



Carpenter Hospice

ANNUAL REPORT MAY 2016 - APRIL 2017

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

Over the past 15 years, Carpenter Hospice has evolved from small beginnings to fulfilling a vital role in the Burlington community. Hospice palliative care is now widely recognized as an essential and sought-after component of care for people with a life-limiting diagnosis and their families.

In looking back on our years of service to the community, there has been a constant factor in our success – our people. We want to express our thanks to our staff and volunteers for their commitment to the highest standards of care, compassion and empathy.

The Board of Directors recognizes that a number of significant targets and objectives were exceeded over the last fiscal year at Carpenter Hospice. Together, we are truly making moments matter.

- The Burlington Compassionate City Charter continues to make traction throughout the community as we work to demystify death, dying, loss and bereavement.
- In efforts to expand our programs and resources outside of the hospice walls, we are working to set up new outreach programming that will help members of our community as they embark on their journey with a life-limiting illness.
- A monthly article can be found in the Burlington Post called 'Making Moments Matter'. These articles relate palliative care initiatives and resources. Members of our team have also had the opportunity to discuss our initiatives on Burlington Matters, a TVCogeco program led by Mayor Goldring.
- We continue to work closely with Chamberlain Architects on our Renovation & Expansion Project "Making Room" and look forward to offering our residents brand new state-of-the-art resident rooms and increasing space for our growing programs.

Carpenter Hospice remains grateful to the Burlington community for their continued support and contributions. The commitment of our community partners 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 their care. There are no better champions of what we do than the people who have experienced our care first-hand.

Thanks to the commitment and generosity of hundreds of volunteers, donors and supporters, Carpenter Hospice is able to continue addressing the growing needs of our community.

We are looking forward to the next 15 years.



Nigel Jacobs
Chair, Board of Directors



Karen Candy
Executive Director



CONTENTS

1	Letter to the Community	7-8	Sharing Our Palliative Care Expertise
2	Making Room: Renovation & Expansion Project	8	Enhancing Our Bereavement Programming
3-4	Impact Summary	9	Continued Growth in Our Wellness Program
5	Compassionate City Charter (3C)	10	Fund Development Report
	Burlington Compassionate City Launch	11	Financials: May 2016 - April 2017
6	1st Mayor's Award for Compassion	12	Staff Directory, Resources & Board of Directors
	2016 Paul Harris Fellow Award: Volunteer Team		
	Caring for Our Residents		



RENOVATION & EXPANSION PROJECT

Carpenter Hospice is currently expanding to meet the growing needs of our community. Not only will our physical footprint grow – our community-based programs that we provide are extending, too.

PHASE ONE

Our building will expand with the construction of a new resident wing. Our new bedrooms will feature increased space, enhanced access to the outdoors, and will provide families with added privacy.

PHASE TWO

Our existing structure will be re-purposed to support our growing community outreach programs and the changing needs of the Burlington community.

Carpenter Hospice continues to work closely with Chamberlain Architects on our Renovation & Expansion Project and look forward to offering our residents brand new state-of-the-art resident rooms and increasing space for our growing programs.

IMPACT SUMMARY

12 Leadership Team staff members

42 Special events held in support of Carpenter Hospice

6,516 Donations made to Carpenter Hospice

125 Wellness Program participants

63 Special Event Volunteers

181 Residents spent their final days at Carpenter Hospice

471 Music Therapy sessions

365 Community Family Meetings (in Home or Hospital)

16 Average length of stay (days)

201 Supportive Care & Bereavement Program participants

381 1:1 Grief & Supportive Care sessions

360 Wellness Day Program sessions

173 In-House Volunteers

39 Grief & Supportive Care group sessions

23,142 Total volunteer hours

2,829 Total # of Resident Days at the Carpenter Hospice

31 Resident Care staff members (RNs, RPNs, PSWs)

101 Candle Memorial participants

COMPASSIONATE CITY CHARTER (3C)

Burlington is on its way to becoming a designated Compassionate City. Carpenter Hospice has been leading the initiative in Burlington, working to demystify death, to help citizens of Burlington recognize that cycles of good and poor health, love and loss, and birth and death are natural parts of everyday life.

Compassionate City Burlington and Carpenter Hospice have been working hard this year with our partners, including the City of Burlington, our faith communities, Burlington Public Library, Art Gallery of Burlington, the Burlington Post and TVCogeco, among others, to make positive changes, to connect with Burlington’s citizens in places they go every day.



DEATH CAFÉ DEBUT IN BURLINGTON

Death Cafés are respectful spaces where people of all ages can congregate to chat informally, often with complete strangers, about death and dying. Attendees ranged in age from their 40s to 80s. Death Cafés are based on an international movement that originated in the UK and they are designed to begin a conversation about an uncomfortable, often taboo, subject – death. Carpenter Hospice was proud to host Burlington’s first Death Café on July 22, 2016.

Photo: Burlington’s first Death Café at Burlington City Hall

BURLINGTON COMPASSIONATE CITY LAUNCH WEEK

The Compassionate City Burlington Launch Week took place from October 2, 2016 to October 8, 2016, to coincide with World Hospice and Palliative Care Day. Events and awareness campaigns were implemented through various locations and media outlets:

- Exhibition of Cher Curshen’s Bereavement Raw Art
- Art Gallery of Burlington
- Death Cafés
- Legacy Art Workshops
- Burlington Public Library
- Mayor’s Award for Compassion
- City of Burlington
- Movie screenings of The Bucket List
- Grief Book Readings for Children
- Reflection spaces
- Before I Die... walls
- Burlington Post, Snap’d Burlington, TVCogeco

PILOT WORKSHOP: BEREAVEMENT & GRIEF IN THE WORKPLACE

This year we were pleased to extend our Bereavement Program outside the walls of Carpenter Hospice by offering a pilot workshop focusing on management teams dealing with grief in the workplace. Carpenter Hospice launched the workshop at one of Burlington’s top employers in April 2017.

Carpenter Hospice is committed to open the discussion of death, dying, loss and bereavement in our community through our targeted community segments:

- Schools
- Workplaces
- Churches and Temples
- Hospices and Long Term Care facilities
- Museums and Art Galleries
- City of Burlington
- Service Clubs
- Media
- Public Spaces
- Poverty

1ST MAYOR’S AWARD FOR COMPASSION

Mayor Rick Goldring, on behalf of the City of Burlington, awarded the 1st Mayor’s Award for Compassion to the Burlington Public Library, who helped develop the Halton Community Services Database, and now includes the Palliative Care Quick Guide.

The guide provides access to resources for food, transportation, home services, urgent care, support groups, spiritual care, palliative care and financial assistance.

Access the database by:

- Dialing 211
- Visiting hipinfo.ca online
- In-person visit to the Burlington Public Library

The 1st Mayor’s Award for Compassion event was held at St. Stephen United Church on October 7, with food trucks and a “Before I Die...” art installation.

The goal of the event was to get people talking about dealing with death and dying and how to better support each other. The events encourage families to normalize the conversation about death and discuss what you want to do before and at the end of your life.

Photos: (Left) Heather Wray & Glynis Maxwell from the Burlington Public Library receiving the 1st Compassion Award from Mayor Rick Goldring; (Right) Four Carpenter Hospice volunteers accepted the Paul Harris Fellow award on behalf of our Volunteer Team. Rotarian Lawrence Leung, Susan Chisholm, Stephanie Rollo, Rotary District Governor Will Pugh, Alice Pigeau, Daphne Collins.

2016 PAUL HARRIS FELLOW AWARD: CARPENTER HOSPICE VOLUNTEER TEAM

On May 12, 2016, Carpenter Hospice volunteers were the recipients of the Rotary Clubs of Burlington 2016 Paul Harris Fellow Award. The Paul Harris Fellow award is the highest honour Rotary can bestow upon a group of people that have

made an outstanding contribution to their community. Rotary’s motto is “service above self” and we know our volunteers embody that motto every day. This past year, our volunteers contributed more than 20,000 hours to Carpenter Hospice.



CARING FOR OUR RESIDENTS

Carpenter Hospice is dedicated to offering quality palliative care delivered with compassion and respect. Our hospice team uses a holistic approach to providing care at the end of life. It reflects the hospice philosophy through our comprehensive and compassionate programs for residents and their families. Such care seeks to maximize the individual’s quality-of-life; the emphasis is on living rather than dying.

The residential care area has 10 beds, all in private rooms, and has nursing and personal support staff available 24 hours per day, 7 days per week. Carpenter Hospice’s Resident Care Team serves as an integral part of a trans-disciplinary team that enables people to live life to the fullest in comfort. Our 31 resident care employees include 11 Registered Nurses, 10 Registered Practical Nurses and 10 Personal Support Workers who work with all hospice team members, including physicians and volunteers, to achieve optimal service levels for residents in our care.

Carpenter Hospice is proud to encourage and engage our Resident Care Team in educational courses and professional development opportunities to ensure that our care is innovative and excels, following Canadian hospice best practices.

- 3 Registered Practical Nurses completed Comprehensive Advanced Palliative Care Education bringing our CAPCE qualified staff to 6 Registered Nurses and 6 Registered Practical Nurses.
- 3 Registered Nurses now have Canadian Nurses Association Certification in Hospice Palliative Care.
- 1 Registered Practical Nurse and 1 Personal Support Worker completed San'yas Indigenous Cultural Safety Training Course, an 8-week program offered in partnership with the HNHB LHIN (Hamilton Niagara Haldimand Brant Local Health Integration Network).
- 6 Registered Nurses and 6 Registered Practical Nurses completed a 2-day LEAP (Learning Essential Approaches to Palliative Care) Review Program in March of 2017.



SHARING OUR PALLIATIVE CARE EXPERTISE

Sharing our palliative care knowledge and generating 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 endeavour to enhance the quality of living for individuals at end of life.

Communication surrounding our intake process, residential care, and available programs at Carpenter Hospice are managed through on-going engagement with doctors, nurses, case managers, HNHB LHIN Home and Community Care, and families managing their loved one's palliative care. 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.

COMMUNITY NURSES LUNCH & LEARN SERIES

Carpenter Hospice continued our 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.

- Palliative Sedation Therapy – June 2016
Presented by Carpenter Hospice Registered Nurses: Lynn Varga, Frances Zavarise, Wendy Beitel
- A Case Study in Spinal Cord Compression – October 2016
Presented by Mira Jaroszewicz, Registered Nurse, ParaMed Nursing and Mickey Turner Registered Nurse, Acclaim Health
- Management of Bowel Obstruction in the Palliative Patient – March 2017
Presented by Dorothy Vaitekunas, Nurse Practitioner – Palliative Care, Joseph Brant Hospital

This year we implemented a number of educational events that were designed to support our community's needs. Our palliative care educational programming provides clinical awareness to enhance care, collaborate on research and utilize best practices to build understanding.

OUTREACH TO FAMILY PHYSICIANS

Carpenter Hospice hosts educational sessions 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. Information sessions were held 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.

HOSPICE PALLIATIVE CARE ONTARIO, APRIL 2017

- Our Resident Care Coordinator, alongside two of our Registered Nurses, provided a clinical best practice workshop on Palliative Sedation Therapy at the 2017 HPCO Conference in Toronto.
- Karen Candy, Executive Director facilitated a workshop on how other hospices can start a Compassionate Cities Charter initiative in their communities.

MEDICAL STUDENTS

Given our expertise in pain and 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 and medical oncologists.

Our physician, Dr. Nadia Plach, engages physician residents from Joseph Brant Hospital through the Palliative End-of-Life Care program. Together, their goal is to provide comfort and support to patients and families. Patient care focuses on maintaining dignity, quality of life, pain and symptom management and respect for each dying person.

ENHANCING OUR BEREAVEMENT PROGRAMMING

Carpenter Hospice offers compassionate, non-judgmental support to individuals and families experiencing loss. We provide a safe, caring, and compassionate environment to allow individuals to express their feelings and move towards healing. Program offerings include:

- One-on-one support for our residents and their family members
- One-on-one grief support
- One-on-one support for individuals living with a life-limiting diagnosis and/or their caregiver
- 8-week spousal loss support groups
- Monthly drop-in bereavement support groups
- Celebration of Life services in May and December
- Ongoing support through information mailings
- Educational workshops

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.

MUSIC THERAPY RESEARCH

Beyond the intrinsic value and pleasure attached to singing, we sought evidence for real and measureable impacts on health and wellbeing. The question of health benefits associated with singing, and the related idea that singing in groups could be used as a form of music therapy for people who are grieving or managing a chronic illness has been a focus of our Singing Well Groups at Carpenter Hospice.

Our music therapist, Adrienne Pringle, MTA, examined the benefits of singing in the context of our Bereavement Support Groups and Wellness Program. The study was completed in collaboration with Concordia University and the article has now been published in the Journal of Pain & Symptom Management.

Carpenter Hospice was also pleased to share our results and key learnings with:

- May 2016 – Canadian Association of Music Therapists Conference, Kitchener, ON
- October 2016 – International Congress on Palliative Care, Montreal, PQ
- October 2016 – Capillano University, North Vancouver, BC
- November 2016 – Wilfrid Laurier University, Waterloo, ON
- February, 2017 – Concordia University, Montreal, PQ
- March 2017 – Acadia University, Wolfville, NS
- March 2017 – Alzheimer's Society Bereavement Group



WALKING THROUGH GRIEF

Carpenter Hospice was proud to partner with Acclaim Health to offer community bereavement walking groups open to any individual experiencing loss. This year two successful trial groups were implemented with over 50 participants on the active sign-up list. Program benefits included:

- Reduced feelings of isolation
- Increased sense of physical well-being
- Lower stress levels
- Feelings of "progress" and "moving forward"

CONTINUED GROWTH IN OUR WELLNESS PROGRAM

For the last decade, our Wellness Program has been providing psychological, emotional and practical support to people in Burlington in a friendly and caring setting. The outreach support program is open to individuals in the community living with a life-limiting illness, and those who care for them.

Local professional therapists volunteer their time and talents to make up our

therapy team. Our programs are offered free of charge. Registration is required for any programs you plan on attending. The demand for this program continues to grow, as do the program offerings.

The Wellness Program now includes:

- Aromatherapy massage
- Art therapy
- Coping strategies workshops
- Music therapy
- Reflexology
- Reiki
- Restorative yoga
- Resistance Circuit Training (RCT) exercise
- Therapeutic touch
- Walking groups
- Legacy work
- Self-reflection workshops
- "Shared Experience" outreach socials



RESTORATIVE YOGA

To meet the growing needs of the Wellness Program, restorative yoga classes are now offered three times weekly on Tuesday, Wednesday and Thursday. The Thursday class was added in November 2016 to ensure that classes can be offered to additional program participants without compromising class size.

VISION BOARD WORKSHOP

Our Wellness Program was pleased to provide a facilitator-lead session fostering the development and creation of legacy work. Participants designed personally inspired vision boards, memorabilia collages, and other meaningful creations. The workshop had a focus on expression and creativity, dedicated to what is meaningful to them. This new workshop launched in February 2017.

WEEKLY WELLNESS WALKING GROUP

A new walking group began in early April 2017, as part of the Wellness Program. This 12-week guided walking program took place along paved paths outdoors. The group was opened to our registered Wellness Program participants and those caring for them. The group was volunteer-driven and guided by our trained wellness volunteer facilitators.

COPING STRATEGIES 101

Jackie Storer SSW, Supportive Care Coordinator, again lead her Coping Strategies 101 program, designed for individuals living with a life-limiting illness who are interested in learning different strategies for managing their illness. The program offers an overview of different coping styles, ways to handle stress, and information on positive management skills. This program is offered through the Carpenter Hospice Wellness Program.



FUND DEVELOPMENT REPORT

At Carpenter Hospice, we have created opportunities for all levels of giving. Our donors have been an essential part of our success and the on-going philanthropy provides us with the means to meet the needs of hospice palliative support in the Burlington community.

SPECIAL EVENTS

Close To Our Hearts Gala

Our annual gala, held in February was themed "Hearts and Hard Hats" celebrating our upcoming construction plans. The event raised over \$250,000 – a record year for us!

Hike for Carpenter Hospice

The location for our yearly hike in May was changed to be in the neighbourhood of the hospice, based out of Mountainside Recreation Centre. Our 436 hikers raised over \$110,000 for the hospice through their pledges and fundraising efforts.



Our development team continues to carve a meaningful path that allows Carpenter Hospice donors to have a lasting impact on the residents and families that we care for. Our Development department manages a diversified program to engage community support each year.

Margie Livingstone/Spyrou Charity Golf Tournament

Carpenter Hospice would like to formally thank the Spyrou and Livingstone families for their efforts with our annual golf tournament. For the last decade, the Margie Livingstone/Spyrou Charity Golf Tournament has been our signature golf event for the hospice. The 2016 tournament raised over \$34,000, bringing the grand total over 10 years to more than \$318,000.

THIRD PARTY

Over 40 third party events and initiatives were held in the community this past year. They offered a wide variety of engagement opportunities for all ages. We are extremely appreciative of the families, service clubs and businesses who manage fundraising initiatives on our behalf.

IN-MEMORIAM DONATIONS

In-Memoriam Donations continue to be a meaningful way for families to give back to Carpenter Hospice. We are always grateful to those who choose to honour their loved-ones in this special way.

ANNUAL FUND

Our Annual Fund brought in over \$200,000 for Carpenter Hospice this year. Each year, we highlight a family story through our direct mail campaign, asking our past supporters to donate once again to Carpenter Hospice. Thank you to our annual donors who continue to support our annual fund. Your support and contributions continue to amaze us each and every year.

Thank You!

Philanthropy is the only realistic source of funds to keep pace with the demands for our growing hospice services. It takes a collaborative community team effort to make things happen and we would like to express our gratitude to all the corporations, small businesses, service clubs, faith organizations, individuals, families, foundations, and volunteers that believe in the mission of Carpenter Hospice.

We couldn't do it without you!

Photo: Representatives from the Gift of Giving Back present a donation to Executive Director, Karen Candy.

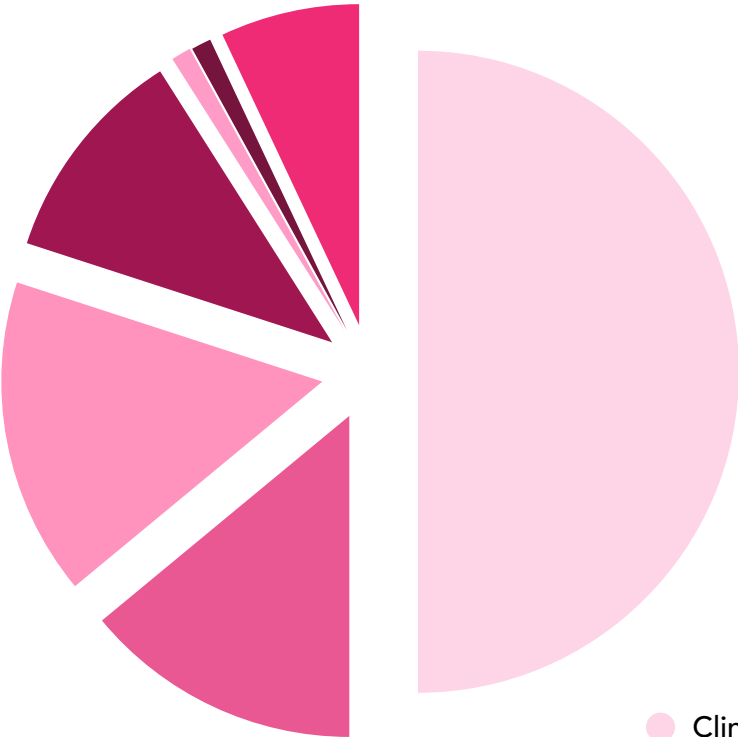


2016-2017 FINANCIALS



- Donations 28%
- Fundraising 24%
- Designated Revenues 41%
- Interest & Other 7%

REVENUES



- Clinical Care 50%
- Operations, Maintenance & Supplies 14%
- Staff Salaries 16%
- Fundraising 11%
- Insurance & Professional Fees 1%
- Training & Education 1%
- Outreach Programs 7%

EXPENSES

STAFF DIRECTORY

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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: interactive network for people dealing with life-threatening illness and loss. www.virtualhospice.ca
Canadian Society of Palliative Care Physicians: promoting 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
Halton Community Services Database: The guide provides access to resources for food, transportation, home services, urgent care, support groups, spiritual care, palliative care and financial assistance. Access the database by dialing 211 or visiting the Burlington Public Library in person. search.hipinfo.info	Burlington Active Aging Plan: the City of Burlington is proud to be a part of a world-wide movement to help keep older adults active, healthy and engaged in their community. Carpenter Hospice is pleased to be an active partner in our community movement. www.burlington.ca/en/services-for-you/Active-Aging-Plan.asp



2016 - 2017 BOARD OF DIRECTORS

Carpenter Hospice is grateful for the governance of our high performance Board of Directors.

The work of our board is incredibly valuable to the success of our organization. Thank you to each of our board members for their commitment to building a strong and effective organization. We appreciate their service and dedication to Carpenter Hospice now and their vision for the future.

Nigel Jacobs , Chair Francis Mackan , Past Chair Dave Dyson , Vice Chair & Treasurer & Chair, Finance Committee Janet Gadeski , Secretary and Chair, Governance Committee Don Osborne , Chair, Expansion Committee Peter Skoretz , Chair, Hike Committee	Mo Ali Graham Bentley John O'Brien Mae Radford Michelle Shilton Anne Swarbrick
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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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