



ANNUAL GENERAL MEETING

AGENDA

**Wednesday, September 15, 2021
12:30 pm: Annual General Meeting**

Agenda & Agenda Resolution

2020 Minutes of Annual Meeting

2021-22 Hospice Renfrew Board of Directors

Strategic Plan

2020 Audited Financial Statements

Annual Reports – PROGRAMS

- a. Clinical Services Coordinator
- b. Volunteer Coordinator
- c. Grief & Bereavement Counsellor

Annual Reports – COMMITTEES

- a. Board Chair – Verbal Year in Review
- b. Executive Director – Verbal Year in Review
- c. Finance
- d. Fund Development
- e. Asset Management
- f. Medical Director

Motions

- a. Motion to Approve the 2020 AGM Minutes
- b. Motion to Appoint Auditor for 2021-2022
- c. Motion to Appoint 2021-2022 Signing Authority
- d. Motion to Appoint Medical Director
- e. Motion to Appoint Delegate Medical Director
- f. Motion to Appoint Legal Counsel

Adjournment



Annual General Meeting
Wednesday, June 17, 2020
14h00

Attendance: Donna Anderson, Leo Hall, Bill McMahon, Gerald Tracey, George Wade, Jamie Cybulski, Kevin Cherry, Karen McEwen (by teleconference), Dr. Philippe Pinard, Jim MacKillican, Caroline McGee, Marjorie Joly, Debroah Coelho, Cynthia Stafford

Recorder: Donna Anderson

Welcome

The Chair opened the meeting and welcomed attendees.

Agenda

It was moved by Bill McMahon, seconded by Leo Hall, and carried.

Minutes of 2019 Annual General Meeting

The 2019 minutes were reviewed. It was moved by Jamie Cybulski, seconded by George Wade, and carried.

Mission, Vision and Objectives – Organization Chart

The Executive Director reviewed the Mission, Vision, Objectives and Organizational Chart for information.

2020-2021 Board of Directors

The following slate of candidates were presented for approval.

Chair: Gerald Tracey
Treasurer: Bill McMahon
Secretary: Donna Anderson

Directors: George Wade
Leo Hall
Karen McEwen
Kevin Cherry
Jamie Cybulski

It was moved by Donna Anderson, seconded by Leo Hall, and carried.

2020 Audited Financial Statements

The treasurer reviewed the 2019 audited financial statements, noting that there were no concerns outlined by the auditors. It was moved by Bill McMahon, seconded by Leo Hall, and carried.

Appointment of Auditor for 2020-2021

It was moved by Bill McMahon, seconded by Leo Hall, and carried to appoint Ferguson and Kubisheski, Chartered Accountants as auditor for the coming year.

Annual Administrative Reports

The Executive Director, Clinical Services Coordinator and Volunteer Coordinator briefed the Members on their key activities in 2020. The Chair thanked staff for their dedication and commitment to Hospice Renfrew.

Annual Board Committee Reports

The Chairs of the Asset Management, Fund Development and Finance Committees outlined their key activities for 2020. Two motions were presented:

- It was moved by Leo Hall, seconded by George Wade, and carried to designate signing authority on all cheques and financial transactions to Bill McMahon, Treasurer, Jim MacKillican, Doug Legg, and Marjorie Joly, with a second signature from any of the aforementioned.
- It was moved by Kevin Cherry, seconded by Karen McEwen, and carried to appoint John Cooke as legal counsel on a fee for service basis for the coming year.

Medical Director Report

Dr. Pinard highlighted the key activities for 2020. He thanked his medical colleagues for their contributions over the year.

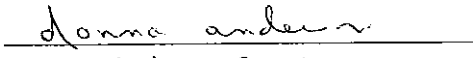
- It was moved by Donna Anderson, seconded by Karen McEwen, and carried to appoint Dr. Philippe Pinard as the Medical Director for the coming year.
- It was moved by Jamie Cybulski, seconded by George Wade, and carried to appoint Dr. Monica Bishop as the delegate Medical Director for the coming year.

Adjournment

Gerald Tracey thanked all Board Members, staff, and volunteers for their support over the past year.

It was moved by Leo Hall, seconded by Donna Anderson, and carried to adjourn the meeting.


Gerald Tracey, Chair


Donna Anderson, Secretary



OUR VISION, MISSION AND VALUES

Our Vision

To provide care, comfort and compassion to residents and families along the palliative journey.

Our Mission

Hospice Renfrew is a centre of excellence for residential palliative care

Our Values

- Respect
- Empathy
- Passion
- Hospitality
- Stewardship

Our Philosophy of Care

We continue to embrace the philosophy of care of the Ontario Palliative Care Network. We recognize that when a cure is not possible, providing care and comfort is a priority. We appreciate the value of attending to the complex physical, emotional, social and spiritual needs of the individual along with their family members in the hospice. We view each person as having unique hopes, fears, expectations and desires. We provide compassionate, supportive palliative care that is client-centered, holistic and culturally sensitive.



2020 - 2023 Strategic Plan

	Goals #1	Goal #2	Goal #3
Goals	Provide an exemplary experience, through our residential palliative, grief and bereavement programs and services within the County of Renfrew.	Ensure our long-term presence and sustainability.	Develop and maintain organizational excellence through strong governance, effective leadership, sound management practices and a collaborative learning and working environment for staff and volunteers.
	<ul style="list-style-type: none"> ✚ Continue to provide high quality, compassionate and supportive care to meet the needs of the residents of the County of Renfrew in an uncompromising way. ✚ Address the most urgent needs and gaps through our collaborative approach in order to support and respect individuals and their families in their “choice” for setting of care and goals of care (such as respite, short-stay, wellness, day care, family caregiver support and education, family counselling and bereavement). ✚ Enhance and deepen the role and engagement of volunteers in meeting our resident, outreach and family needs. ✚ Contribute to building palliative care programs and services that address the most important gaps and meet the greatest needs of individuals and their families. 	<ul style="list-style-type: none"> ✚ Advocate for and promote increased recognition for additional government funding of palliative care in the health system with the LHIN and the Ministry of Health. ✚ Develop new opportunities to successfully undertake the major fundraising initiatives that are required each year to sustain our programs and operations and to grow our outreach programs and services. ✚ Continually build community awareness of our role and excellence in palliative care through our participation in community activities and our relationships with donors, community leaders, businesses and elected representatives at the local, provincial and federal levels. ✚ Enhance the role and participation of board members, staff and volunteers in supporting community initiatives and advocating on behalf of the people we serve. 	<ul style="list-style-type: none"> ✚ Continually improve our governance by periodically reviewing board and committee structure, skills mix, functioning, policies and practices ✚ Develop and maintain an organizational structure and supporting infrastructure with the management and staff resources necessary for the fulfillment of our internal and external roles and responsibilities. ✚ Establish and maintain succession planning processes for board members, managers, staff and volunteers to ensure the continued supply of highly qualified, compassionate and motivated individuals that reflect the diversity of our community. ✚ Identify and fulfill staff training and career development needs to benefit the individual and support the effective delivery of high-quality services. ✚ Each year invest between 1% and 3% of total donations into palliative care education and research projects with defined outcomes and benefits for the community. ✚ Leverage our palliative care education and research efforts and resources through partnerships or collaborations with other service providers, educational institutions and experts. ✚ Develop outcome measures for evaluating and reporting on our performance to stakeholders.

HOSPICE RENFREW INC.
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2020



INDEPENDENT AUDITOR'S REPORT

To the Directors of Hospice Renfrew Inc.,

Opinion

We have audited the accompanying financial statements of Hospice Renfrew Inc., which comprise the statement of financial position as at 31 December 2020 and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of Hospice Renfrew Inc. as at 31 December 2020, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial* section of our report. We are independent of Hospice Renfrew Inc. in accordance with ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide as basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for non-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing Hospice Renfrew Inc.'s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate Hospice Renfrew Inc. or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing Hospice Renfrew Inc.'s financial reporting process.

Auditor's Responsibility for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Hospice Renfrew Inc.'s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Hospice Renfrew Inc.'s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause Hospice Renfrew Inc. to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



CHARTERED PROFESSIONAL ACCOUNTANTS, LICENSED PUBLIC ACCOUNTANTS

Renfrew, Ontario
16 June 2021

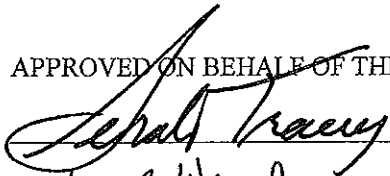
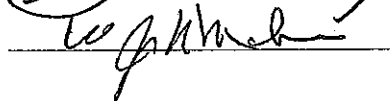
HOSPICE RENFREW INC.

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2020

	2020	2019
ASSETS		
CURRENT		
Cash	\$ 914,121	\$ 464,206
Short-term investments (Note 3)	100,003	94,316
Accounts receivable	32,621	32,836
Prepaid expense	15,507	12,891
Inventory	1,500	1,500
	1,063,752	605,749
BUILDING AND EQUIPMENT (Note 4)	1,314,738	1,368,955
	\$ 2,378,490	\$ 1,974,704
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 112,652	\$ 76,625
Government remittances payable	1,616	2,267
TOTAL LIABILITIES	114,268	78,892
DEFERRED CONTRIBUTIONS (Note 5)	1,334,781	1,393,803
	1,449,049	1,472,695
NET ASSETS		
Unrestricted	929,441	502,009
	\$ 2,378,490	\$ 1,974,704

APPROVED ON BEHALF OF THE BOARD:

 Director
 Director

HOSPICE RENFREW INC.

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED 31 DECEMBER 2020

	2020	2019
REVENUE		
Donations	\$ 220,612	\$ 166,658
Fundraising events	234,760	311,880
Provincial grants	680,248	679,279
Other grants (Note 6)	725,448	144,330
Amortization of deferred contributions	75,620	80,513
Investment income	5,866	6,421
Realized loss on disposition of investment	-	(352)
Unrealized gain from financial instruments measured at market value	1,960	2,479
Miscellaneous revenue and recoveries	-	3,085
	<u>1,944,514</u>	<u>1,394,293</u>
EXPENDITURES		
Advertising and promotion	2,998	3,586
Amortization	86,682	85,925
Bank and credit card charges	8,319	6,016
Bookkeeping	22,925	-
Events	7,683	24,148
Grief and bereavement services	4,936	727
Insurance	12,128	10,458
Office	31,086	32,271
Parking	5,850	9,610
Physician on-call stipend	26,500	27,340
Professional fees	14,067	11,153
Repairs and maintenance	22,154	29,910
Supplies	41,859	44,567
Telephone	14,066	15,153
Wages and benefits	1,183,292	1,158,205
Training and education	13,929	11,582
Travel and conference	-	3,041
Utilities	18,608	17,640
	<u>1,517,082</u>	<u>1,491,332</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES	<u>\$ 427,432</u>	<u>\$ (97,039)</u>

HOSPICE RENFREW INC.

STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED 31 DECEMBER 2020

	Total 2020	Total 2019
Balance beginning of year	\$ 502,009	\$ 599,048
Excess (deficiency) of revenue over expenditures for the year	427,432	(97,039)
Balance end of year	\$ 929,441	\$ 502,009



AGM 2021

REPORT FOR CLINICAL SERVICES 2020

Being a part of the clinical team in 2020 was nothing short of extraordinary! We faced unimaginable challenges which included nursing shortages, limited access to personal protective equipment and protocols that restricted visiting access to our residents. The psychological impact alone that Covid-19 had on our families, our staff and our volunteers was immeasurable. However, with a resilient staff and a proficient leadership team Hospice Renfrew emerged a strong, efficient, desirable and safe establishment that our community continues to recognize for exceptional care and unwavering commitment to its mission and values.

Respectfully Submitted,

Cynthia Stafford
Clinical Services Coordinator



AGM Board Report 2020

Volunteer Coordinator Summary

Despite the situation we were faced during the pandemic, we truly are grateful for the few dedicated volunteers that have stayed with us. We had great support to help in all areas of our volunteer services, and all were very compliant with all the PPE requirements. Having said that, we currently have 30 active volunteers to date. From January- December 2020 there was 3,437.35 hours worked and 7,714 contacts made.

With some of the challenges that we faced in 2020, we pulled together, made sure the residents, family members and everyone was taken care of as best as we were able too. For that I am so glad to have a great volunteer team to work alongside with.

June Callwood Award

HPCO June Callwood award acknowledges outstanding Hospice volunteers from across Ontario. 2020 recipient for Hospice Renfrew was Donna Carroll. Donna has been an outstanding volunteer in our resident and family support team. She has been with hospice for over 7 years and has rarely missed her volunteer shift. Her compassion towards every resident is very clear from simply taking the time to read a book or just sit with a resident in need. Her kindness and gentle ways provide a calmness with each person she meets. Donna also assists with the hike, celebration of life and other third-party events. We at hospice are so grateful to have Donna be a part of our family.



Plans for 2021

Going into a new season the aim for the volunteer team is to be more resident focus. The goal is to have the hours shift more to achieve this plan to be more available to each resident and to their needs. We have started to implement these goals in reception and in resident and family support, with some very positive feedback from both staff and the volunteers.

We are now back on track with the celebration of life and have our final ceremony being planned for late October 2021.

Looking forward in continuing to assist and support not only the volunteers but everyone that contributes to what makes Hospice Renfrew a wonderful place.

Respectfully Submitted

Debroah Coelho

Volunteer Coordinator

Grief and Bereavement Team Report

January 1st 2020-December 31st 2020

By Julie Keon, RSSW

Hospice Renfrew's grief and bereavement team is led by me (Julie Keon, RSSW, Grief & Bereavement Counsellor) and Debroah Coelho, (Volunteer Co-ordinator). Together we oversee the team which is made up of five volunteers: Carol Ann Simson (RN), Barbara Duncan (RN), Darlene Meleskie (former hospice RN), Susan Kuzella and Maureen Brennan. The team offers a wide range of services and care to our residents, their families, and the community. In the period January 1st 2020, to December 31st 2020, which this report is based on, 40 people died at hospice.

❖ Grief & Bereavement Counselling

I joined Hospice on August 4th 2020 as hospice had been without a counsellor since the fall of 2019. From the onset of Covid-19 and prior to my start date, Carol-Ann Simson, Volunteer continued to provide in-person care to our Residents and their families. This was a tremendous service considering the stress the pandemic restrictions placed on volunteer involvement and visits from family and friends.

From my start date of August 24th / 20 to December 31st /20, I worked an average of 12 hours/ week. Between September and December 2020, I provided 1:1 grief counselling to 6 clients. One was a relative of a Resident and five were from the community. These 5 clients were referred to me by one of the following: self-referral, family physician, Nurse Practitioner, Renfrew County Mental Health Services or ConnectWell Health Centre (formally Whitewater-Bromley Community Health Centre). Short-term grief counselling includes 5-6 sessions unless circumstances (i.e. traumatic death) warrant additional sessions. Community members can access services if they meet the following criteria:

- ✓ Death occurred outside of hospice 6 months or less from time of initial contact
- ✓ Death occurred at hospice 6 months or less from time of initial contact
- ✓ Special consideration given to deaths that occurred unexpectedly and suddenly and/or have a traumatic component to them.
- ✓ Community member lives within catchment area (Renfrew County) **exception made if family member died at Hospice Renfrew
- ✓ Not eligible for one-on-one counselling if in care of another provider of therapy/ counselling
- ✓ Eligible for monthly grief support group
- ✓ Resources provided for those who are not eligible for one-on-one counselling.

Early fall sessions were conducted in person until my governing body (*Ontario College of Social Workers & Social Service Workers*) restricted RSW's/RSSW's from seeing people in person. Sessions then took place via Doxy (a secure virtual platform approved by the *Ontario College of Psychotherapists*) or by phone when internet services were not available.

❖ In-house support for Residents and their families/ friends:

With the admission of each Resident, I conduct an initial intake shortly after their arrival once they have settled in. I assess their psycho-social and spiritual needs and gather more detailed information to enhance their quality of life throughout their stay. Key points are transferred to the Volunteer Binder so that volunteers are informed of the potential needs of the Resident including spiritual care (i.e. bedside prayers). Family and Resident Support Volunteer, Carol Ann Simson, provides supportive listening and alerts me to concerns/ issues that may arise. I see Residents and their family members individually as needed.

❖ **Phone Support Program**

During 2020, Darlene Meleskie, Volunteer, provided bereavement phone support to identified family members in the weeks and months following the death up to one year. I make an initial follow up call in the week following the death and then Darlene makes contact at the 6-week mark. She uses her discretion as to when the next contact should be made. Generally, calls are made at 6 weeks, 3 months, 9 months and the one-year mark as well as on special days (anniversaries, birthdays, etc.). Darlene consults with me if facing any obstacles/ concerns and refers family members to me when further support is indicated. Family members are also made aware of the monthly drop-in grief group offered through hospice.

- ✓ Approximate family contacts from January 1- December 31 2020: **60 contacts made**
****sometimes more than one contact in a family**
- ✓ Approximate total number of calls from January 1/20 to December 31/ 20: **175(usually 1-4 calls per family).**
- ✓ Darlene Melskie, Volunteer, added, *“Every family contacted expressed their utmost appreciation for the excellent care and compassion given to their loved ones by the staff and volunteers. The majority of families were also grateful for the follow-up for the year after the death of their loved one.”*

❖ **Monthly Grief Support Group**

Volunteer Barbara Duncan, along with Susan Kuzella (when available), runs the monthly drop-in grief support group offered the third Thursday of each month in the board room at hospice. This group is open to everyone in the community. A special Christmas group is held in December however the 2020 group was cancelled due to Covid-19. Covid 19 lockdowns interfered with our ability to have consistent monthly groups however, Barbara checked in on regular attendees by phone every few weeks throughout the pandemic. Once gatherings of 10 were allowed, we resumed the groups as permitted. I confirm with attendees each week by phone to ensure they are in good health and remind them of Covid 19 protocols (mask wearing, limit to #'s as well as physical distancing).

- ✓ **5 groups held from January 1st 2020-December 31 2020**

❖ **Celebration of Life~ Memorial Service**

In the past, Hospice Renfrew has offered an annual Celebration of Life ceremony in memory of all our Residents who died the previous year. Traditionally, this ceremony was held in the spring. Due to Covid 19, the spring 2020 ceremony had to be rescheduled. With limited numbers permitted to gather, we were unable to hold a Celebration of Life until February 2021 to honour all those who died in 2019. Moving forward, we will offer a spring and fall ceremony. I have happily taken on the role of writing and officiating these ceremonies in collaboration with Debroah Coelho and Marjorie Joly. I draw on my experience as a Certified Life-Cycle Celebrant to create something meaningful and unique to remember and honour our Residents.

❖ **One Wash Cloth/ Oil Honouring Ritual**

In the fall of 2020, I introduced the One Wash Cloth Ritual as part of the after deathcare provided at Hospice Renfrew. The One Washcloth concept was created by a nurse from southern Ontario along with two American colleagues as a means of inviting families to experience the healing benefits of care for a loved one after death.

One Washcloth's waterproof gift bags contain a soft washcloth with an instructional gift tag that reads:
This cloth is a gift. Please use it to care for your loved one who has died, as a final act of love. You may use it to gently wash the face, hands, and body of your loved one, as you would have in life.

Follow your instincts. There is no "right" way. There is no rush.

You may keep this cloth as a reminder of the tender care you gave at the end.

Family and friends are gently invited to offer care for their loved one's body after death, with the simple gift of a washcloth. With a warm cloth in hand, families are given the opportunity to provide care naturally and instinctively. Gently wiping the face and hands of a loved one who has died can be a profoundly healing, final act of love and care, as it nurtures a continuing bond, and initiates a healthy grief process.

Families who have had the opportunity to be with and provide hands-on care for a loved one after death - even if only briefly - reflect afterward on how meaningful these moments were for them. Often difficult, often sad, but always profound, and never regretted. Please find attached to this report an example in one daughter's own words.

In addition, families may also wish to take part in an Oil Honouring Ritual. This involves the family gathering around their loved one and with a script in hand for guidance, they touch oil on their loved one and reflect on their life and who they were. For example, they can massage oil into their hands and take turns sharing what their loved one accomplished with those hands (creating a beautiful garden, carpentry, baking bread, knitting, etc.).

I speak with family in advance and give them a handout. At the time of death, our nursing staff offers the rituals to the family and provides them with the cloth, a bowl of water with essential oil as well as a small dish of oil and the script for the Oil Honouring Ritual. Families ALWAYS have the option of changing their minds and can decide in that moment whether they wish to take part.

✓ **Please see attached testimonial by one family member of a Resident**

In Closing:

It has been my privilege to be a part of the Hospice Renfrew team under the leadership of Marjorie Joly. I look forward to continued collaboration with our grief and bereavement team. Together we strive to improve the emotional, psycho-social and spiritual needs of our Residents and their families as an important aspect of the care they receive here at Hospice Renfrew.

Julie Keon, RSSW

One Wash Cloth Testimonial

“No matter how much time you have and how much you mentally prepare, you are never fully ready to say goodbye to your mom forever. Upon receiving my mother’s terminal cancer diagnosis, I began this process. As her health declined, I knew our time together was waning. I wanted to do everything I could to make Mom’s final days on Earth as enjoyable as possible.

Tuesday, October 13th was Mom’s last day with us. Julie Keon, grief counsellor at Hospice Renfrew, spoke to my family in private about a ritual that might potentially interest us. During this ritual, family could participate in a ceremonial and symbolic bathing of their deceased loved one. At first, I was reluctant. I felt a bit uncomfortable with the idea and worried it would not be something that my mom would have wanted. My dad was the one who was more interested in the idea. Coming from a religious background, he liked the idea of “anointing” with oil his beloved wife of 50 years.

Julie assured us that we could do as much or as little as we wanted and opt out at any time if we so wished. When my mother breathed her last breath at about 10pm, I collapsed into grief. Through the sobs and gasps for air I peered at my dead mother in utter shock. After months of mental preparation, I was in no way prepared for this. After the nurses readied my mother’s body, my father and I entered the room once again.



The staff quietly brought a bowl of warm water, gently scented with lavender, as well as two washcloths, a towel, and a small bottle of oil. At first, I felt awkward, like I didn’t know what to do. But then, once I soaked the cloth in the warm water, it’s as though instinct took over. My father and I began by gently wiping my mother’s forearms and hands. I wept as my father spoke softly to my mother. We continued, washing her face and neck. It was as though we were preparing her for the next part of her journey. We carefully dried her still-warm skin and gently massaged the oil into the hands that had once cooked our meals and into the face that had smiled at us

with love. I felt a sense of calm settling down on me - replacing the panicked, frantic grief I had experienced only minutes before. Dad and I had a job to do - the last job we could do for the woman we loved so much.

Once finished, we stood and gazed upon my mother’s body. I hadn’t just washed the face of a “dead body” as I once feared it might feel like. I took part in a bathing ceremony - a final farewell and gesture of love for the woman that bathed me in her love and support for my entire life.

I truly believe that the One Washcloth Ritual I took part in had a profound effect on my journey through grief. I grieve my mother, but I do so with a sense of tranquility knowing that I took part in a custom that humans have performed for thousands of years. I’m very grateful for this opportunity. It has centered me in a way that is very difficult to describe. It has changed my life because it gave me a sense of closure in a way I did not think possible. I was ready to say goodbye to my mom forever. As ready as a daughter could possibly be.”



Executive Director's 2020 Annual Report

Changes

2020 brought a lot of changes to Hospice Renfrew 's Team. Caroline McGee previous ED left in June as well as Helen McGregor and Lindsay Corriveau. Doug Legg and Jim MacKillican resigned from the board but lucky for us that Jim agreed to stay on the Finance Committee. Wendy Hewitt joined our team in September as the Clerical Assistant and Julie Keon also joined us as the Grief and Bereavement counsellor in August. We continue to work thru the implementation process to many of the new systems that were put into place at the beginning of the year.

Successes

Our overall occupancy rate for 2020 was 78% while this number does appear to be lower than previous years, we must remember that the pandemic brought a lot of changes and uncertainty at times that led to our admission and visiting processes changing on a weekly sometime daily basis. After a lot of work lobbying the LHIN, the board was able to secure some one-time funding which was received just in time and the door was left open to ask for more as needed. We continue to build our relationships with other hospices both individually as well as attending various HPCO groups in the following areas: ED's, Clinical, Volunteer and Grief and Bereavement

Challenges

Fundraising became a challenge in 2020 due to the stay-at-home orders related to the pandemic and it made us rethink how we were going to raise the necessary money. But despite all of that we still received a lot of support from our community and learned to navigate the world of online events.

Staffing was also difficult at times through out the year but due to the dedication of our staff we were able to cover all shifts and never had to close any beds.

Celebrations

We are so grateful to have been able to continue to keep our doors open for our residents and their families throughout the pandemic. I am always amazed to hear how highly the staff and volunteers are spoken of. The care, comfort and compassion that is provided to all our residents and their families is so very much appreciated.

We were able to host a wedding for one of our resident's family members, it meant so much to the family to have been able to have their dad as part of the ceremony.

I would like to thank all the Hospice Staff, volunteers as well as Gerald Tracy and all the board members for all their support and guidance during the past 6 months, each of you have made my introduction to Hospice Renfrew a very pleasant experience and I look forward to working with all of you in 2021.

Respectfully Submitted by,

Marjorie Joly

Executive Director



2020 Finance Committee Annual Report

Members of the Board, Committees and the Public

2020 proved to be a challenging year. The continued efforts of the members of all Committees and staff allowed Hospice Renfrew to survive the COVID trials and tribulations. With the determination of the Board under the direction of the Board Chair Hospice received one- time funding which allowed our cash flow to end the year in a positive note.

Discussions with Eastern Ontario LHIN representatives during the fall of 2019 and February 2020 resulted in one- time funding of \$369,000. The continued support of MPP John Yakabuski and his Provincial counterparts made this funding possible. The Ministry of Health is currently deliberating on the funding model to ensure appropriate funding for Hospices. Hospice Renfrew anxiously awaits this announcement.

Hospice Renfrew qualified for Federal and Provincial funding programs to offset costs of the Pandemic. In 2020 Hospice received a total of \$282,000. These funds along with the Provincial one-time funding enhanced our cash flow position. During this period of Pandemic our Community continues to provide exceptional financial support. These additional revenue sources along with expenditures being less than budget provided a net excess of revenue over expenditures of \$427,000.

During June 2020 Marjorie Joly joined Hospice as Executive Director. Marjorie brings a wealth of financial, budget and administrative knowledge to support the finance committee and the Board.

In 2020 the Board outsourced the bookkeeping function and realigned the administrative support functions. These changes have resulted in more timely monthly financial information being available.

The Finance Committee continues to collaborate with the other Committees and staff as required.

Thank you to Board Chair, Gerald Tracey, Jim MacKillican, Charles Bulmer, and Leo Hall for their input and support.

Bill McMahon

Chair, Finance Committee



FUND DEVELOPMENT COMMITTEE 2020 ANNUAL REPORT

Thank you to the Renfrew and Renfrew County community for the tireless, enthusiastic financial support given to Hospice Renfrew over the past year and indeed, the past many years. The revenue from this source amounted to about \$358, 949.00 and we are on track this year to equal or exceed that total!

LHIN one time funding that was received was \$386, 000.000.

2020 special fundraising events included: Edwards Jones Golf Classic \$18, 943.00, Hospice Hike and Twins Bike Ride \$154, 708.00. Several other community events and fundraising efforts brought in much appreciated revenue to Hospice over the year.

Many organizations and companies in the community provide in-kind support and direct sponsorship support to Hospice and Hospice related events as well.

Special thanks are due to the residents of the County and beyond who regularly direct a portion of their charitable dollars to Hospice.

Also, thanks to those who remember Hospice in memory of a friend or loved one.

The current members of the fund development community include community members Jamie Cybulski, Cathey Watson, Pam MacFarlane, Andrew Cartwright, and Kevin Cherry along with senior Hospice staff Marjorie Joly, Debroah Coelho and Wendy Hewitt. Many thanks are due to previous members who served over the past year providing valuable input to our discussions and supporting fund development activities.

Submitted by:

Kevin Cherry, Chair



Asset Management Committee Report

Committee Members: George Wade - Chair
Millie Ritchie
John Bistko
Marjorie Joly

Hospice Renfrew was fortunate to receive a grant this year for capital cost purchases.

Several areas of the facility have been improved with replacement equipment and appliances. These include a touchless entry system, a tub lift in the bathroom, a dryer in the laundry area, a dishwasher in the kitchen and a double bed for one resident room.

More improvements are planned, that include additional insulation in the attic and interior painting.

The Garden Committee continues their hard work to maintain the excellent gardens and grounds that enhance Hospice. Their efforts are much appreciated by the residents, their families, visitors and our staff and volunteers.

George Wade
Asset Management Committee Chair



MEDICAL DIRECTOR'S 2020 ANNUAL REPORT

We continue to have admissions for end-of-life care, and pain and symptoms management. The admissions are triaged based on urgency related to disease trajectory, location (home vs. hospital). Some local family physicians are still following their patients when admitted. The same three Hospice physicians assume the care of all other patients (Pinard, Langlois, Bishop). There have been no major changes since last year otherwise.

Sincerely,

Philippe Pinard
Medical Director