



“A person who faces a life-threatening illness’s needs are varied: social, spiritual, physical and emotional.

Numerous groups focus on one or more of these requirements. What makes Friends of Hospice Ottawa unique is its focus on the whole person and their family, creating activities and relationships that allow each person to LIVE every day.”

-Client Caregiver



Honouring Friends of Hospice Ottawa’s Heroes in the Home.

Our Community Partners

Thank you to all of our community partners, including:

ALS Society; Alzheimer’s Society; Area Churches; At Home Hospice; Bereavement Support & Education Ottawa; Canadian Cancer Society; Carefor Health & Community Services; Champlain Community Care Access Centre; Champlain Hospice Palliative Care End of Life Network; Champlain Local Health Integration Network; Hospice at Maycourt; Beth Donavan Hospice; Rogers House; Hospice Renfrew & Cornwall; Kanata Research Park; Ottawa Community Support Coalition; The Ottawa Hospital Regional Cancer Centre; Ottawa Public Health; Queensway Carleton Hospital and Irving Greenberg Family Cancer Centre; Bruyere Continuing Care; Retirement Homes; Western Ottawa Community Resource Centre

Our History

Friends of Hospice Ottawa was founded in 2004, but its roots date back to 1996 when Sylvia House Hospice first began. Sylvia House Hospice was developed to meet the expanding needs for hospice palliative care across Ottawa West communities. Unfortunately, Sylvia House Hospice lost its primary support in 2003. Not wanting its clients to go without any palliative support, a small group of concerned citizens started Friends of Hospice Ottawa to continue serving clients who still needed care. Friends of Hospice Ottawa is now run by over 125 volunteers, six staff and a dedicated volunteer board of directors.



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“While we cannot add days to your life, we can add life to your days.”



2010 Greater Nepean Chamber of Commerce Non-Profit Organization of the Year



2010 Kanata Chamber of Commerce People’s Choice Best Community Support/Non-Profit Organization—Goulbourn



Message from the Board Chair and Executive Director

2010 was a very successful year for Friends of Hospice Ottawa. For the fourth year we were recognized as the **Best Non-Profit Organization in Goulbourn** by the Kanata Chamber of Commerce and for the first time we were named as **Best Non-Profit Organization** by the Greater Nepean Chamber of Commerce. We received Level One Accreditation from the Hospice Association of Ontario and have already begun work on achieving Level Two. We are continually growing and received more support in 2010 than ever before, including a \$92,000 grant from the Ontario Trillium Foundation.

The Hospice Ottawa West (HOW) Campaign was pleased to have Rabbi Reuven Bulka join us as Chair of the Capital Campaign, and we welcome his active support and inspiration. In January we submitted an offer to purchase a property in Kanata for a residential hospice. While we have not yet raised sufficient funds to complete the purchase, Friends of Hospice Ottawa continues to gain support for the HOW Campaign.



Kathy Logsdail-Downer and Beth Ada at the 2010 People's Choice Business Awards accepting for Best Non-Profit.

The growth of our organization has allowed us to welcome two new staff members in 2010: Diane Jodouin as Volunteer Resources & Decision Support, and Kristina Voth-Childs as Client & Nurse Support. In June we moved our offices to the Blackwood Business Centre in Kanata. All staff now work under one roof - allowing our organization to run much more efficiently.

Friends of Hospice Ottawa is participating in a project to integrate and expand hospice palliative services across Ottawa. The boards of **Friends of Hospice Ottawa**, **The Hospice at Maycourt** and **Bruyere Continuing Care** have supported the creation of a single governing body for hospice palliative care services in Ottawa. A transition committee was established in August to move the process forward and prepare for presentation to the Champlain LHIN to strengthen community support programming and add 30 additional residential beds across Ottawa with a sustainable funding model. Ottawa West, with a population of over 400,000, continues to be the area of most urgent need, with the greatest population of people over 65 years-old and the greatest number of seniors living alone across the Champlain region with no hospice beds.

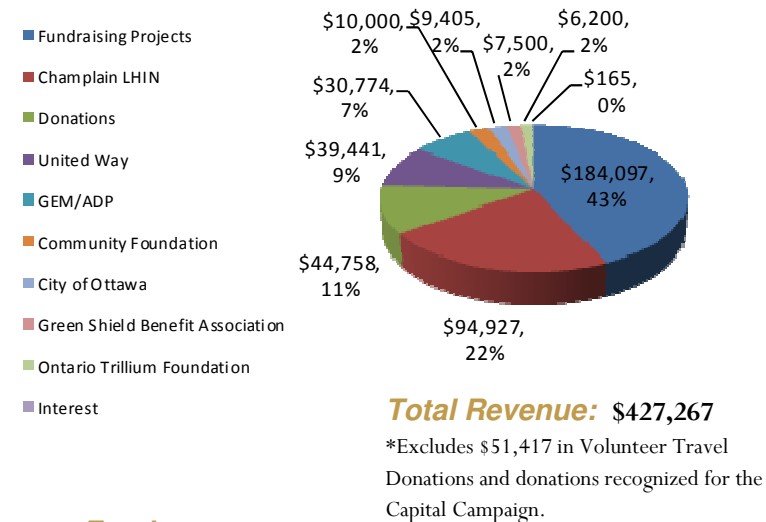
2010 has brought many great things to Friends of Hospice Ottawa and it would not have been possible without the support of our dedicated community. Thank you to all of our staff, volunteers and, most importantly, to those who believe in what we do.

Elizabeth Ada
Board Chair

Kathryn Logsdail-Downer
Executive Director

2010 Revenue

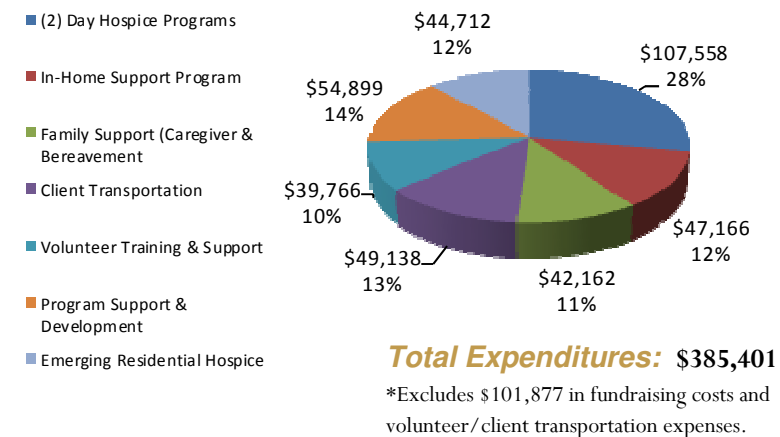
Friends of Hospice Ottawa is a charitable, non-profit organization, receiving the majority of its revenue from generous donations and fundraising events within the community. In 2010, we received funding from:



Our Funders

Federal: Green Shield Benefit Association
Provincial: Champlain LHIN, The Ontario Trillium Foundation
Municipal: Ottawa Community Foundation, United Way of Ottawa

2010 Expenditures (by Program)



Thank you to our generous donors (\$500+):

ACT 11; Bereavement Support & Education Ottawa; Beth Ada; David & Cathy Allison; Arbor; Frank &; Elaine Argue; Phyllis Baker; Baysore home Health; Bells Corners United Church; Ross Bradley—Bradley's Insurance; K. Buike; J.W. Calkens; G. Camrass; Christ Church Bells Corners; Julie Clifford; Gilbert Coombs; Lisa Cox; Cox Merritt & Co. LLP; Desjardins Pharmacy; Doug Wood Foundation; Hansen & Kathy Downer; EMC; Susan Gick; Glen Cairn UC; The Glenn Scottish Restaurant & Pub; Alannah Grossman; Dan Hudson; Kanata Chamber of Commerce; Kanata Hazeldean Lions Club; Kanata Rideau Bus Lines; Kelly Funeral Homes; John Laframboise; Mann and Partners LLP; Sean & Pam McCarthy; J. Mingle; Money Concepts Kanata; The Mortgage Centre; Adele Muldoon; Myers Cadillac Chev. Olds.; Nepean Chamber of Commerce; Nepean Sports Medicine & Physiotherapy Centre; Barbara O'Connor; Ontario Medical Supply; Order of St. Lazarus; Ottawa Citizen; Plasco; Rainbow Foods; Rayjo Charitable Trust; Remax Bonnie Jensen; Richmond Lions Club; Richmond Mac's Milk; N. Ringland; The Rotary Club of Ottawa Kanata Sunrise; Royal Canadian Legion Branch 625; Linda Schumacher; Sonja Kenkade Design; Spike for Life; Spotlight Studio & Spa; St. John's Anglican Church; St. Paul's United Church; M. Stethem; Stittsville Lions Club; Alison Sutherland; D. & H. Synder; TD Canada Trust; Vera Trainor; Trillium Funeral Homes; Tubman Funeral Homes and Cremation; VIA Rail; M. Watt; The WEBB



Our 2010 Clients

Friends of Hospice Ottawa serves individuals who are living with a life-threatening illness, family caregivers and the bereaved. Referrals are accepted from individuals, family members, health care professionals and the community.

1. Friends of Hospice Ottawa served **245** clients and **136** caregivers/bereaved, 25% more clients than in 2009. Those clients benefited from:
3. Our clients are referred to us from a variety of sources within the Ottawa community. The most common referrals were made by:

Service Used	%
In-Home Visits/Caregiver Support	34%
Bereavement Support	16%
Day Hospice	14%
Phone Support	13%
Transportation	12%
Information and Referral	11%

*114 clients benefitted from two or more of Friends of Hospice Ottawa's programs/services at the same time.

2. There are many reasons why families in the community are referred to Friends of Hospice Ottawa. In 2010, the most common reasons were:

Reason for Referral	%
Cancer/Tumour	67%
Other Illnesses	21%
Bereavement Support	10%
Caregiver Support	2%

*The number of referrals other than cancer is increasing each year, 10% more than in 2009.

Referred by	%
CCAC	25%
Self-referral	16%
Hospital	13%
Relative	13%
Social Worker	8%
Friend	8%
Physician	3%
Volunteer	3%
Other	10%

*Other referrals are made from retirement homes, Community support services, other hospices and cancer clinics.

4. Friends of Hospice Ottawa discharged 121 clients in 2010. The most common reasons for discharges were:

Reason For Discharge	%
Deceased	70%
HPC no longer needed	11%
Transferred to a long-term care facility	9%
Referred to other programs	6%
Service/Support no longer needed	4%

*With the support of our programs and services, 70% of our clients were discharged due to death, twice as many as the current norm for community death.



Friends of Hospice Ottawa provides community-based programs and services to help improve the quality of life for individuals and their families who are living with a life-threatening illness.

Our mission is to support, educate and empower those who are affected by or caring for a person with a life-threatening illness so that they may live as fully as possible. We affirm life by attending to the physical, emotional, spiritual and social needs of individuals and their families.



Our Team

In 2010, our 125 professionally trained volunteers:

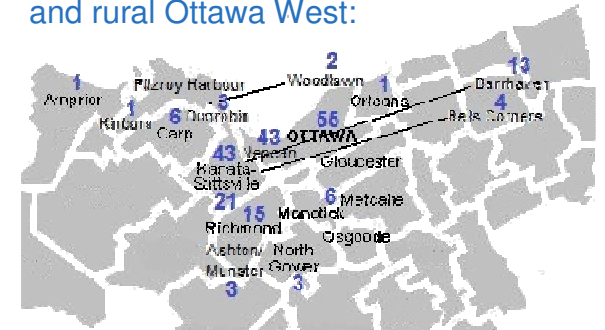
- Drove over 81,000 KM
- Provided over 8,000 hours of client service on behalf of Friends of Hospice Ottawa
- Contributed over \$160,000 of in-kind service and transportation

Friends of Hospice Ottawa has six staff members:

- Two Support Care Nurses (with certification in Hospice Palliative Care & Thanatology)
- One Volunteer Resources/Decision Support
- One Client & Nurse Support
- One Director of Events and Financial Management
- One Executive Director (Dr. of Educational Gerontology)

Our Area of Service

Friends of Hospice Ottawa serves urban and rural Ottawa West:



Volunteer Board of Directors:

- President: Beth Ada RN, CNed, BSc, Med
- Vice President: Christopher Warburton, MSW, CHRP
- Treasurer: Gerald Larkin, CA
- Secretary: John Laframboise, FSE
- Directors: John Curry, BA, BJ
Abla Sherif, BA, PhD
Linda Schumacher, BScN, MHA
Jane McLeod, BA, Bed
Frank Argue, PEng
J. Lynn Thomson, LL.B
Alice Retik, RN (EC), MScN, CHPCN
Kathleen Stirling
Farag Youssef
- Board Ex-Officio Member:
Kathryn Logsdail-Downer, MSc, EdD,
Executive Director



“To volunteers and staff:
Because you are always there for us, to comfort us, to encourage us, to tell us everything will be okay; because you always know just the right words to say and when to say them; because of the way you make us feel, whether we are by your side, or across the room or on the other end of the phone; because knowing you has made us a better person; because of these reasons and so many more, we are thankful for Friends of Hospice Ottawa.”

-Day Hospice Client

Programs and Services

It is because of the Ottawa communities' tremendous dedication and financial support to our organization that Friends of Hospice Ottawa is able to continue to offer its services, without charge.

These services include:

In-Home Volunteer Support

Volunteers and professionally-trained nurses in palliative care support visit with clients and their family caregivers living at home or in a retirement home to provide emotional support and caregiver respite.

In 2010, **120 clients** benefitted from this program which is supported by United Way/Centraide Ottawa funding.

Day Hospice

Day hospice offers clients a day of socialization within the community, support from peers and information from our volunteers and registered nurse on-site.

In 2010 we offered 102 day-away hospice programs to **57 clients**. It is partially funded by the Champlain LHIN.

Caregiver Support

We provide family caregivers with recognition, information, education, respite and support.

We also offer an annual Family Caregiver Retreat Day at the Galilee Centre in Arnprior.

43 family caregivers attended the 2010 retreat.

It is funded by the City of Ottawa.



Programs and Services Cont'd

Transportation

Volunteers transport clients to and from appointments and essential living activities, including medical appointments, chemotherapy, radiation, day hospice, errands and groceries.

Volunteers drove a total of **81,000 KM**.



Information and Referral

We provide telephone and walk-in information and referrals, and we offer clients and their families the use of our lending-library to learn more about hospice palliative care, caregiver support and grief/bereavement. We also provide referrals to professional or group support for those who need it.

In 2010, **45 clients** benefitted from this program.



Bereavement Support

We provide grieving family members with one-on-one support visits, telephone support, a bi-weekly grief walk & coffee, referrals to specialized professionals and support groups and the use of our extensive lending-library.

In 2010, **60 clients** benefitted from this program.

Community Education

Friends of Hospice Ottawa offers a volunteer education program to train volunteers how to work one-on-one with a client who is suffering from a life-threatening illness. The training program takes place every fall and spring and runs for ten weeks.

35 volunteers graduated from the training program in 2010.

