

2020 | 2021 IMPACT REPORT



Carpenter Hospice

Together, Even When Apart

The annual Hike for Carpenter Hospice looked a little different this year. Even though we could not meet in person, the community came together to walk, remember, and support hospice palliative care in Burlington.

Over 120 people chose to participate in their own personal way and raised over \$58,000. Memories and photos were shared and we are very thankful for your support.

In addition to our Hike, and with the generous support of the City of Burlington, we hosted a virtual Butterfly Release event. Over 14,000 people joined the link as together, we watched the virtual butterflies being released into the evening sky. It was a beautiful tribute.



With support from
the City of Burlington

Home Away From Home



Brody and Grandpa Doyle

Your generous support and commitment have ensured that our community has a hospice where quality of life is the primary focus. Everyday our care team finds solutions for our residents, their families, and caregivers from the moment they walk through our doors. We are here making moments matter, and we are so thankful that you are too.

Thank you for your support of the new: Angelo and Darlene Paletta Care Wing

The leadership and transformational support from Angelo and Darlene Paletta, through their gift of **\$750,000**, inspired so many others to step forward and ensured that our vision for the new wing became a reality. **You are part of that vision.**

Our hospice now includes the addition of a well-designed **new wing with 11-bedroom suites**, a **centralized nursing care station**, **spa room**, and **quiet rooms** where our families and caregivers can find some relaxation and much-needed space to simply exhale.



Your gifts have helped us to greatly improve care options. We now have **bigger bedrooms** that provide additional space for family members to stay overnight. Rooms that are **bright and beautiful** with large doorways to our outdoor gardens so residents and their loved ones can enjoy the peaceful, **calming comforts of nature.**

This is a **home away from home.** Thank you for making it all possible.

“ Together, we have created a new hospice in Burlington that is the best in the world. As we look forward and progress further, Carpenter Hospice is well-positioned to provide expanded supports and services to the community. Now is the time for more people to reconnect, stay connected, and get connected, and be a part of this amazing family.

” - Angelo and Darlene Paletta

With You

Every Step of the Way

Compassion and understanding extends well beyond the death of a loved one. We understand the unique and personal emotions that family members and caregivers experience. We are here every step of the way.

There is no way to know how you will cope with the loss of a loved one. Grief is powerful, and it is personal. Our **Bereavement and Supportive Care** programs offer one-to-one and group support with the space to express feelings and cope with emotions.

Our **Wellness Program** offers a support system to those in our community who are experiencing a life-limiting illness

with restorative yoga, music therapy, meditation, and discussion groups.

Quality of life is what hospice is all about.

Your support of Carpenter Hospice makes all of this possible. Understanding and compassion is extremely important for our residents, their family members and their caregivers. Thank you for your compassion and commitment to Carpenter Hospice. Your gifts ensure that we are their home away from home. For that, we are incredibly grateful.





Memorable Moments

This past February, I received devastating news. My dad was diagnosed with terminal cancer. When I heard those words I felt like my heart had stopped and I knew that my world would forever be changed. Our doctors discussed hospice care and described a lovely place where they said my Dad would receive the best care. They described Carpenter Hospice.

He spent three weeks at the hospice and I couldn't have asked for better care. Everyone, from the nurses and doctors, to the staff and volunteers treated us with the utmost care and respect and even made sure that my dad got to enjoy all of his favourite foods! A memory I will cherish is on the day of my nephew's wedding, they helped dress my Dad in his finest so he could celebrate the day and participate in the service over Zoom.

The day he died, my Mom was right by his side—the very thing my Dad wanted.

Carpenter Hospice is a compassionate and supportive place and it was our home during those three weeks. My heart continues to be filled with gratitude to everyone at the hospice for the gift of time and special moments they gave to me and my family through such a difficult journey. We are so thankful.

When someone you love is seriously ill, it affects you in a profound way. Carpenter Hospice provides support and guidance and brings together a team of people with special skills who take the time to understand the resident's needs and their wishes.

But without you, none of this would be possible. Even through a world-wide pandemic, you continued to stand beside us. With your generous support we were able to provide care to all who needed it, at no charge. When you or your loved one is at end-of-life care, you don't want to think about what it costs or how you will

manage. Because of you, they never have to worry about those details. Their focus remains on living out their remaining time surrounded by a team of empathetic nurses, doctors, personal support workers, staff, and volunteers, all working together to provide the special, compassionate care that they need.

In spite of the pandemic, and with your help this past year, we were able to support **89** residents and their caregivers with safe, in-person hospice care. For that and so much more, **we say,**
Thank You.

Our Hospice Heart and Soul

Carpenter Hospice is so fortunate to have the support of its dedicated volunteers who bring compassion and kindness to all the work they do. They are a critical component of all the services we provide and are the heart and soul of the hospice.

In 2020, our strong team of **40** compassionate volunteers contributed over **5,527** hours of their time and hospice staff contributed over **24,700** hours. Our focus remains on ensuring that everyone who walks through our doors receives the attention and comfort they need.



The Love of Family

The idea and concept of a hospice was new to Tania and her husband Charles. But when Tania's father

Raj needed end of life care, it was recommended that they come to Carpenter Hospice. "Our children were quite young at the time, but everyone at the hospice made them feel so comfortable and welcome. It was our home away from home. Everyday, we were in awe of the care that we received for my father and for our family", said Tania. That was 2005, and by 2006, Tania was volunteering at reception for the hospice and her husband Charles, a wonderful chef, was creating incredible meals in the kitchen. Now, 15 years later, their children Tiana and Caymen have joined their parents as volunteers at the hospice.

Community Spotlight Burlington Oldtimers Hockey Club

The Burlington Oldtimers Hockey Club is built on a strong tradition of volunteering and giving back to their community. But 2020 was a different year for the club, and the pandemic did not allow them to operate their hockey club in the same capacity. That did not stop them from continuing to support our hospice. As avid, long-standing supporters of Carpenter Hospice, they donated a portion of their refunds from their winter season and gifted over \$12,900 to our hospice. Thank you, Burlington Oldtimers Hockey Club. You are our hospice champions.



Thank you for your passion and dedication. You are helping families and caregivers during a profound time. Death is part of life's journey. But with your generous support, our care does not end with the death of a loved one. We understand the impact a life-limiting illness has on everyone, and we know how to help.

Your donations allow us to do just that.

During COVID-19, we offered our Bereavement and Wellness programming virtually with the following outstanding results:



230 Zoom Hours



660 Participants



62 Weekly Wellness Updates



11 Wellness Volunteers

2021 Carpenter Hike for Hospice:



120 Hike for Hospice participants



14,000 joined the Virtual Butterfly Release



\$58,000 raised

Dedication of our volunteers:



40 volunteers contributing **5,527** hours

Through your commitment, we provide a resident-focused approach to care from the time a life-limited diagnosis is received, to wellness and outreach, and bereavement support programs for the family members.

In 2020, our world faced a pandemic. Ensuring the health and safety of our residents, families, volunteers, and staff was, and continues, to be vitally important.

Thank you for being a part
of our hospice family.



Carpenter Hospice

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