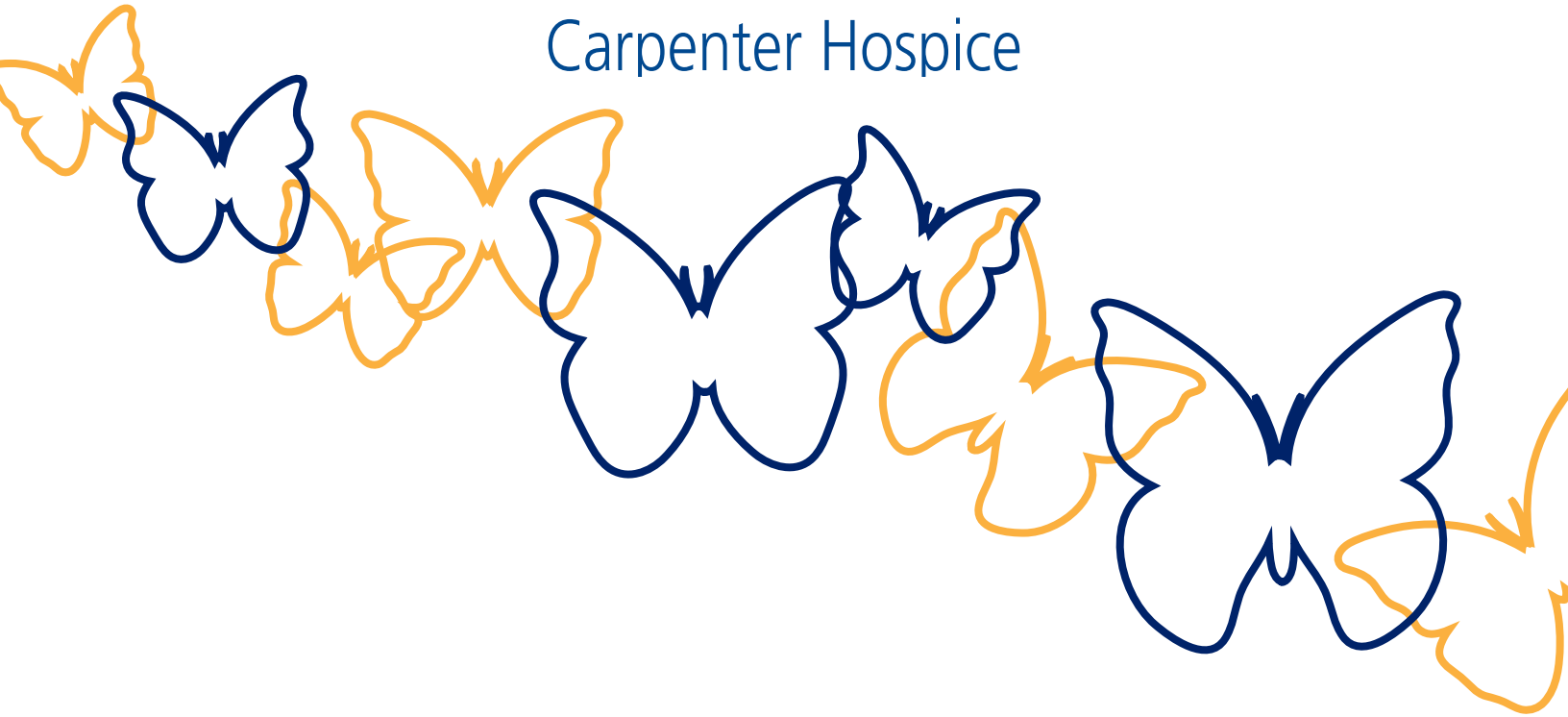




Carpenter Hospice



ANNUAL REPORT

May 2017 - April 2018





Carpenter Hospice

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

Built on the philosophy of *Making Moments Matter*, Carpenter Hospice is a home like no other. Since opening our doors in 2002, Carpenter Hospice has become an important palliative care resource for Burlington and the surrounding area. With an emphasis on living one's final days with grace and dignity, our staff and volunteers have been privileged to support more than 2,400 people in their end of life journey these past 16 years. We understand that palliative care is not just about someone's end of life. We also provide valuable support to those dealing with a life-limiting illness, or grief and bereavement. Our community-based services, such as our Supportive Care and Wellness programs, enable those individuals and their families to live well from the time of their initial diagnosis, through the stages of their illness and into family bereavement.

Our numerous achievements over the past 16 years are attributed to the combined efforts of many individuals. The commitment of our staff, volunteers, community partners and donors has allowed us to continue to offer our programs and services at no cost to the people who rely on us for their care and support.

While we are proud to celebrate our past, we are excited to look to the future. Now is a pivotal time in palliative care as the Burlington community is growing and of course, aging. Our Board of Directors has created a new five year strategic plan for the hospice. Our strategic planning process provided an opportunity to review our vision, mission and strategic directions. This plan ensures Carpenter Hospice will continue to be at the forefront in addressing the challenges and opportunities associated with improving the delivery of palliative care. The role of hospice is a vital component of the healthcare system. Our vision is to become the hub for palliative care in Burlington - a Centre of Excellence. Our goal is to develop a comprehensive, but not duplicated, range of programs and services that support the shift to hospice or in-home care throughout Burlington.

Carpenter Hospice has broken ground on a significant capital redevelopment project to bring our future vision to life - Our *Making Room* Redevelopment Project. Phase One of our *Making Room* project will include the construction of a new state-of-the-art ten suite resident wing. With our residents and families in mind, our vision is to provide a peaceful setting to live one's final days. Phase Two of the redevelopment project will repurpose Carpenter Hospice's existing space to establish a new Community Outreach Centre that will make our programs and services more accessible to the community.

We cannot achieve this vision alone. To make this important vision a reality, we will once again need our Burlington community. Our *Making Room* Redevelopment Project and Capital Campaign will ensure Carpenter Hospice will continue to provide the right care, at the right time and in the right place.

We know together, we can continue to *Make Moments Matter* for those who need us.

Thank you,

Nigel + Karen



Nigel Jacobs
Chair, Board of Directors



Karen Candy
Executive Director

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2017 - 2018 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

Dave Dyson, Vice Chair

Francis Mackan, Past Chair

John O'Brien, Treasurer and Chair, Finance Committee

Mae Radford, Secretary and Chair, Governance Committee

Don Osborne, Chair, Expansion Committee

Lawrence Leung, Chair, 2018 Hike Committee

Peter Skoretz, Chair, 2017 Hike Committee

Mo Ali

Graham Bentley

Donna Commerford

Janet Gadeski

Deanna Heroux

Brent Paszt

Anne Swarbrick

Michelle Shilton

philosophy of care

Hospice palliative care providers across Ontario are united in their philosophy of care. We recognize that when a 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.

Canadian Hospice Palliative Care Association's Model (2009)

CARING FOR OUR RESIDENTS

Carpenter Hospice is dedicated to offering quality palliative care delivered with compassion and respect. Our team uses a holistic approach to providing care at end of life. We hope to *make moments matter* for those who require our services.

The residential care area has 10 beds, all in private rooms, and has nursing and personal support staff available 24 hours a day / 7 days a week. Our residential care team is integral to enabling people to live life to the fullest in comfort. Our team is led by the Resident Care Coordinator and consists of Registered Nurses (RN's), Registered Practical Nurses (RPN's), and Personal Support Workers (PSW's), who work with our Intake Co-ordinator, hospice physicians and volunteers, to maximize quality of care.

Our RN's, RPN's and PSW's are leaders in compassionate care. Carpenter Hospice encourages our staff to take advantage of educational and professional development opportunities to ensure we are always at the forefront of best practices.

OUTREACH PROGRAMS

WELLNESS PROGRAM

For the past 11 years, our Wellness program has been providing psychological, emotional, and practical support to people in the Burlington community. The Wellness program is open to individuals in the community living with a life-limiting illness, and their care providers. We offer support in a friendly and caring setting, with a variety of therapies available to suit individual needs.

Local professional therapists volunteer their time and talents to make up our therapy team. All of our programs are offered free of charge and registration is required for any program. The demand for our programs continues to grow, and we are focused on continuing to expand to meet the growing needs.

The Wellness program includes:

- Aromatherapy Massage
- Art Therapy
- Coping Strategies Workshops
- Music Therapy
- Reflexology
- Reiki
- Restorative Yoga
- Resistance Circuit Training (RCT)
- Therapeutic Touch
- Walking Groups
- Legacy Work
- Self-reflection Workshops
- "Share Experience" Outreach Socials
- Knitting Group

New Initiatives

- This year we introduced a "Wellness Knitting Group" to help foster peer support through shared activity. We have received a very enthusiastic response from our participants; and in the spirit of giving back, some have started knitting infant hats to donate to newborns at the Joseph Brant Hospital.

New Guest Presentations

We continue to seek out and offer special presentations that cater to the needs of program participants.

- The Burlington Fire Department shared a presentation with our Wellness participants on fire safety in the home.
- The Poacher Ukulele Band performed toe-tappin' music at our summer lunch socials



Carpenter Hospice is so grateful to all the individuals and groups who share their time and talents with us!

Left, the Poacher Ukelele Band

SUPPORTIVE CARE PROGRAM

Our Supportive Care program offers compassionate, non-judgmental support to individuals and families dealing with a life-limiting illness or experiencing a loss.

The Supportive Care program continues to offer ongoing support through:

- 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
- Monthly drop-in bereavement support groups
- 8-week spousal loss support groups
- Celebration of Life services in May and December
- Ongoing support through information mailings and access to our library
- Educational workshops

New Initiatives

The program has also expanded to provide a 12 week walking bereavement group, which is offered twice a year.



Jackie Storer presenting at a "Lunch & Learn" session

MUSIC THERAPY PROGRAM

Music therapy in hospice care provides opportunities to explore how music can lessen the physical, emotional, cognitive, social and spiritual impact of illness, and improve well-being. Carpenter Hospice is proud to offer a leading innovative music therapy program.



Music Therapist Adrienne Pringle singing to a resident.

New Initiatives

- Partnered with Music Heals Canada to collect donated iPods and headphones. This project is part of the iPod Pharmacy program which was introduced by Music Heals in 2012, allowing our residents to use music to relax and provide a sense of comfort.

VOLUNTEER PROGRAM

Our volunteers are an integral part of the hospice team and the hospice recognizes these individuals who selflessly support us throughout the year. We truly couldn't do it without them!

This year a team of 244 individuals provided us with their time, energy and talents to support the hospice by contributing more than 20,500 hours of service. They assisted with all aspects of the daily hospice operations and provided invaluable support.

Our volunteers support the hospice in the following areas:

- Residential Care
- Reception
- Kitchen
- Wellness Program
- Supportive Care Program
- Flower Arranging
- Maintenance
- Gardening
- Administration
- Special Events & Fundraising

This year we welcomed 57 new volunteers to our team. These individuals participated in our 30 hour Palliative Care Training Course before beginning placement. This training consists of 13 online modules and 5 in-class training sessions. Throughout the year the hospice also holds additional educational opportunities for the volunteers.

New Initiatives

- In the Fall of 2017, Carpeneter Hospice launched our NCare pilot program. The acronym NCare stands for Navigation - Connecting-Accessing-Resourcing-Engaging. The objective of NCare is to provide early palliative support for individuals and their families living at home with advancing chronic illness; focusing on supporting individuals with a prognosis of approximately one year. The NCare program is delivered by trained hospice volunteers who specialize in interpersonal and resourcing skills. Once a participant is connected with a volunteer, they will be visited bi-weekly to assess the individuals' changing needs and provide appropriate support. This program is designed to give guidance and clarity during a very difficult time. To date, our NCare program has supported eight individuals with varying diagnoses.

AWARDS & RECOGNITION

June Callwood Award

Carpenter Hospice volunteer Jim Boyd, was honoured and named one of the 2018 June Callwood Circle of Outstanding Volunteers.

Jim has been a Carpenter Hospice volunteer since 2008, and he journeys with our Wellness Program participants as well as offers his compassionate skills and encouragement to those living with loss through our Supportive Care program.

The most recent past Carpenter Hospice recipients of the June Callwood Award include Louise Cochrane, Bob Martin and Daphne Collins.



Mae Radford, Director

Burlington 150 Awards

The office of Burlington MPP Eleanor McMahon put a call out for nominations for the Burlington 150 Awards, which recognizes the accomplishments of 50 women, 50 men, and 50 youths who have dedicated their time and talent towards community service in Burlington. Carpenter Hospice was pleased to nominate nine of the award winners.

Victoria Finley, Youth Volunteer
Shawn Patrick, Youth Volunteer
Kate Smith, Youth Volunteer
Emma Ward, Youth Volunteer
Taylor Ward, Youth Volunteer
Kennedy Boyd, Youth Volunteer
Karen Candy, Executive Director
Charlene Cheng, Wellness Program Coordinator
Angelo Paletta, past Board Chair

Burlington's Best Awards

Burlington's Best Awards is a recognition event that honours Burlington's most outstanding citizens. This year one of our Board of Directors, Mae Radford, was recognized as Senior Person of the Year.

IMPACT SUMMARY

6,529

Donations made to Carpenter Hospice

362

Wellness Program sessions

172

Residents spent their final days at Carpenter Hospice

418

Music Therapy sessions

52

Grief and Supportive Care Group sessions

127

Number of Wellness Program participants

2,798

Total # of Resident days at Carpenter Hospice

45

Hospice Employees

16

Days, average length of stay

244

Volunteers

46

Internal & Third Party special events held in support of Carpenter Hospice

179

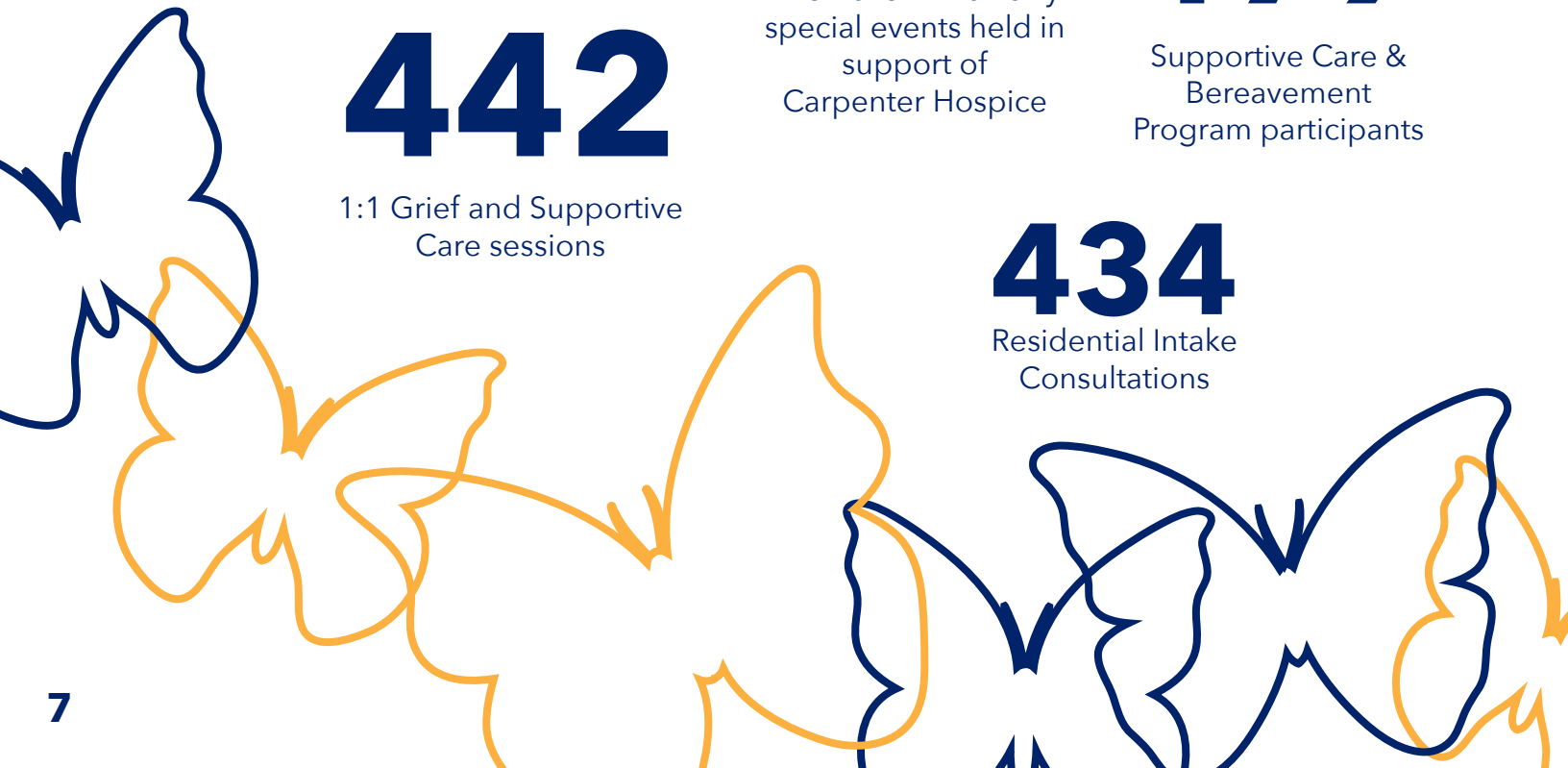
Supportive Care & Bereavement Program participants

442

1:1 Grief and Supportive Care sessions

434

Residential Intake Consultations



STRATEGIC VISION



Carpenter Hospice

MAKING MOMENTS MATTER **IN OUR COMMUNITY**

LEADER IN INTEGRATED & COLLABORATIVE SYSTEM

- Enable System Navigation
- Improve Access to Care
- Identify Collaborative Opportunities
- Meet Changing Cultural Needs

EXEMPLARY EXPERIENCE

- Enhance Resident Facilities
- Enhance Volunteer Engagement
- Expand Outreach Programs

SUSTAINABILITY & HEALTHY COMMUNITY INITIATIVES

- Build Community Awareness
- Lead the Compassionate City Charter Initiative
- Develop New Fundraising Opportunities

STRATEGIC VISION

To be an integral part of a caring and collaborative community that provides compassionate care for everyone on their palliative journey when and where needed.

ORGANIZATIONAL EXCELLENCE

- Strong Governance
- Enhance Organization Structure
- Plan for Future Needs
 - Support Staff Development
- Measure Quality Outcomes

SUPPORT ADVANCEMENTS IN PALLIATIVE CARE

- Extend Education Initiatives
- Support Collaborative Research
- Develop Best Practices

MISSION

Carpenter Hospice is a Centre of Excellence providing residential and community-based palliative care that, in collaboration with community partners, enables Burlington residents and their families to experience a personal, dignified and meaningful palliative journey.



BURLINGTON COMPASSIONATE COMMUNITIES

Carpenter Hospice continues to spearhead the Compassionate City Charter initiative. As a Compassionate City, we strive to strengthen our social fabric so our palliative citizens are well supported by families, friends, neighbours, social agencies, and volunteers. Supporting our neighbours and friends who are dealing with caregiving, death, dying, loss, grief and bereavement not only improves their ability to cope with the emotional and physical demands, but improves their quality of life.

As part of this initiative, Karen Candy, Executive Director of the hospice, writes a monthly article included in The Burlington Post titled ***Making Moments Matter***. Karen has covered topics such as *“When is the right time to consider palliative care?”*, *“Reducing Palliative Care Stigma”*, and *“How volunteers can help families navigate health care resources and services”*. Read her articles online on Inside Halton.

SHARING OUR EXPERTISE

Students

- We are proud to be a teaching hospice, and routinely welcome medical and nursing students. We share our expertise and experience in pain and symptom management, and provide opportunities for students to practice establishing therapeutic relationships and excellence in team collaboration. This past year, we were delighted to have a practical nursing student and a BScN nursing student complete their placements at Carpenter Hospice.
- Carpenter Hospice is proud to offer clinical internships for music therapy students. This year we celebrated our sixth intern to complete their clinical hours at the hospice.

Community Partnerships

- We partnered with CalaCare Home Health Care Services, to offer six of their employed nurses the opportunity to attend a guided practical experience at Carpenter Hospice. Participants engaged with our clinical team members to enhance their knowledge, skills and competency to provide palliative care in client's homes. Since hosting this experience, others in the community have expressed interest in having the same opportunity, including members from St. Elizabeth Nursing Agency.
- Our Resident Care Coordinator, Lynn Varga, is also a committee member on the Burlington Community Nursing Education Committee. This is a four member committee that has been in existence since 2014. Other members include the Palliative Care Consultant from Acclaim Health, a visiting nurse from ParaMed Agency and a Palliative Case Manager from the LHIN.

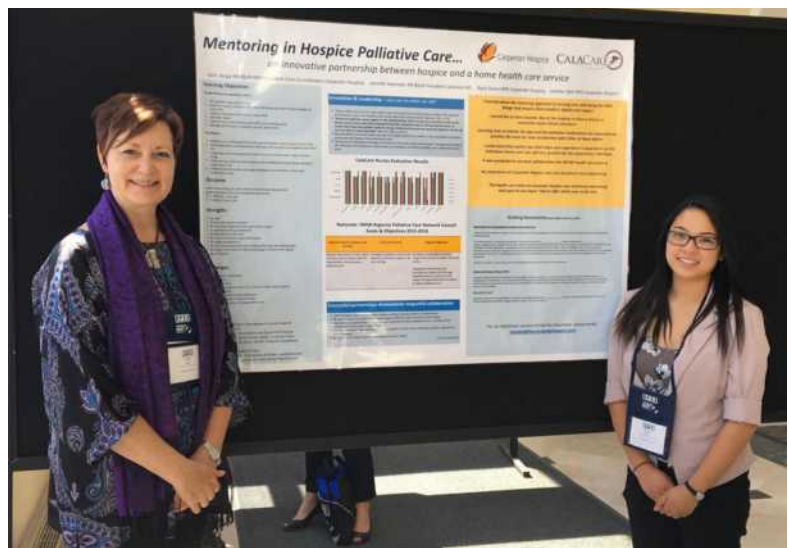
- Each year, we partner with Smith’s Funeral Home, for their annual Candle Memorial Service.
- Provided music for Smith’s Tree Dedication Ceremony in collaboration with Smith’s Funeral Home and the Bruce Trail Conservancy.



Smith’s Tree Dedication Ceremony

- As part of the Burlington Community Nursing Education Committee, we hosted three one-hour “Lunch & Learn” sessions at Carpenter Hospice, sharing best practices in palliative care. These workshops were offered to hospice nurses, home care nurses, and long-term care nurses throughout the region.

- Our Supportive Care Coordinator, Jackie Storer, conducted five one-hour lunch time sessions at various organizations to provide training on dealing with grief and bereavement in the workplace. This series aims to create a stronger connection of services and support networks for those experiencing loss in the Burlington community.



Lynn Varga, RN & Resident Care Coordinator, and Kariz Sisson, RPN, who offered a poster presentation on our mentoring initiative at the Hospice Palliative Care Ontario (HPCO) annual conference in April.

FUND DEVELOPMENT

At Carpenter Hospice, we are thankful for our community of supporters, donors and friends. The outstanding support received enables us to continue offering compassionate care to those who need it most, and we are truly grateful. Our donors have been integral to our success and allow us to meet the needs of hospice palliative support in the Burlington community.

Our development team continues to provide a variety of ways for Carpenter Hospice donors to have a lasting impact on the residents and families that we care for.

Special Events

Close To Our Hearts Gala

Our gala, held annually in February, was themed "Casa Calabria"- a vibrant Italian theme and the evening epitomized the saying "Mangia bene, ridi spesso, ama molto" (Eat well, laugh often, love much). The event raised more than \$240,000!

Hike for Carpenter Hospice

The 9th Annual Hike for Carpenter Hospice took place in May 2017. Our 454 hikers raised just over \$99,000 for the hospice through their pledges and fundraising efforts. We are overwhelmed by the continued support from our community.

1st Annual Carpenter Hospice Golf Tournament

Following the incredible success of the Margie Livingstone/Spyrou Charity Golf Tournament, Carpenter Hospice held their first annual golf tournament in September 2017. The event was a huge success, gathering 132 golfers to help raise over \$47,000.

Third Party Events

Over 40 Third Party events and initiatives were held in the community this past year in support of Carpenter Hospice. These community led fundraising events, big or small, help us both financially and to raise awareness in our community about what we do. We are grateful for the families, teams, service clubs and businesses who organize these events on our behalf.

In-Memoriam Donations

A gift to Carpenter Hospice makes a direct impact on the lives of our residents, palliative community clients, caregivers and bereaved. 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.



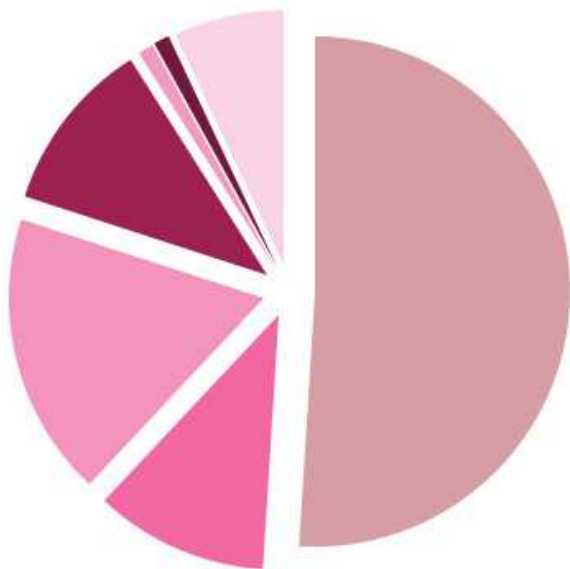
Annual Fund

Our Annual Fund brought in \$285,000 for Carpenter Hospice this year. Each year, we showcase 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.

Thanks to the generosity of our donors, we are able to provide services free of charge to those in need. This is why every dollar we receive from corporations, small businesses, service clubs, faith organizations, individuals, families, foundations, special events and volunteers is appreciated and valued.

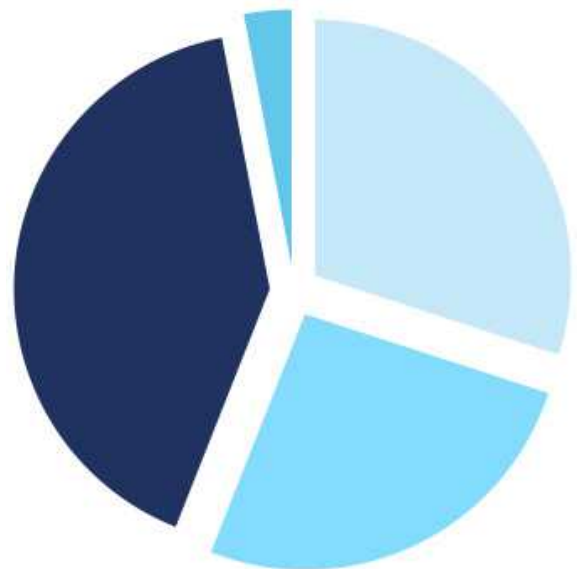
We couldn't do it without you... Thank You!

2017-2018 FINANCIALS



EXPENSES

- Clinical Care 51%
- Operations, Maintenance & Supplies 11%
- Staff Salaries 18%
- Fundraising 11%
- Insurance & Professional Fees 1%
- Training & Education 1%
- Outreach Programs 7%



REVENUES

- Donations 30%
- Fundraising 26%
- Designated Revenues 41%
- Interest & Other 3%

Making Room

R E D E V E L O P M E N T P R O J E C T

Carpenter Hospice is *Making Room*. We are committed to supporting those needing palliative care by enabling them and their families to live well from the time of their initial diagnosis through death and bereavement.

Construction of Phase One began in the fall of 2017 on our new 10,000 sq ft. addition. This new state-of-the-art ten suite resident wing was designed with residents and their families in mind. In the expanded suites, residents will enjoy greater privacy and comfort. We are excited that each resident will have direct access to our tranquil gardens. Each new suite will feature wide patio doors opening onto a private terrace so we can move our residents' beds outside to enjoy nature.

Following the completion of Phase One, Phase Two of the redevelopment will repurpose our existing space to establish a new Community Outreach Centre which will make our programs and services more accessible to our community. Through expanded outreach, we will help enhance palliative care supports by offering people more options when living with a life-limiting illness.

Although weather dependent, current construction timelines indicate both phases should be completed by Fall 2019. We continue to work with key partners like Chamberlain Architect Services, and Branthaven Homes.

Through this project, we will continue to deliver care, compassion and hope so people are able to live their final days as they wish.

“Carpenter Hospice recognizes the increasing importance of palliative care as our Burlington population ages. [Through redevelopment] we can continue to build on the exceptional care our residents currently receive.”

Nigel Jacobs, Chair, Board of Directors

CAPITAL CAMPAIGN

At Carpenter Hospice we know *Making Moments Matter* is important. An environment filled with care, kindness and compassion is key in creating those moments. While we are committed to providing these priceless moments, creating the space needed for this comes at a cost. Our Making Room project is a \$6 million investment in our Burlington community. Through the generosity of our donor community over the years and strong fiscal management/stewardship by our executive leadership, Carpenter Hospice can invest \$3 million of our reserve fund into this \$6 million project. The remaining \$3 million will be secured through a capital campaign. Together with private philanthropic support, our *Making Room* Redevelopment Project will allow Carpenter Hospice to meet the growing needs of our community. The *Making Room* Capital Campaign will officially launch the fall of 2018.

Strong leadership is the cornerstone to a successful capital campaign, and to that end we have selected a group of prominent community members to form our Making Room Campaign Cabinet. This group of Board members, community members and hospice staff represent a cross section of our community and will provide strategic direction, advice and guidance as we work towards achieving our goal.

Meet the Campaign Cabinet

Mayor, Rick Goldring, Honourary Chair
Steve Stipsits, Chair
Dave Dyson
Mo Ali
Brent Paszt
Anne Swarbrick
John O'Brien

Paddy Torsney
Cheryl Goldring
Don Smith
John Mulholland
Karen Candy
Nigel Jacobs
& Supporting Staff



*Left to right, back row: Paddy Torsney, John O'Brien, Nigel Jacobs, Dave Dyson, Brent Paszt;
Front row: Cheryl Goldring, Andrea Royers, Cassandra Benard, Marlene Hamilton, Karen Candy, Mo Ali;
Absent from the photo: Rick Goldring, Steve Stipsits, Anne Swarbrick, Don Smith, John Mulholland*

STAFF DIRECTORY

Karen Candy MA
Executive Director

Betsy Rouw
Administrative Assistant &
Board Recording Secretary

Laurie Smith RN
Intake Coordinator

Lynn Varga BScN, MEd,
CNCC(C), RN
Resident Care Coordinator

Jackie Storer SSW
Supportive Care Coordinator

Stephanie Bruck
Coordinator of Volunteers

Charlene Cheng RN
Wellness Program Coordinator

Dolly Skelton PSW
Wellness Program Assistant

Marlene Hamilton
Bookkeeper

Angela Marlatt
Development Coordinator &
Capital Campaign Manager

Dana Rushak
Development Assistant &
Grant Writer

Kara Thompson
Donor Database and Records
Specialist

Adrienne Pringle MMT, MTA
Music Therapist

EXTERNAL 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: promoting access to high quality palliative care for all Canadians through advocacy, partnerships, and physician education.
www.cspcp.ca

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

Canadian Virtual Hospice: 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

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



Carpenter Hospice

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Charitable Registration Number:
86312 1125 RR0001

