



# Embracing Life

**REPORT TO THE COMMUNITY**

**2014-2015**

*Beth Donovan*  
**Hospice**

## BOARD OF DIRECTORS 2014-2015

### EXECUTIVE

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Carolyn McDonald, Secretary/Treasurer

### DIRECTORS

Sue Walker, Fund Development

Mark Dayneka, Volunteer Services Advisory Committee

Pat Dobosz, Volunteer Services Advisory Committee

Barb Tobin, Marketing & Communications

Deron Johnston

Dawn Latourell

Greg Lane

### HONORARY MEMBERS

W.S. Garland (Deceased)

Murray Campbell (Deceased)

## SUPPORTED BY:

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Grenville Community Futures  
Development Corporation



Supported by the Government of Canada  
through the Federal Economic Development  
Agency for Southern Ontario



## Mission Statement

Bringing hope and healing to the community through compassionate support and end of life care.

## Vision

"Embracing Life"

Beth Donovan Hospice provides compassionate support and professional care to individuals and their families as they journey through the challenges of life-limiting illnesses and end-of-life transitions.

Whether in a home or hospital setting, the experienced staff and trained volunteers of Beth Donovan Hospice give of themselves to ensure that the families receive the assistance, support and guidance they need.

Founded through the compassion and vision of generous volunteers, Beth Donovan Hospice has been providing services to the community for over 23 years in the North Grenville-Manotick-Merrickville catchment including surrounding rural areas. Beth Donovan Hospice will continue to create in a client's home, a place where the people of our community, together, experience a living spirit of compassion, hope and healing.

We will continue to create a place where dignity, humanity and the holistic well-being of each person is celebrated in community – a place where people may live, even though they die.

Samples  
of Hugh's  
paintings



# Client Profile

Hugh Deighton was born on December 4th, 1929 in a log cabin in Dawn Township, Lambton County. He was the fifth of six children. According to the family lore, his mother went into labour at midnight on a cold winter night while she was outside cutting wood with a crosscut saw. Hugh was born shortly after, weighing a whopping 12 pounds. Of his two brothers and three sisters, Hugh is the only remaining sibling.

He grew up on the family dairy farm and was home-schooled with his siblings until Grade 6 by his mother, who was a school teacher by training. Hugh took over the family farm at age 25. He always loved to keep and ride horses, and at one point had seven on the farm! So fond was Hugh of these graceful and powerful animals, that he would use horse power in place of machinery at every opportunity. Hugh always had a pony waiting for neighbourhood children to ride and one for his own children while they were growing up.

In his earlier days, he was fond of gardening and derived a lot of satisfaction from growing his own food. Nowadays Hugh enjoys watching television and movies, spending time with loved ones, and hosting guests in their home. Hugh has a wide range of interests and has been painting as long as he can remember. His favourite subjects to paint are farm scenes and animals. One of his pieces called "Spring Plowing" won first prize in the Family Herald art competition. The Dieghton home, with its warm atmosphere and beautiful gardens, is full of artwork including many pieces by Hugh.

Hugh and his wife Shirley are both loving parents and grandparents. They raised four children and have 13 grandchildren now! Hugh described his family as close knit; they love to spend time together and enjoy meals together. He proudly says, "There's not a bad one in the bunch".

Hugh and Shirley have been married for 46 years. In their years as a married couple, they've lived all over southern Ontario – from east to west. Wherever they moved, they maintained a dairy farm, before finally saying goodbye to the farming life and settling in Kemptville, which they've called home for nearly 10 years. Hugh has a strong faith and was active in his church as a singer and Sunday school teacher.

Hugh's talent for singing was widely acknowledged and he was sought after to perform at weddings, funerals and worship services. One of his favourite hymns is "What a Friend We Have in Jesus" by Joseph Scriven.

Shirley lovingly said of Hugh: he is a stubborn Scotsman, very smart, extremely clever, and not angry often. He is incredibly gentle and not skimpy with praise. He is accepting, doesn't clamour for more and is contented by nature. And as his paintings demonstrate, Hugh is highly artistic with very good taste.

Hugh has been client of Beth Donovan Hospice since 2013. An in-home volunteer provides weekly companionship for Hugh and, at the same time, respite for Shirley. Sandy, the volunteer, was visiting every Sunday. Hugh enjoyed his company and they bonded over their mutual love of horses. They would spend time together at home while Shirley attended church service, which is something especially important to her. When the volunteer recently had to take a leave of absence, two new volunteers gladly stepped in to fill his place until he could return.

Hugh and Shirley remarked that they "really appreciate the work of BDH." They added, "It's wonderful to be about to go out and do the things I enjoy when I want to. It is good to know there are people out there who care. We appreciate all that volunteers do for us." They concluded by saying that they wish more people knew about the hospice and the help it can provide.



# Staff

## STAFF LIST AND CONTACT INFO

Our direct number is 613-258-9611

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Hospice Chaplain  
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"The strength of the team is each individual member. The strength of each member is the team."

– Phil Jackson

# Leadership

Looking in the rearview mirror, 2014 represents a watershed period in the development of Beth Donovan Hospice. Over the past 12 months, we've marked important advancements in our Strategic Plan, building on the progress of the last five years. Beth Donovan Hospice has worked successfully to accomplish the goals outlined in the Strategic Plan, and in particular, we took steps to:

- Engage with our community: Over a four month period, we undertook a feasibility study to help determine the next growth steps for our organization. A critical piece of this study was to engage our community partners, volunteers, stakeholders, supports and staff to assist us in ensuring that the study was as representative of the needs of our community as possible.
- Build our organizational capacity to develop and manage our service quality, external relationships, staff and volunteers, finances and other resources.

Beth Donovan Hospice has remained focussed and committed to these goals through significant organizational change throughout the year, as we welcomed new staff and volunteers and established new committees. With this commitment firmly entrenched, we look forward to the possibilities for further innovation, growth and increased impact in our catchment area! Our focus for the future is three-fold:

- 1) Strengthen our relationships and create new partnerships within our community.
- 2) Continue to expand our current services and enhance our human capacity while providing the highest quality of service to all of our clients and families.
- 3) Determine the goals for the next three to five years for Beth Donovan Hospice in collaboration with the community.

Our achievements in the previous year and our objectives for the year ahead would not be possible without the support of the greater community: our funders, sponsors, donors, partners, volunteers, families, and staff. To all these supporters, we offer our sincerest appreciation for your ongoing dedication to Beth Donovan Hospice.

Together, we are ensuring that people can access hospice services right here in their own community, free of charge, and when the services are needed the most. We are truly humbled by the outpouring of support that we see each and every day and it inspires us daily as we continue to serve the needs of individuals and the community at large.

— Message from

Sue Walker,  
Interim Board Chair

Dawn Rodger,  
Executive Director



# Statement of Financial Position

## BETH DONOVAN HOSPICE

### Balance Sheet

March 31, 2015, with comparative figures for March 31, 2014

	General Operating Fund	Building Fund	Donations and Fundraising Fund	2015	2014
<b>Assets</b>					
Current assets:					
Cash (note 2)	\$ 28,225	\$ 2,916	\$ 1,264	\$ 32,405	\$ 21,709
Investments (note 1 & 3)	-	46,042	295,350	341,392	100,408
Accounts receivable	20,800	-	-	20,800	-
HST recoverable	4,712	-	-	4,712	5,294
Inventory	855	-	-	855	-
Prepaid expense	1,894	-	-	1,894	2,290
Interfund transfers	-	-	14,432	14,432	23,699
	56,486	48,958	311,046	416,490	153,400
Capital assets (note 4)	58,967	-	-	58,967	63,999
	\$ 115,453	\$ 48,958	\$ 311,046	\$ 475,457	\$ 217,399
<b>Liabilities and Net Assets</b>					
Current liabilities:					
Accounts payable	\$ 37,640	\$ -	\$ -	\$ 37,640	\$ 46,950
Source deductions payable	3,887	-	-	3,887	3,440
Interfund transfers	14,432	-	-	14,432	23,699
Scheduled repayments of long term debt (note 6)	-	-	-	-	9,000
	55,959	-	-	55,959	83,089
Deferred capital contributions (note 5)	49,516	-	-	49,516	53,818
Deferred contributions	7,409	-	-	7,409	7,409
	112,884	-	-	112,884	144,316
Net assets:					
Unrestricted net assets	2,569	-	311,046	313,615	24,478
Restricted net assets	-	48,958	-	48,958	48,605
	2,569	48,958	311,046	362,573	73,083
	\$ 115,453	\$ 48,958	\$ 311,046	\$ 475,457	\$ 217,399

# Statement of Operations & Net Assets

## BETH DONOVAN HOSPICE

Statement of Operations and Net Assets

March 31, 2015, with comparative figures for 2014

	General Operating Fund	Building Fund	Donations and Fundraising Fund	2015	2014
<b>Revenues:</b>					
Government contributions	\$ 251,739	\$ -	\$ -	\$ 251,739	\$ 141,839
Government - one time	4,247	-	-	4,247	5,075
Grants	15,485	-	-	15,485	36,409
Donations (note 3)	-	351	293,269	293,620	17,408
Fundraising	-	-	49,265	49,265	58,866
Interest	-	76	948	1,024	409
Other	370	-	-	370	3,561
Amortization of deferred capital contributions	14,660	-	-	14,660	8,825
Transfer from donations and fundraising fund	49,565	-	-	49,565	69,973
	336,066	427	343,482	679,975	342,365
<b>Expenditures:</b>					
Advertising and promotion	4,729	-	-	4,729	6,290
Amortization	17,027	-	-	17,027	11,335
Bank charges and interest	950	74	300	1,324	1,426
Feasibility study	22,111	-	-	22,111	-
Fundraising	-	-	13,480	13,480	12,364
Government - one time	4,424	-	-	4,424	5,198
Insurance	3,287	-	-	3,287	2,767
Memberships and dues	875	-	-	875	1,235
Miscellaneous	1,814	-	-	1,814	5,156
Office	6,342	-	-	6,342	5,623
Professional fees	9,841	-	-	9,841	13,100
Program expenses	9,401	-	-	9,401	21,731
Rent	12,845	-	-	12,845	12,000
Repairs and maintenance	3,093	-	-	3,093	1,788
Salaries and benefits	216,399	-	-	216,399	156,015
Staff training	2,113	-	-	2,113	-
Telephone and utilities	7,496	-	-	7,496	5,546
Travel	2,432	-	-	2,432	3,849
Vehicle	636	-	-	636	-
Volunteer recognition	1,251	-	-	1,251	658
Transfer to general fund	-	-	49,565	49,565	69,973
	327,066	74	63,345	390,485	336,054
Excess of revenues over expenditures	9,000	353	280,137	289,490	6,311
Net assets - beginning of year	(6,431)	48,605	30,909	73,083	66,772
Net assets - end of year	\$ 2,569	\$ 48,958	\$ 311,046	\$ 362,573	\$ 73,083

# Client Services

## Counselling

The Beth Donovan Hospice's (BDH) Counselling Program offers a wide variety of services to the community. These include grief and bereavement counselling in individual, couple and group formats, home visits, grief and bereavement workshops, volunteer grief and bereavement training and support, critical incident debriefing, and educational presentations on the subject of grief and bereavement in diverse populations, trauma and compassion fatigue.



Our services are available to all those in our catchment area who have been diagnosed with life-limiting illness, their caregivers (whether family, friends or other members of their circle of care including but not limited to health care professionals), as well as anyone who has experienced human loss.

### HIGHLIGHTS

- Continued partnership with Yorkville University's Master of Counselling Psychology program (MACP)
- Introduction of a Bereavement Peer Support Training program trained 12 volunteers through this specialized training delivered either on-site by our hospice counsellor or Bereaved Families of Ottawa.
- "The BDH Companion Walk"; a volunteer-led activity designed to assist bereaved people in getting fresh air and gentle exercise supported by others living in grief. Unfortunately, this initiative was discontinued after 2 months given lack of community participation.
- Two "Surviving the Holidays" bereavement workshops with an average of 8 participants per session.
- Two spousal bereavement groups with an average of 6 attendees per 8 week session.

Numerous community outreach presentations were delivered throughout the fiscal year including a seminar on "Children and Grief" which was delivered to over 40 Youth Services Workers with the Upper Canada District School Board.

- Two "Bereavement and Self-Care" workshops to Personal Support Workers in training with the Upper Canada District Catholic School Board
- a presentation on "Compassion Fatigue" to the Kemptville District Hospital during Nurses' Week
- presentation of the Champlain Bereavement Plan (initially authored by Suzanne Duc) during National Palliative Education Day, and ongoing grief and bereavement training to BDH volunteers and staff.

Community outreach services were also extended to offer critical incident debriefing to local business in addition to hospice staff and volunteers.

### FUTURE DIRECTIONS

We plan to structure group programming so that groups are run quarterly and address the specific grief needs of diverse populations, including:

- needs for a loss of adult child
- loss of mother (for women only)
- loss to suicide groups

We also plan to create an inventory of online grief resources specific to grief and bereavement.



"There is a sacredness in tears. They are not the mark of weakness, but of power. They speak more eloquently than ten thousand tongues. They are the messengers of overwhelming grief, of deep contrition, and of unspeakable love."

– Washington Irving

# Client Services

## Day Hospice

### FIRST ANNIVERSARY REPORT

Our day program has been operating for a year now and we are very pleased to report on the positive results. The client feedback has been extremely constructive and encouraging and the frequent comment is that it is the “highlight of their week!”

We have served 13 clients over the past year, as they face and live with a range of life limiting conditions and terminal illnesses. Every Thursday, clients come together for a day of support and a break from their normal routine. For many, this is the only time they get out during the week other than for medical appointments. It is also a time for their caregivers to have some respite and look after themselves, secure in the knowledge that their loved ones are in good hands.

The program is led by a Registered Nurse and we have an especially dedicated and talented group of 7 volunteers who happily give their time each week to make our clients’ day a special one.

We’ve had an average of 7 clients attending the program since we began and our experience tells us we would be able to care for about 8-9 clients. Future plans might include offering a second day hospice during the week, as the program develops and grows.

The centrepiece of our day together is a delicious, home-cooked meal prepared by our team of volunteers. The ever-changing menu is a culinary delight and is to be admired. At day hospice, some regular highlights are birthday celebrations, musical performances, artists, art therapy and complementary therapies (like massage and reflexology to name only two). We continually seek to expand our activity roster and offerings. Importantly, when we lose someone who has attended our program, we pause and honour those who’ve died with a special candle lighting ceremony: we remember them.

We also provide transportation for clients to attend day hospice and medical appointments. We are incredibly fortunate to have received a van donated to the hospice by Jim Perry Motor Sales. We drive about 4-5 clients each week to the program and the van has enabled many vital trips to appointments.

Finally, we also act as advocates for these clients and help, in a variety of ways, to fill gaps that exist in the healthcare system. For example, this may involve contacting their case coordinators or physicians or providing information on community resources, funding or medical equipment.

It has been a remarkable and tremendously positive first year of operation. Thanks to all those involved in making this a successful program.



# Client Services

## Home-Visiting, Equipment Lending & Volunteers

### HOME-VISITING

Our visiting program provides in home volunteer, non-medical support for individuals and their care givers who are living with a life-limiting illness. Our home-visiting volunteer deliver practical, emotional, and psycho-social support.

From April 1, 2014 to March 31, 2015

- We served 201 Palliative Clients – *compared to 101 in 2013/2014*
- We received 116 new referrals for Palliative clients – *compared to 113 in 2013/2014*
- 28 Clients died during this time – 50 % died in their homes – *compared to 31 in 2013/2014, with 51% dying in hospital*
- Clients received an average of 62.5 hours of service each – *compared to 60.6 in 2013/2014*
- 85 Clients were matched with visiting volunteers – *compared to 56 from 2013/2014*

This year a total of 1600 volunteer hours were contributed to in-home visiting alone!  
*(Compared to 1358 hours to home-visiting in 2013/2014)*

### EQUIPMENT LENDING

Our equipment lending program has seen huge growth. Over the past year we loaned equipment to 121 clients! This program often serves as an introductory point to Beth Donovan Hospice, and many equipment lending clients go on to access our other services.



### VOLUNTEERS



Volunteers are essential to the success of our organization and are a source of inspiration, dedication and innovation.

Over the past year, there were a total of 89 active volunteers, who contributed an average of 60 hours each. This translated into an amazing 5753 hours of volunteer contributions!  
*(Compared to 4365 in 2013/2014, 71 active volunteers contributing 60.5 hours each)*

- 2625 hours in direct client service, which includes in-home visiting, day hospice, and grief and bereavement peer support – *compared to 1507 in 2013/2014*
- 3129 hours non client service – *compared to 2857 in 2013/2014*
- A total of 5753.92 volunteer hours were recorded, averaging 479.5 hours of volunteer service per month.

All Beth Donovan Hospice visiting and day-hospice volunteers receive 30 hours of training in accordance with Hospice Palliative Care Ontario, before being matched with clients. In 2014/2015, we completed volunteer training sessions in the spring and fall, and welcomed a total of 18 new visiting volunteers to our organization.

# Client Services

## Testimonials

Here's what our families are saying about our community-based programs and services:

"Without the care and help of the hospice, I would have had a much harder time taking care of my mom. They found me a new doctor, and equipment, and had all the appropriate agencies notified. I will definitely spread the word about their help and support them in the future."

"I think grief counselling saved my life. I was at a point where I didn't think I could go on."

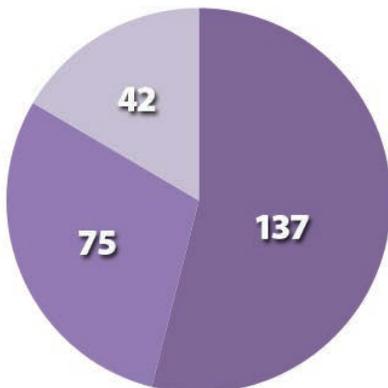
"I am amazed at the talent pool right here in the community. It has been a wonderful experience at the Day Hospice and I came with a very skeptical attitude in the first week."

"Thank you for all the wonderful weeks. 'Hospice day' is a highlight! Thank you as well to all the volunteers – they add so much to our day out!"

"I want to thank you for your care and concern shown to our loved one during his illness. He certainly appreciated all you did as do I. He looked forward to his volunteer visiting, she was always professional and treated him with dignity. I was so grateful she came the morning he went to hospital. Thank you so much."



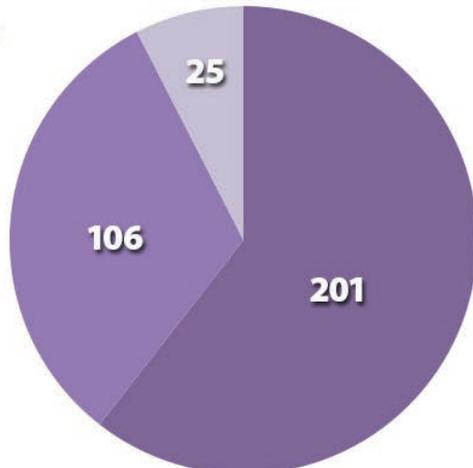
2013/2014  
Total Clients: **254**



### CLIENTS SERVED

- Community Palliative
- Grief & Bereavement
- One-time support

2014/2015  
Total Clients: **332**



# Client Services Volunteers Share



"I have been a volunteer at the Beth Donovan Hospice for a year now.

My background is social work and journalism. It was

through my journalism career that I was made aware of the BDH. I covered many events such as galas, bowlathons, BBQs, and walkathons to name a few. It was not only the BDH hosting these events, it was community-sponsored fundraisers in support of this great cause. I heard and wrote stories about the great support provided to people in their time of need. It was these events and the people I met that made me think I wanted to be a part of this.

The opportunity came last year when I saw that training was available to become a hospice worker. Journalism lit the spark – I thought social work would light the way. I quickly learned at the training sessions that it wasn't the diplomas I had that got me there. It was the heart – the same one as everyone in that room with me. We all had different reasons why we were there, different past experiences, different backgrounds, different education... but we all had the same heart to want to be there.

I have been so fortunate to be volunteering with a wonderful family. I am seeing the true meaning of marriage and the commitment to their vows 'in sickness and in health'. I am blessed to be a part of this journey. Learning didn't end at those training sessions last year. These people keep teaching me what true love really is."

*Kathy Botham, Home-Visiting Volunteer*

"When I lost my mother and mother-in-law, the hospice and palliative care they received meant the world to us. I knew then it was my volunteer calling. Weighed against other volunteer experiences, this is by far the most meaningful for me. When it comes to end-of-life, we can't fix the situation or alter the course, but we can make the journey a little better along the way. To 'make the best day possible' for clients and their families, that's my hope."

*Daryl Webber, Home-Visiting Volunteer*

"Being a hospice volunteer is an amazingly rewarding experience. Being able to give comfort and support to families while they are facing a very difficult time, or being able to give them a few hours a week even just to sit and chat, can mean so much to them. I am proud to be part of this wonderful organization and have formed lasting friendships with other volunteers as well as the staff."

*Sandra Mackenzie, Home-Visiting Volunteer*

"I became involved with Beth Donovan Hospice a few weeks after moving to Kemptville from London, Ontario. The volunteers I met immediately made my new town feel like home. While it may not be the obvious choice for a young person to volunteer at a hospice, I felt drawn by the deeply human approach to end-of-life care. At the hospice, the focus is on embracing and enjoying a person's final days. The care and compassion that permeates all aspects of providing a community hospice make for a very rewarding volunteer experience."



*Aynsley Turner, Volunteer Advisory Committee*

# Client Services Chaplaincy

It is a great personal pleasure and a pleasure for the North Grenville Community Church to have my job description include the position of Chaplain at Beth Donovan Hospice for the past six years. This is an initiative that is strongly supported at both the local church and by the National Leadership Team of the Free Methodist Church in Canada.

I am happy to report that over the past year, I have served seven clients which involved 24 home and hospital visits for a total 15.5 hours in direct client service. As Hospice chaplain, my role is to support our clients and their families as well as to provide support, encouragement and care to staff, volunteers and members of the board. I have recorded 28.5 hours performing duties such as staff/volunteer support, general administration, and teaching spiritual care to Home Visit Volunteers and Student Personal Support Workers as part of their training. This year, I had the privilege of participating on the interviewing team for the positions of Volunteer Co-ordinator and Grief & Bereavement Counsellor.

The Spiritual Care Team meets five times a year for discussions on issues of Spiritual Care for the dying and bereaved. The team complement consists of volunteers from across our programs, and in the future, our resident Grief & Bereavement Counsellor will take part. Over the past year, we have been discovering different aspects of the needs of palliative clients and how they relate to Spiritual Care. Our team is evolving and my hope is that in 2015-2016, our team will be able to be more active in client visitation and become more visible in the BDH community.

This spring, I had the privilege of attending an education day in Ottawa where I heard Dr. Christina Pulchaski, a renowned palliative care physician, address the subject of the importance of spiritual care in the treatment of the dying. It reinforced my long-held belief that there is much to be gained by co-operation between physicians and clergy/chaplains. In her study, 73% of palliative patients surveyed had spiritual needs. In this community, I see a disconnect between the medical sciences, social sciences and the faith community when it pertains to the care of clients. How does this happen? I must admit that I don't know but I believe that the Hospice has made significant advancements in this area and is far ahead of other organizations. Thank you to BDH for securing a bursary that enabled me to attend this very valuable session.

Finally, in closing, I would like to thank everyone for your nomination to the June Callwood Circle of Volunteers and for the Award of Distinction that I received from Hospice Palliative Care Ontario. I feel deeply honoured to have received this distinction and I look forward to continuing in ministry through chaplaincy at Beth Donovan Hospice.



# Fund Development

## Chillin & Grillin

## Hike for Hospice

2014 was a busy year for fundraising events for Beth Donovan Hospice. In the spring we hosted our Second Annual Chillin & Grillin event that raised over \$4000.00.

In May of each year we participate in the National Hike for Hospice event and last year's event raised \$4600.00.



# Fund Development

## 15th Annual Fall Extravaganza

Last but certainly not least is our signature event in its 15th year the Fall Extravaganza which this year saw totals of \$42,000.00 raised all in support of the programs and services of hospice.

Many thanks to our dedicated supporters, volunteers and staff that make these annual events such successes!



## Report to the Community 2014-2015

### CORPORATE DONORS

This report is dedicated to the generosity of many individuals, foundations, and corporations who provide vital support to Beth Donovan Hospice. Every effort has been made to provide an accurate listing of corporate donors.

In case of an inadvertent error or omission, please accept our apologies and please let us know. Thank you.



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Beth Donovan Hospice (BDH) is a registered Canadian charity with the Canada Revenue Agency (CRA) [www.cra.gc.ca](http://www.cra.gc.ca).

As a registered charity, BDH is required to file an annual information return with the CRA, a portion of which is available to the public and must meet certain requirements of the Income Tax Act concerning expenditures and activities.



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Charitable Registration # 896678661RR0001