



Carpenter Hospice

making moments matter



Annual Report

May 2015 - April 2016



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

This has been an exciting year for Carpenter Hospice as we officially launched the planning phase of our new renovation and expansion project, "Making Room." We have been working closely with Chamberlain Architects Limited of Burlington to draft the plans for a new wing that will offer residents brand new state-of-the-art rooms with a home-like feel, while enabling us to repurpose the existing space to support our growing outreach programs.

As the need for palliative services has grown in the community so, too, has our vision. Carpenter Hospice is leading the way with an initiative to establish Burlington with The Compassionate City Charter – a framework of 12 social changes that leads communities towards being compassionate cities. This is an international initiative, and currently Burlington is on track to be the first city in Canada to embrace it.

On a personal level, the staff and volunteers continue to make moments matter in the lives of program participants, residents and family members. In the spring, one of our Personal Support Workers, John Hearn, accompanied a former resident and his family on a trip funded by Wish of a Lifetime Canada to attend the Battle of Atlantic Memorial Service in Halifax. The family had made a special request for John's time, and we were happy to honour their wish.

We ended the year on a high note with two awards. One of our volunteers, Bob Martin, received the prestigious June Callwood Award which recognizes individuals and groups for superlative volunteer contributions to their communities. In addition, the Hospice was honoured with The Burlington Chamber of Commerce 2015 Business Excellence Award in the Not-for-Profit Category.

We remain grateful to the Burlington community for its continued support. There are no better champions of what we do than the people who have experienced our care first-hand.

The commitment of our community partners, sponsors and donors ensures that we are able to raise more than \$1.3 million each year, and more importantly, continue to offer our programs and services at no cost to the people who rely on us for care. Together, we are helping to make moments matter.

Thank you!

Francis Mackan
Chair, Board of Directors

Karen Candy
Executive Director

*For our residents and family members, program
participants, clinicians and the Burlington community.*

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*Recipients of The Burlington Chamber of Commerce 2015
Business Excellence Award in the Not-for-Profit Category*



BOARD OF DIRECTORS

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The landscape of palliative care is changing. The number of people requiring end-of-life care is growing and our aging population means a greater demand for programs and services. How we define palliative care has also changed. No longer does it serve just the last few days or weeks of a person's life. Palliative care now includes the time from the life-limiting diagnosis through to bereavement. As we look to the future of palliative care, Carpenter Hospice is committed to expanding our programs and services to meet the needs of Burlington residents today and in the future.

In order to meet this growing need, we are "Making Room". Early this year, we were excited to announce our plans for the expansion and renovation of the Hospice. Chamberlain Architects Limited was selected to design the plans for the new facility, repurpose the existing structure and oversee the construction.

The project will unfold in two phases.

Phase One will see the construction of new resident rooms to increase space, add private walk-out terraces to each resident room, and provide families with private areas. In Phase Two, the existing structure will be repurposed to support our growing community outreach programs. Carpenter Hospice will always have residential hospice beds but this new project will improve our capacity to support the unique needs of our program participants, residents and their families, and the growing needs of the Burlington community.

The first phase of funding for this project has been raised through the continued and generous support of the Burlington community over the years.



Carpenter Hospice is committed to improving the quality-of-life for those individuals and their families who are living with a life-limiting illness. Carpenter Hospice is committed to the vision of Burlington becoming a more compassionate city; a city where residents recognize and take action to care for one another in times of crisis and loss.

This year we began facilitating an initiative to establish Burlington with a Compassionate City Charter. The Charter is a framework of 12 social changes that leads communities to becoming more compassionate.

A Compassionate City recognizes that death, dying, loss and grief are not just medical events, and as such, we need to better support each other within our community. We are a death-defying society and by creating stronger support networks in Burlington, we believe people will be better equipped to prepare for the end-of-life process. By improving awareness of existing palliative care resources and our community doing more, we can improve the quality-of-life for our palliative residents and their families.

If we all do a little together we can achieve a lot.

The Compassionate City Charter includes working with the following stakeholders:

1. City of Burlington

2. Schools

3. Workplaces

4. Trade Unions

5. Churches and Temples
6. Hospices and Nursing Homes

7. Museums and Art Galleries

8. Various media, including social and print media

9. Institutions for the homeless and the imprisoned

10. Community and civic organizations

CALENDAR
OF
EVENTS

Highlights
2015

SINGING WELL
PROGRAM

A monthly program designed to reduce stress, improve breathing and create uplifting moods through singing.

MAY &
NOVEMBER
ART THERAPY
WORKSHOPS

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.

MAY &
SEPTEMBER
COPING
STRATEGIES 101

A three-week series which offers an overview of different coping styles, new ways to handle stress, and information on positive coping skills.

CLINICAL
EDUCATION SERIES:
PAIN
MANAGEMENT

Two hospice-led seminar series for nurses and health care providers working in palliative settings.

MAY
7TH ANNUAL HIKE
FOR CARPENTER
HOSPICE

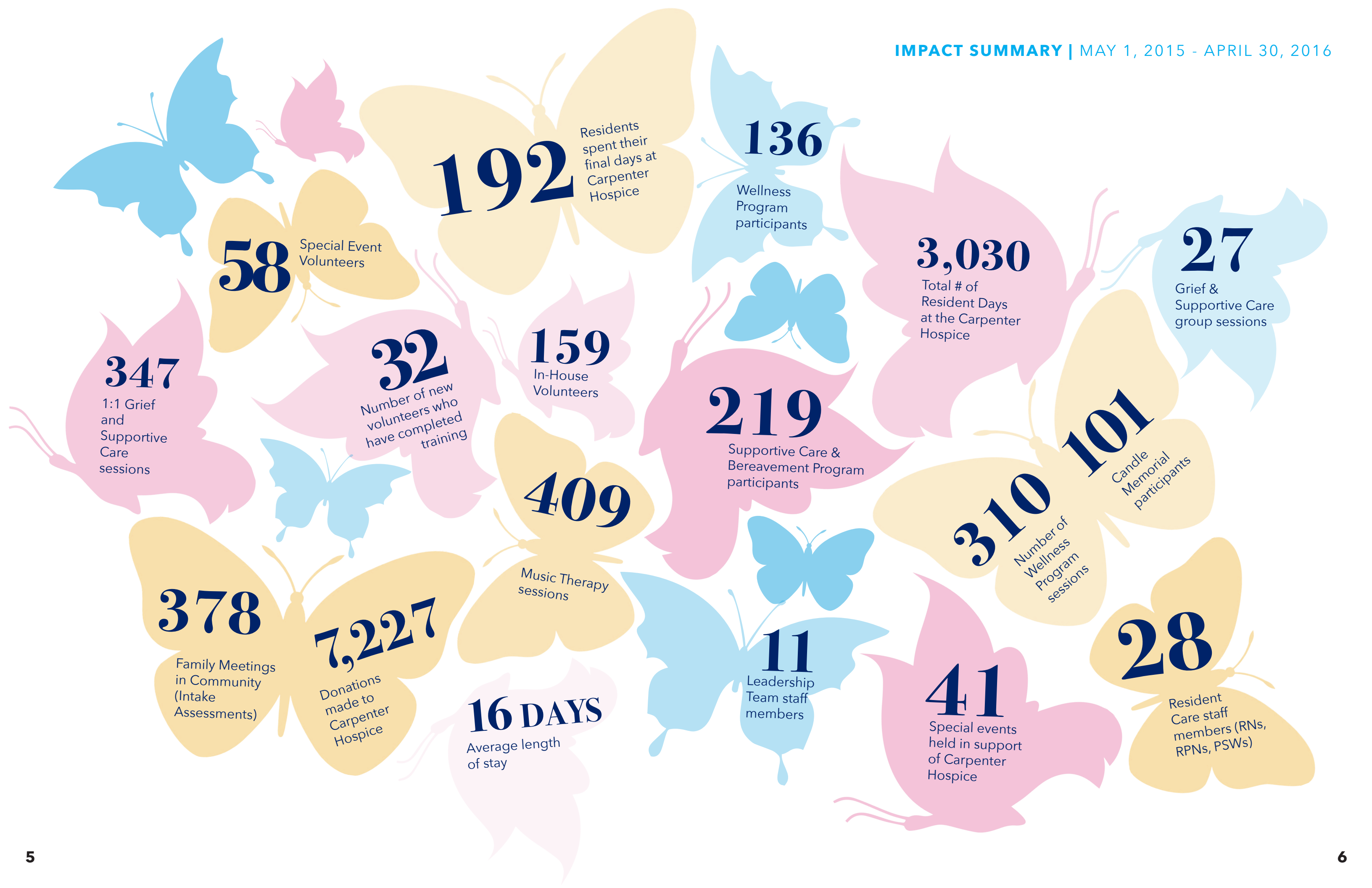
More than 400 participants joined us in the annual Hike for Carpenter Hospice raising more than \$91,000.

SUMMER
WELLNESS SUMMER
SERIES

Special guests volunteered their time and talents to entertain Wellness participants throughout the quieter summer months.

NOVEMBER
ADVANCED CARE
PLANNING SEMINAR

Seminar guiding participants through a process of reflection and communication, in order to determine future health and personal care preferences.



HEALING YOGA

The Bereavement and Supportive Care program began offering Healing Yoga for Grief sessions to family members who have lost a loved one in the Hospice, as well as the Burlington community. The eight-week program, led by a volunteer yoga instructor, explores gentle yoga techniques and suggestions for breathing, meditation and ritual, all designed to promote a calm environment. For many people the practice of yoga provides a focus on the present moment and a way to restore the balance and energy which we need in times of stress and sadness.

THE WELLNESS JOURNAL PROJECT

Living with cancer or other life-limiting illness is as much about managing the everyday things as it is about undergoing treatment. In order to better support our Wellness participants, we launched a Wellness Journal pilot project. The journal is designed to help program participants track all relevant medical and personal information in one, easy-to-access format.

Participants are able to record details of their diagnosis, treatment, appointments, dietary record, coping strategies and physical effects, providing them with a comprehensive reference guide for clinical appointments. Preliminary feedback has been positive, with participants indicating a clearer ability to communicate their needs to their care team and better identify the things that are most important to them.



“Jackie (Supportive Care Coordinator) was interested in more than just my sadness. She wanted to know about me, and then she wanted to know my story. She wanted to know why I was here, and then gave me ideas about how to help myself. She also made sure I knew it was okay to be sad.”

Brenda Wasser – Bereavement and Supportive Care Participant

CLINICAL PRACTICE COUNCIL

The Clinical Practice Council (CPC) held its inaugural meeting in February, co-chaired by the Resident Care Coordinator and a Registered Nurse member. The CPC provides a forum for identifying and responding to clinical needs requiring evidence-based practice solutions. Members of the CPC will work together to recommend, develop, review, revise and disseminate clinical initiatives at the Hospice. These initiatives may take the form of policies, guidelines or other practices or processes that directly impact resident care. Membership includes six Registered Nurses, three Registered Practical Nurses and one Personal Support Worker.

SINGING WELL BEREAVEMENT SUPPORT RESEARCH

Carpenter Hospice shared the preliminary results of a research study being conducted in collaboration with Concordia University titled, “Examining the Lived Experiences and Perceived Benefits of Singing within the Context of a Bereavement Support Group.” Early findings show that group singing and vocal experiences helped to foster a sense of connection with, and an increased awareness of: themselves; their emotions; their own voices; their bodies; other group members; music; deceased loved one; the here and now; and the future. Results were shared at the American Association for Music Therapy conference in November 2015, Kansas City, MI; Hospice Palliative Care Ontario in April 2016 in Richmond Hill, ON; and Canadian Association for Music Therapy in May 2016 in Kitchener, ON.

“We are very good at keeping residents and their families updated with the information they need. We discuss typical signs and symptoms, what’s normal and what to expect. Best of all, we let them be families again.”

Sarah Scarrow – Registered Nurse

HOSPICE PALLIATIVE CARE SYMPOSIUM - UNIVERSITY OF TORONTO

Every year, Carpenter Hospice receives numerous requests for guest speakers and presentations regarding palliative care. An example of such a request came from the University of Toronto Senior College. Senior College provides a base for retired faculty, librarians and senior administrators of the university to continue their connection with and service to the university and carry on their scholarly and professional activities. In April 2016, the College hosted *Life and Death: A Symposium*. Executive Director Karen Candy participated as a presenter and discussion panelist. The presentation focused on the history and principles of palliative care, as well as information on Carpenter Hospice. We value these opportunities to meet with members of the community and increase awareness and advocate for good quality palliative care.



2016

JANUARY
HEALING YOGA FOR GRIEF SESSIONS
First eight-week series launched for family members who have lost a loved one in the Hospice, as well as the Burlington community.

FEBRUARY
WELLNESS JOURNAL PILOT PROJECT
13 Wellness participants signed up to trial the Wellness Journal for people living with cancer, or any life-limiting illness.

CLOSE TO OUR HEARTS GALA
More than 500 friends and supporters enjoyed an evening of fine dining, gourmet food and entertainment, raising more than \$160,000.

MARCH
CLINICAL EDUCATION SERIES: INTRODUCTION TO RENAL DISEASE
Hospice-led seminar series for nurses and health care providers working in palliative settings.

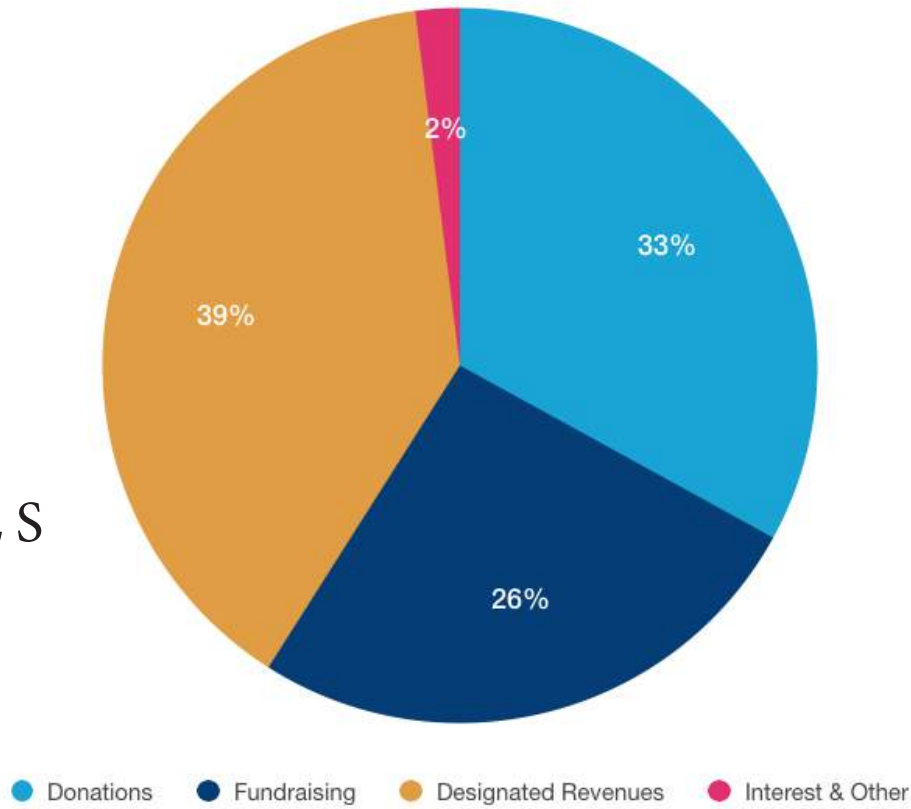
BURLINGTON CHAMBER OF COMMERCE - BUSINESS AWARDS GALA
Carpenter Hospice receives the Burlington Chamber of Commerce 2015 Business Excellence Award in the Not-for-Profit Category.

APRIL
YOGA POSES FOR EVERYONE
Wellness participants learned restorative poses they could do at home using common pillows and cushions.

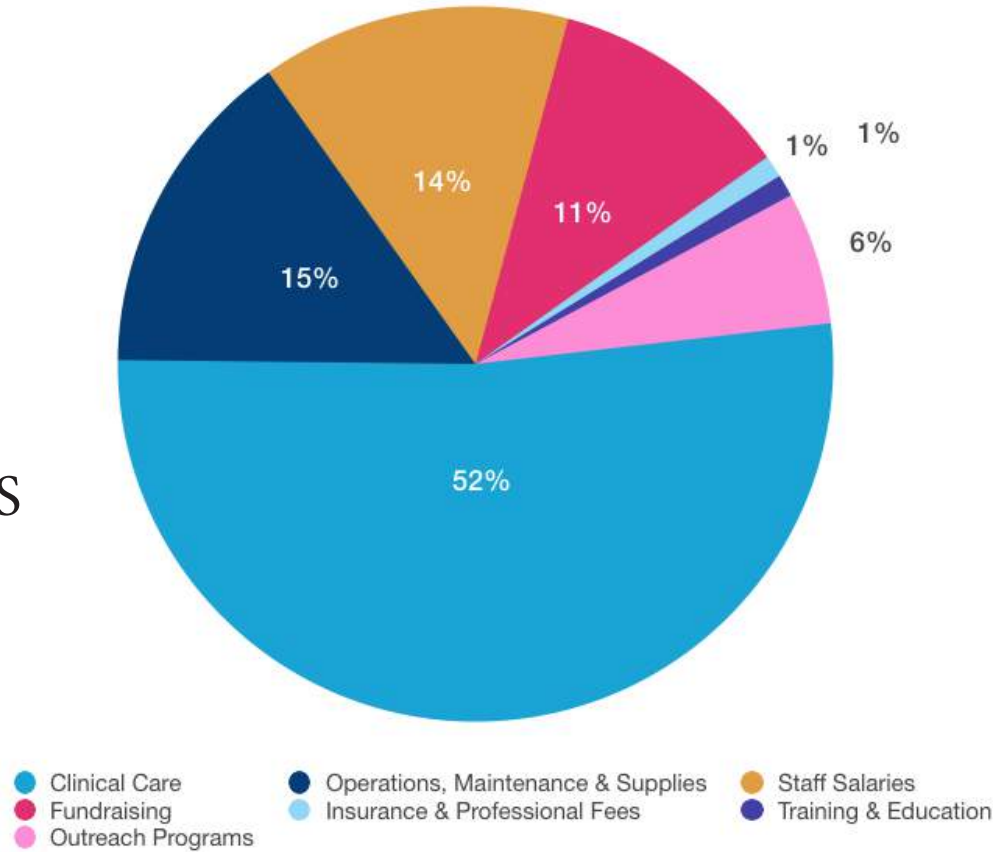
2016 FINANCIAL SUMMARY

STAFF DIRECTORY

REVENUES



EXPENSES



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

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

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

making moments matter

Carpenter Hospice is a home in the heart of Burlington that offers both residential-based care to people in the last stages of their lives, and community-based programs for people dealing with grief or a life-limiting illness. It lets residents spend their final days together with loved ones in an environment that is peaceful, comfortable and meaningful. It is staffed by a dedicated team of professionals and volunteers who provide compassionate, palliative care to meet residents' every need and ensure that each moment counts.

our philosophy of care

Hospice palliative care providers across Ontario are united in their philosophy of care, values, and principles based on the work of the Canadian Hospice Palliative Care Association's Model to Guide Hospice Care (2009). We recognize that when cure is not possible, providing care and comfort is a priority. We realize the value of attending to the emotional, social and spiritual needs along with a person's physical health care requirements. We view each person as having unique hopes, fears, anger, expectations and desires. Our inter-professional teams provide compassionate, supportive, palliative care, which is client-centered, holistic and culturally sensitive.



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