



# Carpenter Hospice

ANNUAL REPORT

MAY 2012 | APRIL 2013



## LETTER FROM THE EXECUTIVE DIRECTOR AND THE CHAIR OF THE BOARD OF THE DIRECTORS

*To our community... your commitment is vital to the survival and spirit of the hospice.*

In August 2002, the staff and volunteers at the Carpenter Hospice welcomed the first resident, with open arms and hearts. Since that day, more than 1,600 residents and their families have experienced the exemplary care and compassionate support provided there.

Through donations and thousands of hours of volunteer time, the Burlington community has supported and sustained the hospice over the past 11 years. Proudly, the Carpenter Hospice is sought out by hospice organizations across the country as a resource for everything from pain and symptom management, fundraising strategies, volunteer management, wellness programming, and bereavement counseling.

Our staff and volunteers continue to make tremendous contributions to

the daily operations of the hospice. The care and compassion they bring to their roles every day is second to none, and we are grateful for the dedication of our team.

To our community partners, sponsors and donors, your commitment is vital to the survival and spirit of the hospice. We have an annual operating budget of which \$1.3 million dollars must be fundraised from the community. It is through you that we have the continued capacity to offer all of our programs and services at no charge to the end users.

We are proud to report that we have had another successful year in Burlington. The 2012/2013 Annual Report is a reflection of the impact the Carpenter Hospice has had over the last 12 months. The Carpenter Hospice is focused on providing

and enhancing exemplary care by investigating, incorporating and supporting best practices to help improve methods of delivering care and increasing the quality of care for those facing life-threatening illness, death and bereavement.

As we look to the future, we are committed to exploring new innovative programs to adapt to the evolving needs of the community. Currently, the Board of Directors is in the midst of a 5 year Strategic Plan which has a focal point on the emerging needs of the community. As always, our goal is to ensure that the growing needs are met with the highest level of compassion.

ANGELO PALETTA  
*Chair, Board of Directors*

KAREN CANDY  
*Executive Director*



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## BOARD OF DIRECTORS

Angelo Paletta	<i>Chair</i>
Francis Mackan	<i>Vice Chair and Secretary</i>
John C. Duff	<i>Past Chair</i>
Nigel Jacobs	<i>Treasurer</i>
Dave Bedini	<i>Chair, Facility Committee</i>
Allan Pearson	<i>Chair, Finance Committee</i>
Lynda Carpenter	<i>Chair, Gala Committee</i>
Judy Fountain	<i>Chair, Governance Committee</i>
Ray Trask	<i>Chair, Hike Committee</i>
Janet Gadeski	
Lloyd Pong	
Elizabeth Wensley	
Fiorella Callocchia	

## LEADERSHIP TEAM

Karen Candy	<i>Executive Director</i>
Laurie Smith	<i>Intake Coordinator</i>
Mary Parker	<i>Resident Care Coordinator</i>
Jackie Storer	<i>Supportive Care Coordinator</i>
Charlene Cheng	<i>Wellness Program Coordinator</i>
Adrienne Pringle	<i>Music Therapist</i>
Sarah Storer	<i>Kitchen &amp; Dietary Coordinator</i>
Janine Vincent	<i>Coordinator of Volunteers</i>
Angela Marlatt	<i>Development Coordinator</i>
Marlene Hamilton	<i>Bookkeeper</i>
Marjorie Matthews	<i>Administrative Assistant</i>

# IMPACT SUMMARY



182 - Residents spent their final days at the Carpenter Hospice

28 - Number of Resident Care staff members (RN's, RPN's, PSW's)

15 - Average Length of stay (Days)

11 - Number of Leadership Team staff members

2,726 - Total # of Resident Days at the Carpenter Hospice

118 - Number of In-House Volunteers

389 - Number of Intake Consultations

42 - Number of Special Event Volunteers

98 - Number of Wellness Program participants

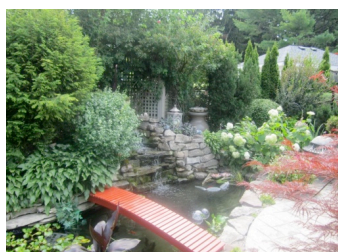
7,677 - Total # of donations made to Carpenter Hospice

133 - Number Supportive Care & Bereavement Program participants

39 - Number of special events held in support of the Carpenter Hospice (combination of internal & third party)

418 - Number of Music Therapy Hours at the bedside

*The Palliative Care Training Course continues to be offered to current and new volunteers of the Carpenter Hospice. To date, a total of 103 volunteers and staff members have completed the course.*





## 2012 | 2013 HIGHLIGHTS

### *Strategic Planning*

Currently, the Board of Directors is in the midst of a 5 year Strategic Plan which has a focal point on the emerging needs of the community. As we look to the future, we are committed to exploring new innovative programs to adapt to the evolving needs of the community.

### *Community Palliative Care Awareness*

Palliative Care Awareness in our community is top of mind for us. Providing resources for patients, caregivers and healthcare professionals involved with end-of-life care in Burlington is always a priority. By encouraging and enabling open dialogue, information exchange and service provision we hope to enhance quality of life for individuals facing the last stages of life.

Communications surrounding the intake process, residential care, and available programs at the Carpenter Hospice are managed through on-going engagement with representatives from the surrounding community working in palliative care: doctors, nurses, case managers, CCAC, and families managing their loved one's palliative care. The Carpenter Hospice team works collectively to generate awareness for the hospice and our services throughout the Burlington community.

### *Kitchen & Dietary Coordinator Role*

The Dietary Services Program is managed by the Dietary & Kitchen Coordinator, a new role that took effect in November of 2012. The purpose of the Dietary Services Program at the Carpenter Hospice is to provide meals for the residents, snacks for families and visitors, and light refreshments for our Wellness and Bereavement programs. The kitchen in the hospice is manned by a team of dedicated volunteers from 9:00 am to 7:30 pm over 3 shifts daily. The Carpenter Hospice also offers nutrition support and counseling for residents, program participants, family members and shift workers.

### *Volunteer Training*

The Palliative Care Training Course continues to be offered to current and new volunteers of the Carpenter Hospice. To date, a total of 103 volunteers and staff members have completed the course.

Mandatory National Food Safety Certification was introduced at the end of 2012 to all of the kitchen volunteers. To date, 36 volunteers on the kitchen team have received their certification.





# Carpenter Hospice

*“The new logo - in a very ethereal way, addresses our future.”*

## *New Logo*

The Carpenter Hospice logo borrows from our past and in a very ethereal way, addresses our future. Since our inception, the Carpenter Hospice has used the image of a butterfly in our mark. It was a wonderful choice, since throughout history the butterfly has been thought of as an uplifting symbol of life and hope.

In our new logo, unveiled in September of 2012, the butterfly has been given more movement by its position in mid-flight. A closer look at the edge of the wings reveals four facial silhouettes representing four facets of the Carpenter Hospice - Our residents and their families, our staff, our volunteers, and our community.



## The Carpenter Hospice

*Our original logo from 2002, we've kept the mark of the butterfly to symbolize life and hope.*



## *10th Anniversary Celebration*

The Carpenter Hospice held a 10 Year Anniversary Celebration & Volunteer Appreciation night on Thursday, September 27th 2012 at Gerlado's at LaSalle.

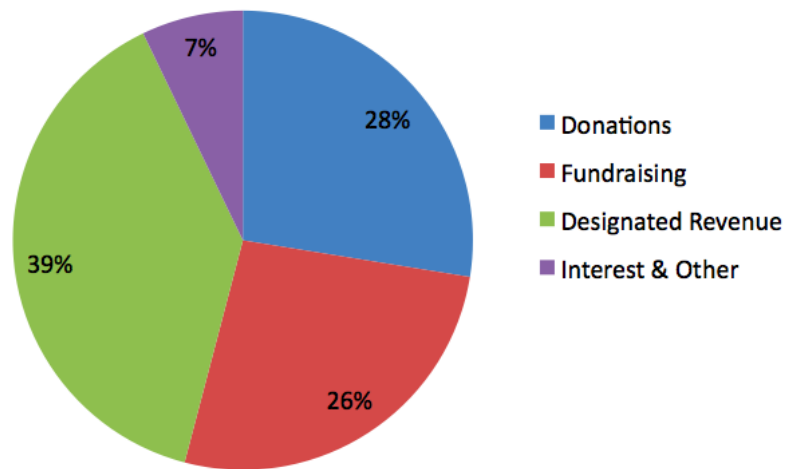
The evening acknowledged the success of the hospice since breaking ground and honored the volunteer teams for their commitment to sustaining the hospice's operations.

Current and past supporters were invited to also join in the celebration. Over 200 guests attended our special evening that thanked the community for their support over the last 10 years and invited them to stay on-board for the next chapter.

# SUMMARY OF FINANCIALS



## Revenue



## Expenses

