner benefiting the entire network of Renfrew health care organizations.
- **Build the Brand.** Through grassroots work build the Hospice Renfrew brand of a professional, accessible and successful healthcare organization. Make Hospice Renfrew recognized and appreciated for serving families and people in need in a caring and compassionate environment. Make the brand well known throughout the county and across the whole spectrum of the community.

As these objectives are highly interrelated, we decided to focus on them concurrently and selected the development of a new Hospice web site as our key project. This project focussed on the development of a completely new web structure, web design, navigation, new web text/content, photo content and logo refinement. Our purpose was to make the web our primary tool for outreach and increase its user friendliness.

This work has represented a substantial effort for management and committee members and the team has followed the “Roadmap to Content Development” throughout the life cycle of this project. In addition, we were most fortunate to obtain the technical knowledge of Mr. Matthew Hallsworth on a **volunteer** basis to develop the site. We have worked closely with Matt to develop the structure, design and navigation. Mr. Hallsworth’s volunteer assistance has represented a significant cost savings to Hospice Renfrew.

We have completed approximately completed 66% of the project since its inception. Progress to date includes: a new structure and design, assessment, identification and development of new content, logo refinement, and the engagement of a professional photographer for a planned June 2016 photoshoot etc.



It should be noted that it is expected that all work necessary for creating the new website will be concluded without any incremental costs. As well future operational costs for the website should be significantly less than the costs of maintaining the current site.

With respect to outreach and recognition, Hospice Renfrew hosted over 60 representatives from our community partners to formally recognize the six Lions Chapters for their significant contributions this past year. VIP's including our MPP Mr. John Yakabuski, mayors from various communities participated in this special event and significant coverage was noted in the media. Other significant fund raising events included the Holy Jolly Radiothon (Valley Heritage Radio) completed in December 2015 which raised over \$63,000 for Hospice Renfrew. Significant recognition to Maureen and Judy for their incredible effort in making this an outstanding success.

The Committee also focussed its efforts on the selection of new software to assist in the identification of **Foundations** who provide funding for nonprofit organizations (web based software to access databases). After several presentations and webinars the Fund Development Committee recommended the purchase of AJAH software. Training and installation have taken place and several committee members have already utilized this new database and submitted proposals for funding.

Finally the committee examined the merits and importance of business planning. A discussion was initiated with the full board on the benefits of creating a formal annual business plan for Hospice Renfrew with specific operational and financial objectives. At the end of each year performance against objectives would be evaluated. This review process would then generate new or brought forward objectives for the upcoming year. To kick start this process the Fund Development Committee will work towards developing for September 2016 some specific business objectives for realization in 2017.

This past year has been an exciting one and the Committee expresses its sincere appreciation for the support given to it by the Board.

The Fund Development Committee also expresses its thanks and appreciation to Mary Schmieder.

Don Di Salle
Chair



HUMAN RES COMMITTEE 2015 ANNUAL REPORT

2015 in Review

- * Maureen Sullivan-Bentz hired as new Executive Director to replacing retiring ED Diane Caughey
- * Hiring of Judy Cobus as Manager of Volunteer and Community Development Services
- * Promotion of Simone Howard as Acting- Resident Care Manager to cover maternity leave
- * Committee confirmation of various staffing changes
- * Implementation of employee benefit plan
- * Joint meetings with Finance Committee to discuss impact of wage and benefit on future year budgets
Implementation and adoption of numerous Human Resource related policies
- * Provision of support to Maureen and Helen on Human Resource matters

2016 Challenges

- * Adoption of 2016 salary grid
- * Receipt of PSW funding from the Ministry
- * Review of first year statistical information of the employee benefit plan
- * Continued lobbying of LHIN and Ministry for equitable funding as wage costs are 75% of overall budget
- * Continued support to Maureen and Helen on Human Resource related matters
- * Forecasting of future Human Resource requirements to ensure Hospice goals are met

Thank you to Connie Legg and Donna Anderson for their exceptional work on Human Resource policy review and the vetting by the Executive Committee and Board.

Bill McMahon
Board Treasurer



ASSET MANAGEMENT COMMITTEE 2015 ANNUAL REPORT

Committee members

Rob Dougherty, chairman

Millie Ritchie

Don Burchat

George Wade

Will Briscoe

Maureen Sullivan Benz

This past year our committee enjoyed seeing the completion of the upgrading and renaming of the resident rooms. This project was completed with the help of area Lions clubs and Hospice staff. This project is an example of how much can be accomplished when different groups work together.

Gardening Committee- Our gardening committee again deserves mention for their fine work. An upgrade was completed to the front lawn and flower bed last summer. One of the comments I hear most about Hospice Renfrew is how well the grounds are kept.

As many of you are aware we are in the planning stages of a major upgrade to the lower level of the hospice. This upgrade will make for much improved office area for support staff as well as providing enhanced facilities for community outreach programs. This project is contingent upon the funding being in place before commencement and I am happy to report that Maureen and her working group have already had some success in accessing grant money.

Your input and ideas for improvement to the facility are always welcome. Feel free to contact any member of the committee with your suggestions.

Rob Dougherty
Chair



MEDICAL ADVISOR 2015 ANNUAL REPORT

Once again hospice has continued to be a busy place with wonderful staff and great care of all our patients. We continue to have a core group of physicians who provide call for the hospice. A number of other physicians look after their own patients when they are in the hospice, and these are covered on the weekend by the on call physicians.

We continue to provide care for residents across the county and even from some neighboring areas. Malignancy is still the primary diagnosis but in general I note an increase in palliation for the non-malignant conditions.

We continue to monitor the information about physician assisted dying and will be monitoring the progress of the legislation and its effect on hospice care. The community physicians will be looking at who may provide this service in the future.

The transition to working with Maureen our new director has gone very well. She continues to liaise regularly with me about medical issues and we are working on all the appropriate medical directives for future accreditation.

The appeal for on call funding was denied as I suspected which is disappointing. I continue to monitor possible programs the ministry may entertain to help fund hospice care.

The telehealth set up is used for our weekly rounds and for education purposes and continues to be a valuable tool.

Thanks to the board and staff for supporting the physicians and the hospice. We look forward to working together over the coming year.

Respectfully,

Stephanie Langlois
Medical Advisor



NOMINATING COMMITTEE 2015 ANNUAL REPORT

The Nominating Committee of Hospice Renfrew endeavours to have a Board of Directors reflective of the community, with balanced competencies as well as geographical representation from Renfrew County.

Nominating Committee Members:

- Connie Legg, Board Chair
- Bill McMahon, Treasurer
- Jim MacKillican, Advisor

Non-profit boards have a collective responsibility to maintain public trust. Accountability for a non-profit board is all about:

- Being answerable for the organizations actions
- Accepting the consequences of the organizations actions, positive or negative
- Accepting responsibility to those affected by the organizations actions, or inaction
- An internal drive to evolve and become a better quality, efficient and effective organization

Non-profit boards accomplish tasks with the following organizational structure:

- Bylaws-rules and regulations that govern boards operations
- Executive Officers-leadership responsibilities on the board
- Committees-efficient way to get “detail” work of board done
- Job Descriptions-expectations of board members and committees
- Meetings-where the board conducts business
- Decision making process-how the board arrives at resolutions

Our present Executive Committee:

- Board Chair – Connie Legg
- Treasurer – Bill McMahon
- Secretary – Donna Anderson
- Executive Director–Maureen Sullivan-Bentz

Emeritus/Advisory:

- Jim MacKillican- Past Chair

New Board Members as recommended by the Nominating Committee

- Jamie Cybulski
- Gerald Tracey

BOARD SLATE OF OFFICERS 2016

Chair – Connie Legg

Treasurer – Bill McMahon

Secretary – Donna Anderson

Medical Advisor – Dr. Stephanie Langlois

Executive Director – Maureen Sullivan-Bentz (ex-officio)

Members:

Owen Snider, Leo Hall, Rob Dougherty, Doug Hewitt-White, Gerald Tracey, Jamie Cybulski

***Advisory** Jim MacKillican ***Honourary**-Dr. Arthur Dick *non-voting member

Connie Legg

Board Chair