

**Friends of Hospice Ottawa
Annual Report
2008**



Table of contents

History, Mission & Values.....3
Board and Staff members.....4
President’s Report.....5
Residential Hospice Project Update.....7
Executive Director’s Report.....8
Nominating committee report.....13
Volunteer representative report.....14
Donor and Sponsor list.....15

Financial report available separately

Friends of Hospice Ottawa – Our History

Friends of Hospice Ottawa was founded in 2004, but its roots go back to January 1996 when Sylvia House Hospice began accepting clients. Sylvia House was developed by volunteers to meet the expanding need for hospice palliative care across the growing communities of Ottawa west.

In December 2003 when the Salvation Army Sylvia House Hospice ceased operation, several concerned citizens were determined that those being cared for under Sylvia House would not lose their palliative support. Friends of Hospice Ottawa soon formed and with no funds in the bank, they started from scratch to serve the clients from the former Sylvia House Hospice who still needed care.

Since 2004 Friends of Hospice Ottawa has grown into a registered non-profit organization run by a dedicated volunteer Board of Directors, four staff and over 115 volunteers. In the fall of 2008, partial operating support was received from the Ministry of Health and Long Term Care through the Champlain LHIN for the first time.

Our mission:

"While we cannot add days to your life, we can add life to your days".

Friends of Hospice Ottawa's 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 values:

Friends of Hospice Ottawa *values "life and living"*

Our programs and services are based on these seven values:

- The intrinsic value of each person as an autonomous and unique individual.
- The value of life, the natural process of death, and the fact that both provide opportunities for personal growth and self-actualization.
- The need to address clients' and families' suffering, expectations, needs, hopes, and fears.
- Care is only provided when the client and/or family is prepared to accept it.
- Care is guided by quality of life as defined by the individual.
- Friends of Hospice Ottawa caregivers (staff and volunteers) enter into therapeutic relationship with clients and families based on dignity and integrity.
- A unified response to suffering strengthens communities (Based on the Canadian Hospice Palliative Care Association Norms of Practice).

Board of Directors 2008-2009:

Beth Ada RN BSc., MEd.	President
Gerald Larkin CA	Treasurer
Valerie Fiset RN, MScN, CHPCN(C)	Secretary
Cathy Allison BA, BPE	Vice President
Heather Austin-Skaret BA, LL.B.	
John Curry BA, BJ	
Susan Gick M.D.C.M., C.C.F.P.	
John Laframboise, Funeral Director	
Barbara O'Connor RN, BScN	

Staff:

Kathryn Logsdail-Downer, EdD	Executive Director
Ruth Cameron	Director of Event Planning & Administration
Holly Watson RN, CHPCN(C)	Supportive Care Nurse
Carolyn Byck RN	Supportive Care Nurse

President's Report - Beth Ada

As President of the Board of Directors of Friends of Hospice Ottawa, it is my pleasure to present a report of our many successes and achievements in 2008. It has been a journey of hope and discovery this past year as our organization has thrived, grown and renewed its energy to move forward to meet the increasing needs for support by our clients in Ottawa West.

The Board engaged in strategic planning this year that has given us the opportunity to think about where we want to be within the next five years. What has become obvious is that we must remain true to our "grass roots", our programs and services, our *raison d'etre*, while working diligently and responsibly towards meeting the end of life needs of residents in our community.

In August, the Board held a retreat to review and confirm our mission, goals and values, examine our governance structure, identify critical issues facing the organization and analyze its strengths and weaknesses. Four strategic initiatives were adopted by the Board: create a funding strategy to meet expenses; create a marketing communication plan; achieve accreditation and operational stability; and promote volunteer and staff satisfaction, engagement and retention. I can report that progress was achieved for each of the initiatives in 2008 and will continue throughout 2009. I wish to thank the Board members for their time and support for the planning process.

We were fortunate to welcome the addition of Barbara O'Connor to our Board. As the former Executive Director of the Hospice at MayCourt, Barbara brings a wealth of knowledge of all aspects of hospice palliative care. I wish to thank two departing members of our Board for their contribution to the organization during 2008, Delores Woodley and Digger MacDougall

Of great significance to Friends of Hospice Ottawa in 2008 was securing financial support from the Champlain Local Integrated Network, the first government funding received by the organization. This funding will cover approximately 29% of operating costs, thus providing stability to the organization and recognition of its work. We remain grateful to the OutCare, Trillium and Ottawa Community Foundations for their financial support in 2008. While these grants concluded this year, they were critical to the development and operation of our programs and services for the past three years.

Our community events continue to draw support from many individuals and groups. These events get bigger and better every year. We rely heavily on the proceeds from such events to help fund our organization. As always, we appreciate immensely the support of all our sponsors and donors, large or small. You are our champions and in turn champions to our clients.

Across Ottawa West, Friends of Hospice Ottawa continues to offer programs and services that are critical to our clients and their families. These have grown significantly since our incorporation in 2004, not only in the numbers served but also the programs offered. This year a grief and bereavement program was instituted, involving both volunteers and staff. Our Day Hospice Program, the first program offered by the organization, continues to operate at two locations, Bells Corners United Church and St. John the Baptist Anglican Church in Richmond. Our volunteers and staff provide exceptional support for the clients who attend and respite for their care givers. Bells Corners is particularly busy often with a waiting list of clients wishing to attend.

Friends of Hospice Ottawa continued to pursue a residential hospice project and the coming year promises to be extremely busy in that regard. We will be examining all

possible options available for providing a nine bed facility for end of life care. The majority of persons at this stage in their life would prefer to die at home rather than in a hospital. Since this is not always possible, a hospice facility can provide a comfortable and welcoming place offering care to meet the needs of clients and their families when remaining at home is not possible.

The Queensway Carleton Hospital recognizes the need for hospice care and is supporting the goals of Friends of Hospice to provide this care. Guiding Principles have been adopted by the Board that support the concept of a Hospice Home for its programs, services, staff and volunteers and for a nine bed hospice facility. The organization is currently looking at all options to establish a Hospice Home so that the needs of residents of Ottawa West can be met in as timely a fashion as possible. For clarification purposes, an explanation of the direction taken by Friends of Hospice Ottawa for provision of hospice beds and a Hospice Home is appended to this report.

In summary, the past year has been very successful and we look forward to the coming year with enthusiasm. The number of people that we have served and those accessing our programs has steadily increased. The reason for our success is no secret - we have been successful because of our strong, dedicated team of staff, our valued volunteers, including the Board members, and our community partners. A sincere thank you to everyone who has supported Friends of Hospice Ottawa in "making good things happen". We were so pleased to once again be voted Charity of the Year by the Kanata Chamber of Commerce. An honor indeed.

Residential Hospice Project Update

In 2006 St. John the Baptist Church and Friends of Hospice Ottawa began to collaborate to create a Day Hospice and with a goal to build a residential hospice for end of life care in Richmond. This collaboration was to lead to a full partnership between the two organizations to implement a three phase project. Phase one was to be the renovation of the church hall to house the Day Hospice, Phase two, an extension of the church to house offices and Phase three, the construction of a further extension to the church suitable for a residential hospice to be operated by Friends of Hospice Ottawa.

Friends of Hospice Ottawa provided money to the church for the renovation of the church hall to meet public health standards and ensure accessibility. A Steering Committee was formed, with equal representation from both organizations, and interested persons from the community. The purpose of this committee was to deal with the legal and governance issues arising from the potential partnership and to guide the project until such issues were resolved. Renovations were completed for Phase One of the project and the Day Hospice opened in September of 2007 in the renovated hall.

Planning for the next phases continued until 2008, when to our great disappointment, the Administrator of the Ottawa Anglican Diocese informed us that the church could not enter into a partnership with Friends of Hospice Ottawa, nor build, own or attach a building to the church to house a residential hospice.

As result of this information, planning for the subsequent phases with St. Johns ceased and Friends of Hospice Ottawa assumed all responsibility and liability for planning a residential hospice. Since a partnership for a hospice building was no longer possible, the mandate of the Steering Committee ceased to be relevant to legal and governance issues and was subsequently dissolved.

The Anglican Diocese made a very generous leasing offer to Friends of Hospice Ottawa for property behind the church hall, if it were severed, for construction of a hospice building. The potential of the site was thoroughly investigated with the help of members of the Steering Committee. Mr. Walter Loates and his associate Mr. Samir Rania offered very generous assistance by providing a preliminary sketch of a hospice building on the property offered. While the design was exceptional and suited the property, the cost was found to be prohibitive by the Board of Friends of Hospice and the site was limiting for size, functionality and design of a hospice building.

The Day Hospice continues to operate at St. Johns with its dedicated volunteers. We rely heavily on donations from the Richmond community and beyond to support this service that runs at a cost of \$35,000 to Friends of Hospice Ottawa on a yearly basis. Some donations are used by the church to cover heat and hydro for use by the hospice. Volunteers from the church assist by moving furniture to accommodate the hospice each week. The support of St. Johns is invaluable and essential to this program, as is the support of the community and we hope to continue this beneficial collaboration as long as the program is viable.

As outlined in my report, Friends of Hospice Ottawa is committed to pursuing the development of a residential hospice. Through the definition of program needs, the identification of an appropriate location and securing the funds necessary for all aspects of the project, residential end of life care will be made possible for residents of Ottawa West.

Executive Director - Kathryn Logsdail-Downer

Welcome to Friends of Hospice Ottawa.

We believe that all individuals with life limiting illnesses deserve quality and compassionate care. Our staff and volunteers are professionally trained to meet the physical, emotional, social and spiritual needs of clients and their families and support their care choices while living at home. These are first words you will find when you visit our web site. www.friendsofhospiceottawa.ca.

"While we cannot add days to your life, we can add life to your days".

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Last week I came to appreciate both our name and mission even more. I attended a speaker's bureau workshop with one of our current clients, 'member of Friends' as our Day Hospice clients prefer to be called. We were practicing our stories in support of United Way's fall 2009 campaign, as we are now a new member agency. As our client/member began to speak so heart fully, she shared that our hospice is different; it is about living, and the first word in our name says it all. **Friends...**We are 'Friends' of Hospice and together we affirm one another. I humbly thank our clients, both those with us and those who have gone before, for reminding us each and every day of the precious gift of life which we share with one another.

"Seeking Unity, Stability and Sustainability"

2008 was a year to solidify, ground and support our many programs and services. Looking back, 2007 was an extraordinary year of growth and transition with expanding programs and services including the opening of our second day hospice, with new staff, new volunteer office support, increased volunteers and new board members.

Volunteer Recognition & Appreciation:

2008 was intended to be a settling year, "*Seeking Unity, Stability and Sustainability*" in our rapidly growing non-profit so that as we moved forward we would be sturdily balanced and supported to meet ever growing service needs. We spent significant time and energy in the development of a Volunteer Resource Committee in order to enhance communication lines across volunteers, staff and board members. We collaboratively planned and jointly provided monthly educational meetings, wonderfully volunteer managed office support, and shared volunteer/staff event planning and support. We operate more cohesively now as a team, inviting input from all for the betterment of those we serve.

We celebrated our first Volunteer Appreciation event in the spring of 2008, with guest speaker, Jennifer Brunet-Colvey, Senior Director, with United Way/Centraide Ottawa, who encouraged and applauded the significant work our volunteers undertake on behalf of clients and their families. In 2008,

- ✓ **Volunteers drove over 50,200 kilometres**, and provided
- ✓ Over **7,720 hours of service** on behalf of Friends of Hospice Ottawa.
- ✓ These **volunteers contributed over \$100,000 of service and transportation time** to our programs and services (Calculated at minimum wage and mileage).

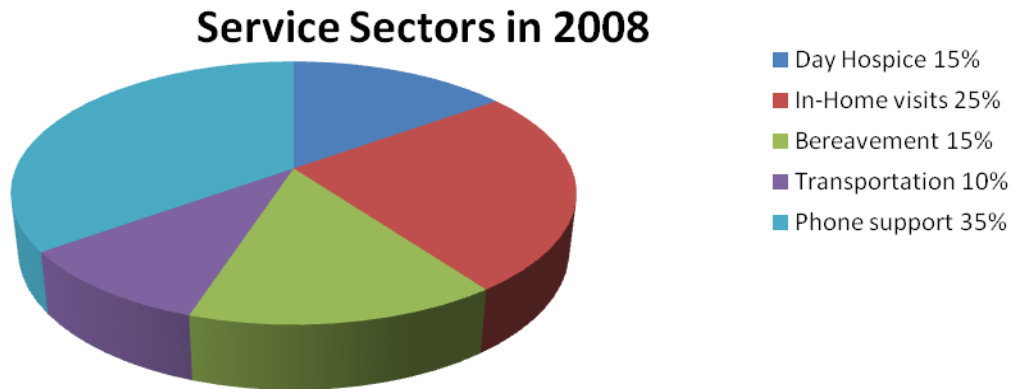
What a difference Volunteers Make - In-Home visits:

There is no way to describe the relief a caregiver feels when someone removes the burden of care from their shoulders for a time, however brief. Volunteers often allow caregivers to return to work, so that they can once again contribute beyond their care giving role.

What a gift for the client. Someone who doesn't judge or become impatient or have an agenda; the volunteer is there. A client can talk to the volunteer about any subject without question or admonishment or ridicule. Our volunteers have accompanied clients who could neither hear nor see, yet the communication was palpable, and the laughter was as evident as the guiding hand that led the way.

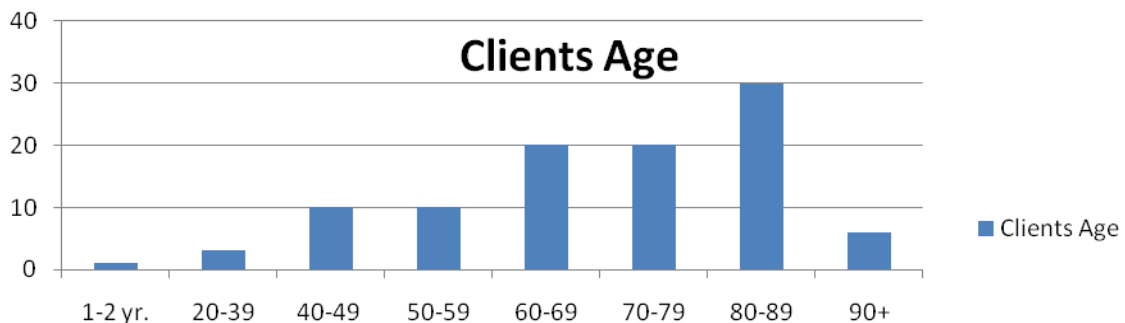
Client Service:

Our programs and services are well distributed across our service sectors with one third of our clients receiving two or more services. **We serve approximately 100 clients at any given time.**



Our program costs are significantly reduced through our trained volunteer support. Over \$40,000 of volunteer support time was allocated to the Day Hospice, In-home and Transportation programs in 2008.

In 2008, together we served 176 persons, ranging in age from 2 to 95. A significant number were in the 40 – 59 age category, with 60% female and 40% male overall.



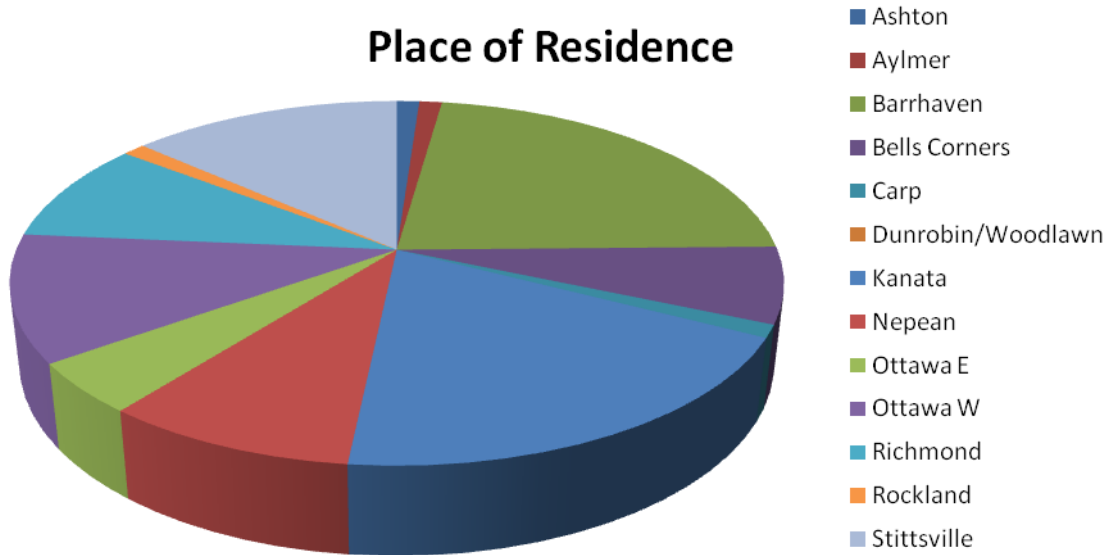
Clients Served:

In 2008, clients and their families were mainly Canadian both English and French speaking, plus 25% represented African, Asian, British, East Indian, Greek, Hungarian, Israel, Jamaican, Philippine, Polish and Venezuelan heritage. This reflects

the diversity of our volunteers and their abilities to engage in a culturally sensitive manner.

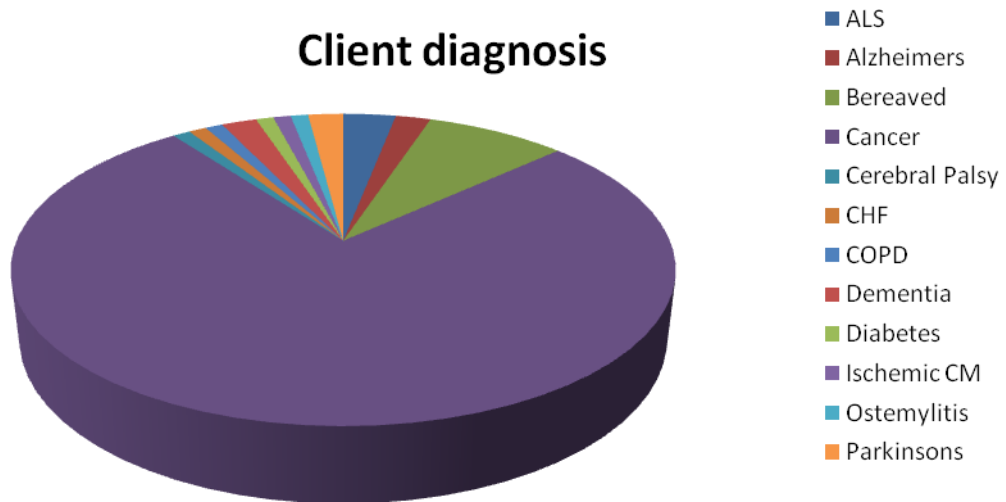
Where our clients live:

Our catchment area covers all of Ottawa west, a geography covering over 370,000 persons. Those served in 2008 reflect this geography, both rural and urban constituents.



Diagnosis:

While seventy five percent of our clients come to our programs with a cancer diagnosis, twenty five percent are represented by other illnesses.



What a Difference our Supportive Care Nurses Make-

To our volunteers:

Our supportive care nurses, Holly Watson and Carolyn Byck nurture our volunteers, our clients and the families caring for them. They recognize the very special roles our volunteers play, in their giving to others during this fragile time of life. "It's our job to make sure they receive the right support and personal satisfaction from the services they provide. We also need to address the losses and the crisis they are exposed to." Holly Watson.

Volunteer training took place in the fall of 2008 with twenty nine new volunteers. A new training model to meet accreditation standards was developed and piloted. It was well received and is being requested outside volunteer circles. New guidelines for our volunteer drivers including additional support measures to enhance safety, and a driver handbook were also created.

To our clients and families:

Advocacy:

Advocacy is one of the more important roles played by staff and volunteers alike on behalf of those in our care. During an in-home visit or when providing a drive, a volunteer may notice that someone is in physical, emotional, or spiritual pain and will relay that observation to our support care nurse team.

Less known are the stories of those clients who were never admitted. They call with a crisis or a question or confusion about how to navigate a convoluted health and support system. Supportive care nurses and volunteers are able to answer with advice, comfort and concern.

Day Hospice:

- *A day out in the community*
- *Laughter*
- *Relaxation*
- *A chance to give their caregiver a break.*
- *The opportunity to learn new and interesting things*
- *The option of playing cards or other games*
- *The support they need. www.friendsofhospiceottawa.ca*

Artswell, a non-profit organization dedicated to improving the quality of life and well being of individuals living with the effects of age, illness or injury brought a Mandela project to day hospice. Over a six week period this program allowed our clients to express themselves creatively and helped to provide a vehicle to develop communication, validate feelings and encourage social interaction.

We continue to celebrate all birthdays and our bakers faithfully prepare homemade treats each week along with any special requests for birthdays, or parties. Our clients are very appreciative of the wonderful food, fellowship and support they give and receive each week and are welcoming to any/all new clients to our "home - like day - hospice atmosphere". Carolyn Byck.

Caregivers Day Away:

Thirty five family caregivers from across Ottawa came together last spring to spend a day away at the Galilee Retreat centre in Arnprior. They included parents of medically fragile children, spouses caring for people with diseases such as Alzheimer's or cancer, and caregivers with loved ones who had life limiting physical restrictions like quadriplegia. We provided care through our volunteers, allowing some to go. "I cannot describe what an honour it was to accompany those caregivers on even a short portion of their life journey." Holly Watson.

Bereavement:

Through development of the Bereavement Resource Committee and selection of a Volunteer Bereavement Coordinator we are able to offer more companionship to the bereaved, and better reintegration into life after loss. We are developing a resource guide for Ottawa, as we receive calls from other providers including requests from outside Hospices to follow relatives who were bereaved elsewhere and are returning to Ottawa. We will be implementing a grief walk in the summer of 2009 which will allow people to share their experience, strength, and hope in loss.

To community partners:

The newly formed Caregiver Support Stakeholders network spearheaded by Holly Watson, has approximately 25 members who began meeting in October 2008 to decide how best to network and make caregiver services more available and better known in Ottawa. They also attend Volunteer coordinator meetings with other local Hospices to share ideas and resources, remaining ever visible and present.

To community:

Through attendance at ROTIS meetings, Granite Ridge in-service, Kanata Expo, Open House at Galilee Retreat as well as by our presence at palliative care meetings and conferences we have increased visibility in the Hospice Palliative Care and Health Services sectors.

To hospital:

We continue to work with Queensway Carleton Hospital to enhance their volunteer support through training and welcoming their volunteers in ongoing Hospice Palliative Care Education opportunities.

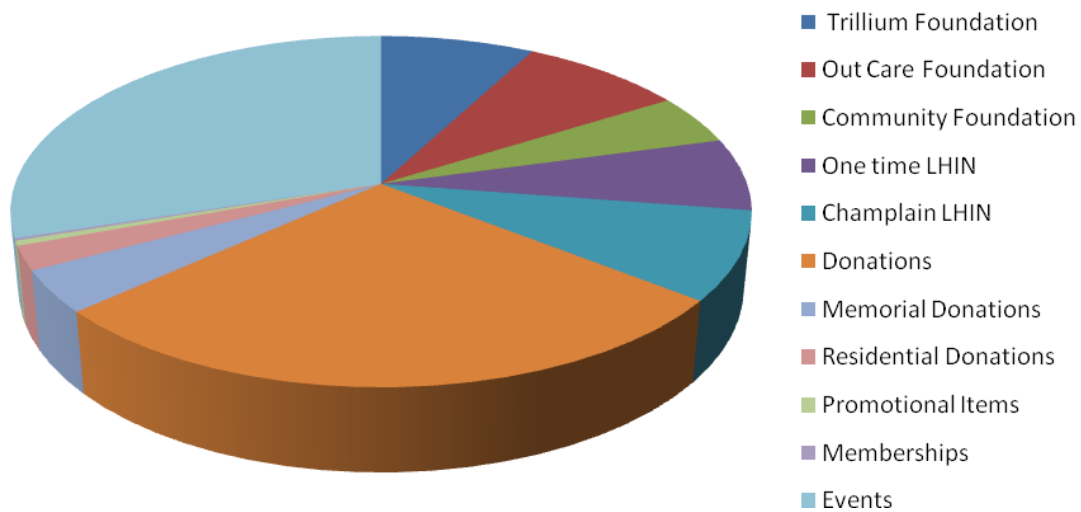
Accreditation:

We are actively engaged in the Hospice Association of Ontario's accreditation Level one process.

What a difference our Director of Event Planning makes:

As of October 2008, Friends of Hospice Ottawa has been approved for recurring operating support at 29% of current budget through the Champlain Local Health Integration Network (LHIN) Ministry of Health and Long Term Care. Prior to last fall all programs and services were financially supported through the creativity and diligence of our event planner, Ruth Cameron plus project grants through The Ottawa Community Foundation, The OutCare Foundation and the Trillium Foundation. We have maintained and expanded programs and services over the first five years of service through generous community support and donations. We appreciatively thank our community for this support and trust.

2008 Revenue



Nominating Committee Report – Valerie Fiset

During the year, Barbara O'Connor volunteered her expertise as part of our strategic planning session. She was subsequently invited to join the Board as member, and generously agreed. This spring, new board members have been recruited for the upcoming year. Criteria for selection included: time to serve, committed to the program and philosophy of Friends of Hospice Ottawa, demonstrate ability to accept responsibility and be accountable and deliver, ability to work in a multi-faceted approach and achieve results, bilingual, specific expertise in designated areas, and connection to the community in the volunteer sector.

The Board approved the nominations of the following four new Board members at their May meeting:

Christopher Warburton
Linda Schumacher

Volunteer Board Representative Report – Cathy Allison

There has been a particularly strong focus within our volunteer community in the areas of communication and volunteer engagement over this past year. We are definitely moving forward, building on our strengths and addressing our concerns, to improve the volunteer experience. With the creation of a Volunteer Resource Committee, lines of communication among volunteers, and between the Board, staff and volunteers have improved. Volunteers now have a vehicle to provide input for Friends of Hospice Ottawa activities, programs and services. This has helped to foster a stronger sense of ownership of hospice programs, particularly the monthly volunteer meetings.

Some of the positive changes that have resulted from the work of the Volunteer Resource Committee include:

- Volunteer monthly meetings have returned to a single interactive group format.
- Volunteers, together with staff, now plan the monthly volunteer meetings which include not only time for business and education (in-service training) but also opportunity for “sharing”.
- A Monthly Bulletin has been created to provide information and updates to all volunteers on Friends of Hospice Ottawa “happenings”.
- A Volunteer Satisfaction Survey has been developed and is ready for implementation. The results will be reviewed and incorporated into future plans to address volunteer needs.
- A Memory Tree has been created in honour of one of our own volunteers, Karen Sawyer, who died in 2008. Special time is set aside at each volunteer monthly meeting for volunteers to place a leaf on the Memory Tree, to honour the death of a client and/or loved one.

In recognition of the different kinds of volunteers needed in our organization, new training modules have been developed, with volunteer input, for those volunteers interested principally in fundraising and organizing events and in office support.

A special Volunteer Caregiver Retreat was organized in September 2008 to offer support to our care-giving volunteers. Some of our volunteers have subsequently been given the opportunity to help facilitate the Family/Companion Caregiver Retreats.

Our trained and committed volunteers give of their talents, time and energy in so many ways – serving our clients with in-home visiting, respite for caregivers, day hospice programs in 2 locations, phone support, transportation, advocacy and bereavement support; organizing and supporting events; fundraising; providing office and web support; undertaking committee work; knitting for fundraising activities; baking for the day hospice program; archiving to record our history.

In April, the Board hosted a Volunteer Appreciation evening to celebrate our 5th Anniversary of Service and to honour our many volunteers. Special recognition was given to 20 five-year volunteers in the form of a framed group certificate, and to Erika Bekolay, who after many years of volunteering in hospice palliative care, was the first of our five-year volunteers to retire. Everyone received a “Hope for Hospice Ottawa” DVD which was created by our volunteers and produced by Olga Nikolajev, one of our very creative volunteers.

THANK YOU TO ALL OF OUR VOLUNTEERS FOR YOUR DEDICATED SERVICE AND CONTRIBUTION TO THE VISION OF FRIENDS OF HOSPICE OTTAWA.

FRIENDS OF HOSPICE OTTAWA'S DONORS AND SPONSORS

PROVINCIAL FUNDER:

Champlain LHIN

FOUNDATION SUPPORTERS:

The OutCare Foundation
Trillium Foundation
The Ottawa Community Foundation
Realtors Care Foundation

PATRON DONORS OVER \$2500

Desjardin Pharmacy and Ontario Medical Supply
Inge Kelly
Kathryn and Hansen Downer
Order of St. Lazarus
Richmond Lions Club
Stittville Lions Club
Tubman Funeral Homes and Cremation - Julie Tubman
Vera Trainor
WEBB

SUSTAINING DONORS:

Bells Corners United Church
Dr.'s Rod and Lucy Rabb
Kellys Funeral Homes and Chapels
Lisa Cox
St. John's Anglican Church

CORPORATE AND DONOR SPONSOR'S OVER \$500

Anna Woodstock	David and Lynne Pearen
Bayshore Home Health	Deborah Kimmett
Beth Ada	Dr. Susan Gick
BMO Nesbitt Burns - Lee Fournier	Dunrobin Community Association
Cathy Allison	E. Gagne-Gagne Trust
Cathy Shillington	Empress Kanata
Christine Hunter	Erika Bekolay
Collette Orr	Faith O'Donnell
Cox and Merritt LLP	Gerry Venier
Dan Hudson	Gordon Blaney

Great West Life Assurance Co
J. Digger MacDougall
Jane Libera
Jill McKinlay
Joanne Hepton
Joy Craigie
Kellys Funeral Homes and Chapels
Linda Griffiths
Lois Ralph
Mabel Meunier
Mann & Partners LLP
-Heather Austin-Skaret
Marilyn Martin
Maureen Hafer
Mel Morin
Money Concepts – Kanata
Ottawa Real Estate Board
Patricia Sample
Patricia Tate
Ray Guay

REMAX-Bonnie Jensen
Richmond Kung Fu
Richmond Volunteer Firefighters
Rideau Bus Lines
Rosemary Gick
Royal LePage Team Realty – Kent Browne
Scotiabank – Richmond
Sherry Belding
South Carleton High School – Band
Stephen Roller
TD Canada Trust
The Glen Scottish Restaurant
- The McConville Family
The Kanata-Hazeldean Lions Club
The Ottawa Masonic Corp. Charitable Fund
The Royal Canadian Legion #625
- Ladies Auxiliary
Tubman Funeral Homes and Cremation
Watson DI Primo Steel (WDS)
- Investment Management
Welch LLP – Anne Chamberlain