

AGM

ANNUAL GENERAL MEETING

2025-2026

HOSPICE RENFREW

CARE COMFORT COMPASSION





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OUR VISION, MISSION AND CORE VALUES

VISION

To be the centre of excellence for palliative care and grief support to the community.

MISSION

To provide compassionate, holistic and dignified care to individuals facing end-of-life. We commit to honouring each person's unique story and supporting them emotionally, spiritually and physically during this final chapter.

CORE VALUES

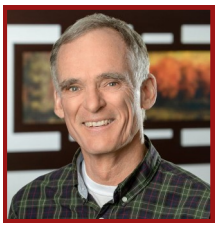
♥ Respect ♥ Responsibility ♥ Stewardship ♥ Integrity ♥ Hospitality



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 exceptional care and comfort is a priority. We appreciate the value of attending to the complex physical, emotional, social and spiritual needs of the dying individual in the hospice, as well as their family members. 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.

BOARD OF DIRECTORS



Leo Hall
Chair



Donna Anderson
Secretary



Bill McMahon
Treasurer



Dr. Phillippe Pinard
Medical Director



Marjorie Joly
Executive Director



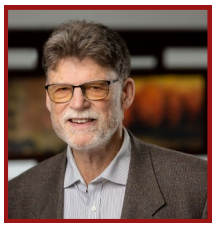
Gerald Tracey



Jamie Cybulski



Kevin Cherry



George Wade



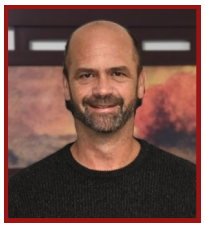
Amber Hultink



Robert Murphy



Nathan Scott



Steven Head

LEADERSHIP TEAM



Marjorie Joly
Executive Director



Cynthia Stafford
Manager: Clinical Services

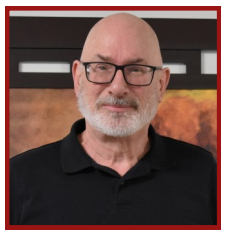


Debroah Coehlo
Volunteer/Events Coordinator



Betty Coulas
Donations/Payroll Clerk





Jenny Rigby - McCabe & Daniel Hansen
Grief & Bereavement Counsellors



Christie Zimmerling
Resident & Family Counsellor



Kim Fraser
Office Administrator

MESSAGE FROM THE BOARD CHAIR

I feel happy about this past year at Hospice Renfrew and optimistic as I look forward.

Of central importance, the simple effort to keep improving continues to produce results that support our residents and their families as we accompany them through this critical part of their lives.

Our all-important resident and family feedback has remained consistently very high.

This excellent care flows from one source - our people and their commitment to the Hospice Mission.

More in the background, sensitively managed workplace morale, consistent employee and volunteer training along with timely upgrades to equipment and facilities have all supported this effort.

I want to make my gratitude, respect and admiration explicit to all who are part of this effort.

This includes:

- The staff who bring their skill and vocation of care to the technically and emotionally challenging work they do.
- Our supporting volunteers whose warmth, commitment and faithful effort continue to make Hospice feel a lot like home.
- Our skilled governance volunteers who I sense care and think deeply in their effort provide responsible oversight to Hospice Renfrew.
- The leadership of Marjorie and her team who have fostered a culture of excellence in the delivery of compassionate care while maintaining steady discipline in the use of resources.
- Finally, our financial donors without whose generosity none of this would be sustainable.

You are all to be commended for the results we see!

Financially, the Hospice remains on solid footing with provincial support having been sustained at about 70% of the annual budget. Critically, the remaining 30% continues to be provided by our donors who in this last year supported our Hike, the Holly Jolly Radiothon, the Dunbar Family Buck-A-Luck draw, the Hospice Renfrew Classic Golf Tournament and a host of other events. Estate bequests have also grown in their significance and are most helpful. It bears repeating that it is much easier to stay focused on high quality, compassionate care when the financial stability of Hospice is less of a distraction.



Once again, thank you all, I feel so fortunate to be part of this organization.

Leo Hall

Board Chair

MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Friends and Supporters,

2025 was a year of steady growth, reflection, and resilience for Hospice Renfrew. Our organization continued to provide compassionate, person-centred palliative and bereavement supports to individuals and families across Renfrew County, guided by our commitment to dignity, inclusion, and community connection.

Throughout the year, we focused on strengthening service delivery while responding to ongoing system pressures. Our programs remained accessible and responsive, with expanded in-person and virtual supports that helped reduce isolation for clients, caregivers, and community members, particularly in rural areas. We continued to integrate an equity lens into our planning, including intentional efforts to ensure services are culturally safe and reflective of the diverse communities we serve.

Volunteer engagement remained a cornerstone of our success. In 2025, we invested in recruitment, training, and retention, recognizing the critical role volunteers play in sustaining high-quality hospice services. Attention was also given to staff and volunteer wellness, workload balance, and operational sustainability.

Sound governance and risk management remained priorities. The organization maintained strong oversight of clinical, operational, financial, and reputational risks, while practicing careful financial stewardship in an environment of ongoing funding uncertainty. Community generosity, grants, and fundraising efforts continued to be essential in supporting our work.

As we move into 2026, Hospice Renfrew remains committed to strengthening partnerships, improving service accessibility, and ensuring our programs evolve to meet community needs. I extend my sincere gratitude to our staff, volunteers, Board of Directors, funders, donors, and community partners for their continued trust and support.

Together, we continue to walk alongside individuals and families with compassion and respect.



Kind Regards,

Marjorie Joly, RN

Executive Director

STRATEGIC PLAN IN ACTION

2025-2026 HIGHLIGHTS

Care. Comfort. Compassion. | Highlights of our progress in 2025–2026

DELIVER QUALITY CARE

Excellence in every experience

- Achieved 97.8% accreditation, reflecting our commitment to safe, high-quality care.
- Expanded grief and bereavement counselling, groups and community supports.
- Strengthened partnerships and enhanced comfort in all six resident rooms.

LONG-TERM PRESENCE & SUSTAINABILITY

Growing our reach Strengthening our future

- Secured new grant funding and continued advocacy for sustainable hospice funding.
- Strengthened donor, service club, business and community partnerships.
- Expanded community awareness and launched our accessible Wind Phone.

INVEST IN OUR PEOPLE

Supporting the people behind our care

- Expanded our counselling team and continued to recruit and support staff and volunteers.
- Invested in education, wellness and professional development.
- Maintained strong Board governance and celebrated the contributions of our people.

THE YEAR AT A GLANCE

97.8% Accreditation	**6** Resident Rooms Enhanced	**Expanded** Grief & Bereavement Services	**One Purpose** Care♥Comfort♥Compassion

FINANCIAL COMMITTEE REPORT

Members of the Board, Committees and the Public

In 2025 the annual fiscal year for Hospice Renfrew was changed to reflect 1 April 2025 to 31 March 2026 and future years to be consistent with the provincial fiscal year.

The year 2025/2026 allowed the Committee to concentrate it's efforts on managing the financial well being of Hospice Renfrew. The continued liaise with the Ministry and the Hospice association resulted in receiving provincial funding of $1,092,600 for 2025/2026. It is anticipated that this level of funding will continue beyond 2026.

The Provincial funding received in 2025/2026 amounted to $1,092,600, (consisting of $1,050,600

base funding and $42,600 one-time funding). Other grants of $204,600 received are a direct off set of wage costs incurred for specific programs.

During the year the Finance Committee continued to review the investment policy to ensure our goal to reflect a balance between return on investment and financial risk continues to be attained. Non provincial funds not required on an immediate basis are invested in Guaranteed investment

Certificates (GIC). Currently GIC are invested with the Royal Bank for various terms. The policy resulted in investment income of $87,800 for 2025/2026.

The 2026/2027 budget was adopted in March 2026 reflecting revenues and expenditures comparable to 2025/2026 budget estimates. The additional revenue plus expenditures less than forecasted in 2025/2026 resulted in an excess of $497,000.

The generous community support of fund-raising activities, donations, bequests and increased provincial funding allows the Board current financial stability.

The Finance committee congratulates Marjorie on her dedication and support to the committee. Her management style contributes to the positive image Hospice Renfrew maintains in the community. This imagine results in the financial wellbeing that ensures the Board's ability to provide the highest level of care, comfort and compassion to our residents and their families.

Thank you to Board Chair Leo Hall, Jim MacKillican, the late Charles Bulmer, Kevin Cherry and Steve Head for their input and support.



Bill McMahon,

Treasurer & Chair of Finance Committee

ASSET MANAGEMENT COMMITTEE REPORT

Committee Members: George Wade, Marjorie Joly, Millie Ritchie, John Bistko



Throughout 2025, the Asset Management Committee continued to oversee the maintenance and ongoing needs of Hospice Renfrew's building, property and equipment. A highlight this year was the purchase of a new La-Z-Boy reclining chair for each resident room, further enhancing comfort for residents and families and contributing to the warm, home-like environment we strive to provide.

We also thank our Garden Committee volunteers for their continued care of our beautiful gardens.

Thank you to all who contribute their time, expertise and care to maintaining our hospice home.

FUND DEVELOPMENT COMMITTEE REPORT

Committee Members: Marjorie Joly, Deborah Coelho, Kevin Cherry, Jamie Cybulski, Pam MacFarlane



Community generosity remained at the heart of Hospice Renfrew's fundraising success throughout 2025. Our signature Hike for Hospice and Annual Hospice Classic Golf Tournament once again brought our community together in support of hospice care. We were also fortunate to benefit from numerous third-party fundraisers organized by individuals, businesses, service clubs and community organizations throughout Renfrew County.

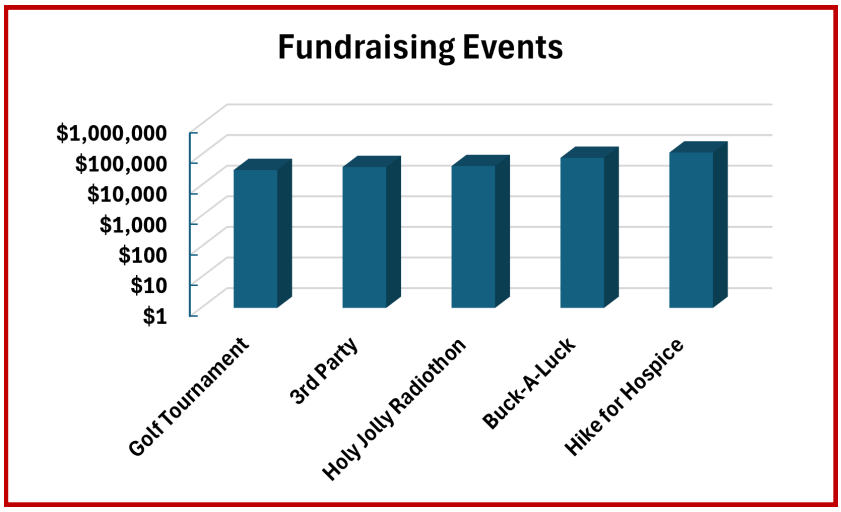
We extend our sincere appreciation to our donors, sponsors, volunteers, event participants, businesses, service cubs and community partners. Their continued generosity plays an important role in ensuring Hospice Renfrew can continue to provide care. Comfort, and compassion to residents, families and our community.

We are deeply grateful for the trust and support our community continues to place in Hospice Renfrew.

A SPECIAL MENTION & THANK YOU TO SOME OF OUR COMMUNITY PARTNERS WHO MADE INKIND DONATIONS THIS PAST YEAR

96.1 myFM Renfrew ~ Valley Bytes ~ Barkley Dick & Son Farm Supply ~ Protyre Sales and Service ~ The Eganville Leader ~ Giant Tiger - Renfrew ~ Valley Heritage Radio ~ Tim Horton's Renfrew ~ Chris and Tanya's NoFrills Renfrew ~ Men's Shed ~ Delta Power Equipment ~ Arnprior Public Library ~ Gourley's Outdoors ~ Elite Window Cleaning of Pembroke, Petawawa, Renfrew

THANK YOU TO OUR GENEROUS COMMUNITY





Donate A Car Canada

Hospice Renfrew receives partial funding from the government, which helps support our essential services and programs. However, it is the generosity of the local community and donors that makes it possible for us to deliver the highest standard of hospice palliative care.

We are deeply committed to ethical and transparent fundraising practices, and to the responsible management of all donated funds. Ongoing community support through fundraising initiatives sustains our present operations and helps ensure future access to compassionate hospice care across our region.

Thank you!

Ontario Health

United Way East Ontario

Rotary Club of Renfrew

Legion Branch 148 - Renfrew, ON

ONTARIO POWER GENERATION

Cull's Euchre Tournament

SNAPSHOTS OF COMMUNITY SUPPORT











CLINICAL SERVICES REPORT



Hospice Renfrew continues to be widely recognized as a provider of exemplary palliative and end-of-life care across Renfrew County and surrounding areas. Over the past year, we have observed an increasing complexity in patient conditions, including advanced disease progression and extensive cancer metastasis. In response, our interdisciplinary team of physicians, registered nurses, and personal support workers engages in ongoing, evidence-based education to ensure the delivery of high-quality, current, and compassionate care. This commitment enables us to provide exceptional comfort and support, positively shaping the end-of-life experience for residents and their loved ones.

Collaboration remains a cornerstone of our clinical practice. Hospice Renfrew maintains strong partnerships with Ontario Health at Home, the Regional Palliative Resource Team, the Community Paramedic Program, and local community hospitals. These relationships facilitate the timely exchange of critical patient information, ensuring residents of Renfrew County have seamless access to palliative care services, including timely admission to Hospice Renfrew when appropriate.

The reputation of Hospice Renfrew for excellence in care is directly attributable to the dedication and professionalism of our clinical staff and physicians. Our team is deeply committed to providing individualized, resident-centred care through active listening, empathy, advocacy, and respect for the unique needs of each person and family. A shared commitment to continuous learning further strengthens our ability to deliver best-practice palliative care.

In preparation for our August accreditation review, a multidisciplinary committee of registered and non-registered staff conducted a comprehensive review of all clinical policies and procedures. This process ensured alignment with current standards of practice and supported consistent, high-quality care delivery. The subsequent accreditation review was highly successful, fostering a strong sense of shared pride and accomplishment among staff for the exceptional outcomes achieved.

As part of our ongoing commitment to community engagement and awareness, Hospice Renfrew continues to maintain an active presence at local events and exhibitions and remains available to support private educational events by appointment.

It is a privilege to oversee the outstanding clinical services provided by Hospice Renfrew. Leading such a dedicated and compassionate team of nurses and personal support workers over the past seven years has been deeply rewarding, and I look forward to continuing this work in service to our community.

Cynthia Stafford-Lowry, RN, CHPCN©

Manager of Clinical Services

MEDICAL DIRECTORS REPORT

Hospice Renfrew continues to accept and provide care to patients at the end of life, including comprehensive pain and symptom management. The organization continues to be supported by the same three core physicians.

There has been a reduction in the number of physicians available to participate in the weekend on-call schedule, resulting in an increased workload for the physicians who remain involved. While no formal commitments have been established at this time, there is an indication of willingness among community family physicians to provide support to Hospice Renfrew in the future, should the current on-call model become unsustainable.

Dr. Pinard, Medical Director

TESTIMONIAL

To all the lovely people at Hospice Renfrew

The thank you card didn't have enough room for me to write my thoughts. So here it goes, no fancy paper or card just my heartfelt thanks.

Thank you two words that don't come close to expressing my thoughts to all of you.

What you have created at Hospice Renfrew is hard to describe until you have been there and felt it first hand.

The care you showed Mom is above and beyond anything I could have imagined. Thank you!

The care & comfort you provided to me during a very emotional time. Thank you!

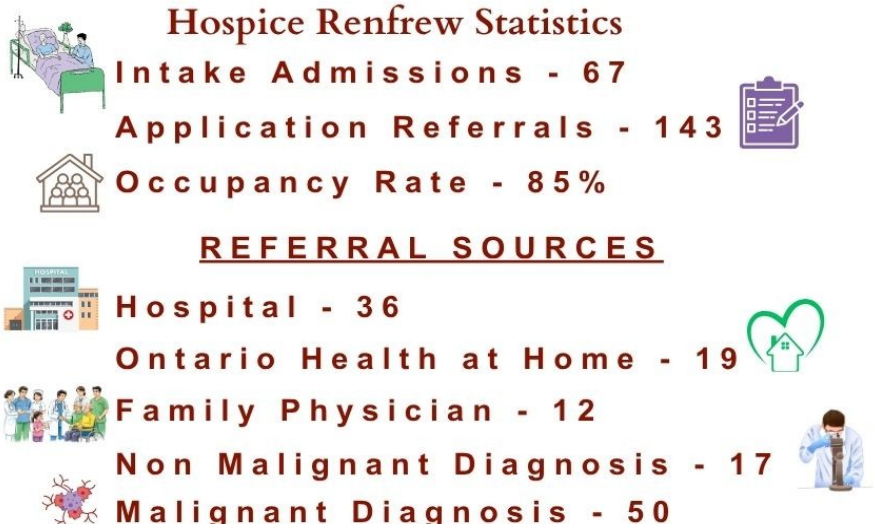
The patience, hugs & laughter. Thank you!

The world is a better place because of each one of you. Never forget that. Thank you!

For knowing, what I needed even when I didn't know it myself. Thank you!

A simple thank you from the heart from my family to yours.

DID YOU KNOW?



GROWING SUPPORT THROUGH GRIEF



More Support. Greater Reach. Stronger Connections.

Throughout **2025/2026**, Hospice Renfrew continued to grow its Grief & Bereavement program to better support individuals and families across our community.

Individual Support

Compassionate one-to-one grief counselling for individuals navigating loss.

Group Support

Safe, welcoming spaces where people can connect, share and heal together.

Expanded Reach

Additional programming in **Cobden** helped make grief support more accessible across Renfrew County.

Increased Capacity

Expanded counselling resources allowed Hospice Renfrew to respond to growing community need.

The Wind Phone

Located in the Hospice Renfrew garden, our Wind Phone provides a quiet, reflective space for anyone wishing to speak to, remember or feel connected to someone they have lost. Open to the community, it offers another meaningful way to support people through grief.

Community Connection

Partnerships, education and outreach helped strengthen awareness and access to grief support.

Because grief should never have to be carried alone.



VOLUNTEER REPORT

By: Debroah Coelho, Volunteer & Events Coordinator

Hospice Renfrew began 2025 by hosting its second Volunteer Open House, which resulted in the recruitment of seven new volunteers to begin the new year. Each volunteer successfully completed the required online HPCO training modules specific to their roles and participated in an in-person orientation prior to beginning their duties. Feedback from new volunteers indicated they felt well informed, supported, and confident as they joined the team.

Throughout the year, our volunteers provided exceptional support in the planning and delivery of numerous events, including the Euchre Tournament, Hike for Hospice, Celebration of Life, Golf Tournament, Holly Jolly, and other community initiatives. Volunteer involvement was essential to the success of each event and continued to play a vital role in our fundraising and community engagements.

In 2025, we expanded our volunteer program by introducing the Friendly Visits role. Volunteers in this position provide one-on-one companionship to residents by offering conversation, playing games, or simply sitting with them, helping to reduce feelings of being alone and providing meaningful social connection. We also introduced a temporary role to support the Caregiver Wellness Gatherings. Volunteers assisted by preparing the space, welcoming attendees, and supporting wellness practitioners and guest speakers. A total of nine caregiver wellness gatherings were successfully offered throughout the year.

Our annual holiday dinners and homemade soup days during the cooler months continued, alongside a monthly schedule of musical performances, and one-on-one book readings for residents and family members. These offerings contributed significantly to the warm, supportive atmosphere within the hospice.

Overall, we welcomed new volunteers into reception, kitchen, garden, bereavement support, friendly visits, and resident and family support roles, while maintaining consistent coverage with very little- none covered areas.

In conclusion, Hospice Renfrew continued to deliver high-quality volunteer services throughout 2025 while also maintaining a strong focus on volunteer satisfaction and engagement. As we move into 2026, we remain committed to supporting outstanding care for all who enter Hospice Renfrew.



VOLUNTEER STATISTICS



Volunteer Teams Hours
Grief & Bereavement 221.25
Baking 400.5
Fundraising 437
Gardens 254
Reception 1,389.25
Resident & Family Support 2,470.50



2025-2026



