



Annual Report

MAY 2014 - APRIL 2015



Carpenter Hospice

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



Carpenter Hospice

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Karen Candy
Executive Director



Francis Mackan
Chair, Board of Directors

In August 2002, the staff and volunteers at Carpenter Hospice welcomed the first resident with open arms and hearts. Since that day, more than 1,900 residents and their families have experienced the exemplary care and compassionate support provided here.

Through donations and thousands of hours of volunteer time, the Burlington community has supported and sustained the hospice over the past 13 years. Proudly, 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 counselling.

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. Each year we must raise over \$1.3 million and 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 2014/2015 Annual Report is a reflection of the impact Carpenter Hospice has had over our last fiscal year. Carpenter Hospice is a collaborative resource in our community. We are a valuable contributor to the Hamilton Niagara Haldimand Brant (HNHB) Hospice Palliative Care Network and bring a Burlington perspective to the table. This year we have focused a tremendous amount of energy on community partnerships, palliative education, and best practice sharing. We continue to influence excellence in palliative care through our research, policy input, clinical support, community education and public outreach.

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. More news to come!

As always, our goal is to ensure that the growing needs are met with the highest level of compassion.

Thank you Burlington. We couldn't do it without you!

Karen & Francis





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BOARD OF DIRECTORS

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2014 | 2015 HIGHLIGHTS

DEVELOPING PALLIATIVE CARE AWARENESS

Palliative care awareness 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 ones' palliative care. Carpenter Hospice team works collectively to generate awareness for the hospice and our services throughout the Burlington community.

KNOWLEDGE SHARING

Carpenter Hospice is committed to supporting excellence in palliative care in our community. To better achieve this promise, we work to close the gap between knowledge and practice.

This year we developed and implemented a

number of educational events that were designed to support our community's needs. Our palliative care educational program provides clinical awareness to enhance care and collaborate on research and best practices to build knowledge.

Palliative Care Outreach to Family Physicians

Carpenter Hospice has created a series of educational luncheons designed to establish strong relationships and open communication with family physicians in Burlington. The hospice considers best practice sharing an essential facet to quality palliative care practice. Seminars were developed specifically for family physicians, as well as hospital and long-term-care providers, in efforts to build synergy, awareness, and support for palliative care in our community.

Burlington Palliative Resource Roundtable

Carpenter Hospice is committed to palliative care in Burlington and we are continuously exploring new ways to improve and enhance care in our community. We value physician feedback and invited a number of Burlington doctors to participate in a round table discussion focused on:

- Assisting unaffiliated patients
- Reviewing local palliative resources
- Identifying gaps in resources for Burlington physicians caring for palliative patients





Community Nurses Lunch & Learn Series for Palliative Professional Growth

Carpenter Hospice has created a new luncheon series dedicated to raising the bar for nurses and health care providers working in palliative settings. The Palliative Professional Growth Lunch and Learn Series was offered to Health Care Providers and Community Nurses in the community at no charge. Each luncheon was dedicated to information sharing, case based teaching, and clinical peer learning.

Advanced Care Planning Seminar

Advanced care planning is a process of reflection and communication, a time for you to reflect on your values and wishes and to let others know your future health and personal care preferences. This 2.5 hour seminar was open to the general public of Burlington and featured presentations by:

- Karmel Sakran, Lawyer, Green Germann Sakran - Decision Making & Power of Attorney
- Tony Italiano CA, Tax Partner, KPMG - Estate Planning
- Ruth Forbes, RN, CCAC - Advanced Care: Navigating Through Our Community Resources

Target Audience: General Public

Offered Through: Carpenter Hospice Community Engagement

Monthly Wellness Educational Series

This year, all monthly Wellness Educational Series topics were focused on empowering participants to learn things they could do at home to help them feel supported both physically and emotionally. Topics included restorative yoga using couch pillows and cushions, learning basics of energy therapy to help with pain management, and a number of relaxation techniques.

Target Audience: Individuals currently living at home with a life limiting illness

Offered Through: Carpenter Hospice Wellness Program

Coping Strategies 101 with Jackie Storer SSW, Supportive Care Coordinator

This is a 3 week series designed for individuals living with a life limiting illness who are interested in learning about coping strategies. The program offers an overview of different coping styles, trying new ways to handle stress, and information on positive coping skills.

Target Audience: Individuals currently living at home with a life limiting illness

Offered Through: Carpenter Hospice Wellness Program





Art Therapy Workshops with Sarah Brodie, MA (ATR, CCC)

Art therapy is a unique branch of psychotherapy that uses the creative process of art-making to improve the physical, mental and emotional well-being of individuals of all ages. Because art is a visual language, it accesses cognitive and emotional aspects of experiences in a different way than verbal language. Art provides many opportunities for insight, thereby creating more possibilities for healing and overcoming obstacles to personal growth. Art Therapy clients are able to deal with the same kinds of issues they would deal with in conventional talk therapies. However, they engage in the therapy by creating with art materials as well as talking with the art therapist. The kinds of challenges art therapy can help with include life cycle issues, those living with illness, depression, anxiety, and life transitions.

Target Audience: Individuals currently living at home with a life limiting illness

Offered Through: Carpenter Hospice Wellness Program

Nutritional Education for Wellness with Sarah Storer, MSc Nutritional Communication

Nutrition is an important part of dealing with illness. Eating the right kinds of foods during and

after treatment can help you feel better and stay stronger. Good nutrition is especially important if you have cancer because both the illness and its treatment can affect your appetite. Cancer and cancer treatments can also affect your body's ability to tolerate certain foods and use nutrients. The Nutritional Education for Wellness offered suggestions about nutrition needs and coping with treatment side effects that may affect how you eat.

Target Audience: Individuals currently living at home with a life limiting illness

Offered Through: Carpenter Hospice Wellness Program

Singing Well Program with Adrienne Pringle, MMT, MTA, Music Therapist

The Singing Well Program is an 8-week program offered as part of the Bereavement and Supportive Care services at Carpenter Hospice. The program is therapeutic group, designed for individuals who enjoy singing or would like to learn more about their voice by participating in a singing group. The program is lead by the Music Therapist at the hospice and includes breathing exercises, guided relaxation, vocalizations, and chants. Program participants expressed that Singing Well sessions helped to reduce stress, improved breathing, and created uplifting moods.





In collaboration with Concordia University and funded by the AIRS (Advanced Institute for Research in Singing) project, a research study was conducted between January - March 2015 called "Examining the Lived Experiences and Perceived Benefits of Singing within the context of a Bereavement Support Group." The primary investigator was Dr. Laurel Young, PhD, MMT, MTA, FAMI, with facilitation by Adrienne Pringle, MMT, MTA. Findings will be presented at the American Music Therapy Association conference in Kansas City, MI in November 2015 and submitted for publication in a peer-reviewed journal.

Target Audience: Individuals who have recently experienced the loss of a loved one within the last 12 months

Offered Through: Carpenter Hospice Bereavement Program

ON-SITE PALLIATIVE CARE EDUCATION

Medical Students

Given our expertise in communication and pain/symptom management, members of our team routinely participate in educating medical students on the basics of doctor-patient relationships. Elements of palliative care are a key part of the

undergraduate curriculum and several of our team members participate in the development and implementation of innovative palliative care educational experiences.

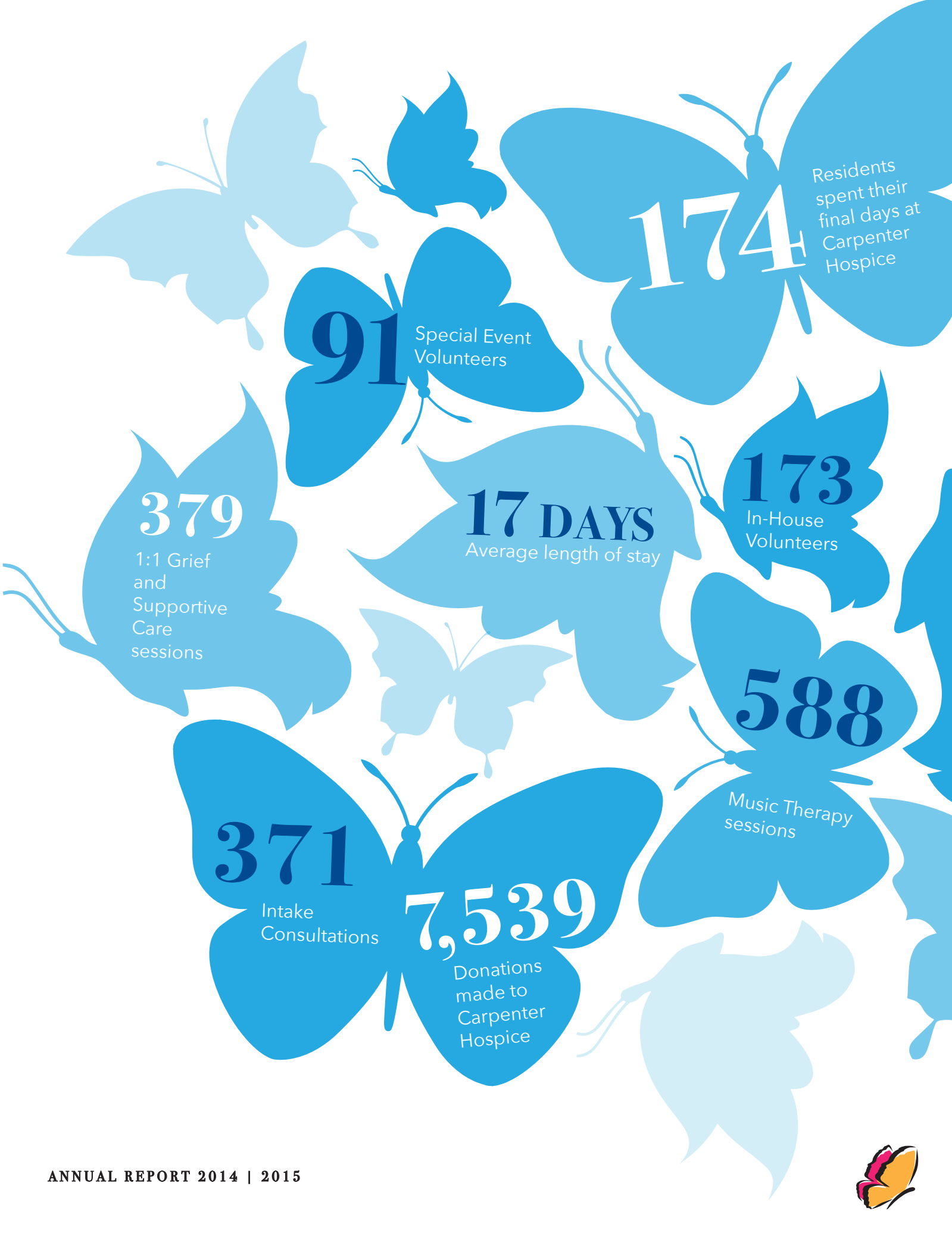
Physician Residencies

One of the main objectives of our team's educational strategy is to contribute to the development of specific palliative care competencies for physicians in various training programs. A palliative care educational experience is a mandatory component in the training of future family physicians, medical oncologists and psychiatrists. Other specialist trainees like internal medicine physicians and radiation oncologists have the opportunity to spend elective time with our team and our palliative physician.

Advanced Practice Nursing & Personal Support Workers

Our team is also strongly committed to supporting the education of nurses at all levels of training through McMaster University, Mohawk College, Conestoga College, and private career colleges.





174

Residents spent their final days at Carpenter Hospice

91

Special Event Volunteers

379

1:1 Grief and Supportive Care sessions

17 DAYS

Average length of stay

173

In-House Volunteers

588

Music Therapy sessions

371

Intake Consultations

7,539

Donations made to Carpenter Hospice



IMPACT SUMMARY

May 1st, 2014 - April 30th, 2015

129

Wellness
Program
participants

3,054

Total # of
Resident Days
at the Carpenter
Hospice

539

Supportive Care &
Bereavement Program
participants

10

Leadership
Team staff
members

249

Grief and
Supportive
Care group
participants

34

Special events
held in support
of Carpenter
Hospice

29

Resident
Care staff
members (RNs,
RPNs, PSWs)



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RESOURCES

Canadian Hospice Palliative Care Association: provides leadership in hospice palliative care in Canada. A broad range of information is available including publications and resources such as the Norms document, A Model to Guide Hospice Palliative Care.
www.chpca.net

Canadian Society of Palliative Care Physicians: promotes access to high quality palliative care for all Canadians through advocacy, partnerships, and physician education.
www.cspcp.ca

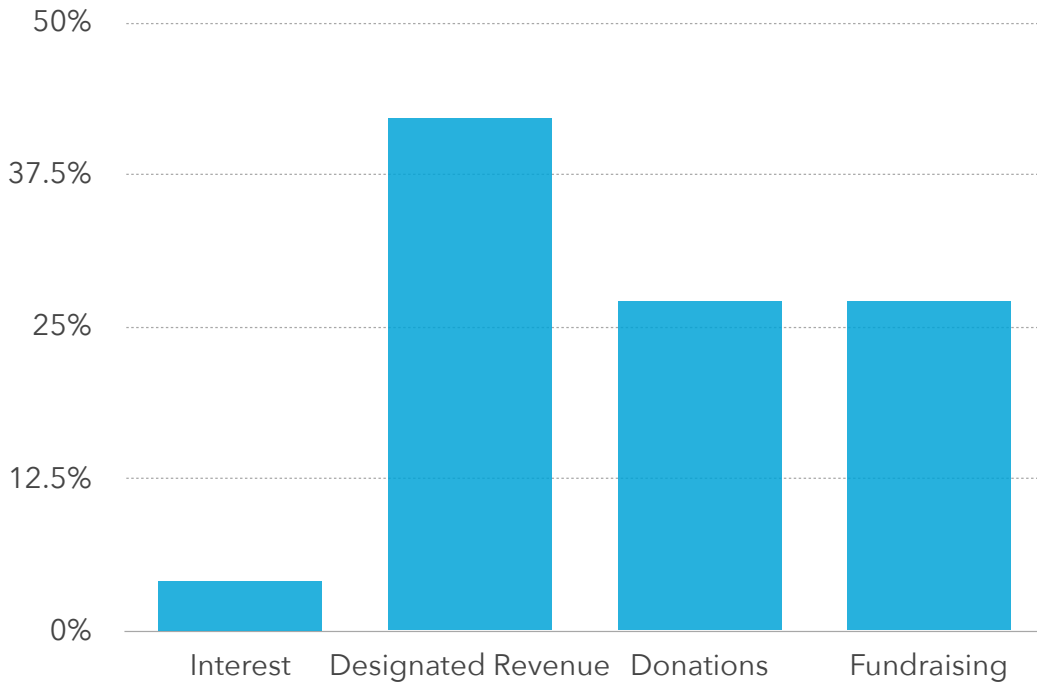
Canadian Virtual Hospice: an interactive network for people dealing with life-threatening illness and loss.
www.virtualhospice.ca

Center to Advance Palliative Care: program and policy development, evidence-based information on outcomes, and economics that support the use of palliative care in acute care settings.
www.capc.org



2015 FINANCIAL SUMMARY

REVENUE



EXPENSES

