

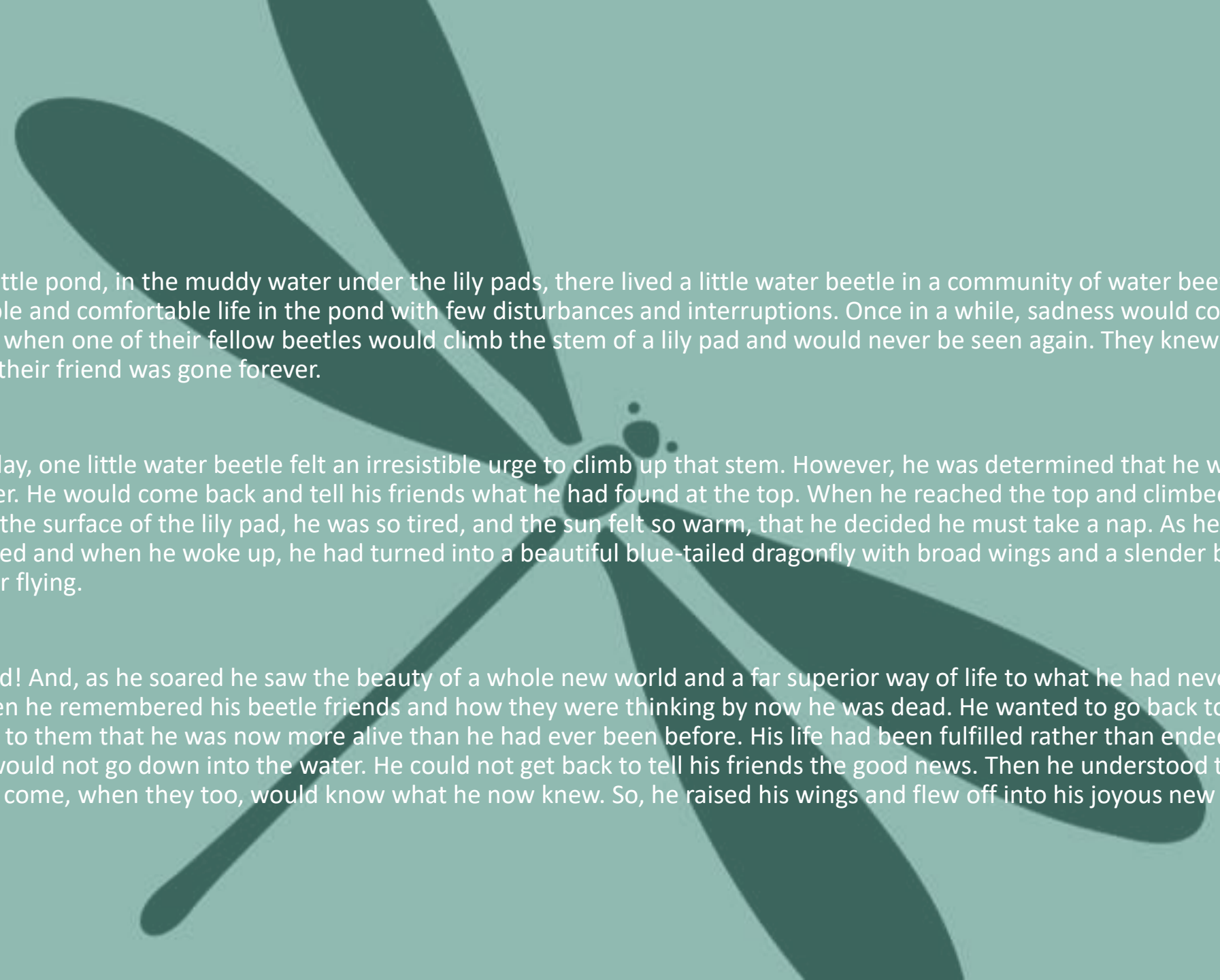


HILL HOUSE

 HOSPICE 

EXPERT CARE • COMPASSIONATE HEARTS

Annual Report 2021-22



Once, in a little pond, in the muddy water under the lily pads, there lived a little water beetle in a community of water beetles. They lived a simple and comfortable life in the pond with few disturbances and interruptions. Once in a while, sadness would come to the community when one of their fellow beetles would climb the stem of a lily pad and would never be seen again. They knew when this happened; their friend was gone forever.

Then, one day, one little water beetle felt an irresistible urge to climb up that stem. However, he was determined that he would not leave forever. He would come back and tell his friends what he had found at the top. When he reached the top and climbed out of the water onto the surface of the lily pad, he was so tired, and the sun felt so warm, that he decided he must take a nap. As he slept, his body changed and when he woke up, he had turned into a beautiful blue-tailed dragonfly with broad wings and a slender body designed for flying.

So, fly he did! And, as he soared he saw the beauty of a whole new world and a far superior way of life to what he had never known existed. Then he remembered his beetle friends and how they were thinking by now he was dead. He wanted to go back to tell them, and explain to them that he was now more alive than he had ever been before. His life had been fulfilled rather than ended. But, his new body would not go down into the water. He could not get back to tell his friends the good news. Then he understood that their time would come, when they too, would know what he now knew. So, he raised his wings and flew off into his joyous new life!

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Our Mission, Vision & Core Values

Mission

We believe that it is the right of every individual with a life-threatening illness to receive palliative care appropriate to his or her needs. Our mission is to provide palliative care to individuals diagnosed with a terminal illness in a home-like setting; to provide support for their families and friends; and to ensure that each patient is treated with dignity, respect and the highest standard of care.

Vision

We believe in sharing our compassionate approach to hospice care and creating comforting memories for everyone in our home.

Core Values

- Honesty & Integrity
- Compassion
- Respect & Dignity
- Accountability
- Teamwork



Message from the Chair

I have had the privilege of being on the Board of Directors of Hill House since 2018, and in the Chair role since 2019. It would be an understatement to say it's been an interesting ride!

Of course, every healthcare organization was impacted by the pandemic. Hill House, and palliative care, was no exception. I am so proud of our medical and leadership team who pivoted, adapted, and pivoted again---but never lost their stride, in doing what they do so well—providing tender and compassionate care to people in their final days, as well as providing support to the family and friends of those in our care. As a Board, we have done extensive work to identify the needs in our community for hospice palliative care, and recognize that the needs are greater than we can meet in our current situation. I am proud to lead a very committed Board of individuals who volunteer their time and expertise, not only to support Hill House in it's current work, but also exploring and preparing for expansion—so that we can bring the wonderful services of Hill House to even more individuals and families in Richmond Hill and York Region.

We are so grateful for the support of so many organizations and individuals in our community, who enable us to provide the care that we do. Hospice care is, unfortunately, only partially funded by the Ministry of Health, so we rely on the support of donors to help us keep the doors open and the lights on. We look forward to continuing to work with the City of Richmond Hill, our community partners, and our committed donors, to realize our vision of expanding the reach of Hill House Hospice.

Dr. Janet Morse

Board Chair, Hill House Hospice

Our Care Team



1 Lead Dedicated & Expert Medical Director and 15 Passionate Partnering Physicians



6 Compassionate Personal Support Workers



10 Caring Registered Nurses/Registered Practical Nurses



2 Fabulous Complimentary Therapists



16 Committed & Amazing Volunteers



A Creative & Innovative Leadership Team



A passionate community, ready to support



11 Committed & Forward-Thinking Board Members

Leadership

Chair of the Board – Dr. Janet Morse

Treasurer – Joanne Lott

Secretary – Catherine Bellinger

Director – Andy Langer

Director – David Lower

Director – Elaine Walsh

Director – Kimberley Baker

Director – Sam Lee

Director – Sheila Neuburger

Executive Director – Michelle Hambly

Board Committees

Finance, Audit & Risk Committee: Joanne Lott, Andy Langer & Sam Lee

Land & Building Committee: Dr. Janet Morse, Andy Langer & Elaine Walsh

Nominating Committee: Dr. Janet Morse, Elaine Walsh & Kimberley Baker

Advocacy & Community Engagement Committee: Elaine Walsh & Sheila Neuburger

Having an active and passionate board is part of what makes Hill House such a magical place. Our Board is comprised of leaders from our community who all share a passion for making a difference in our Region. They are also advocates and leaders, helping to create a more integrated and wholesome system of care.

2021 Impact



99%

Occupancy Rate

In 2021, Hill House realized a 99% occupancy rate and in the first quarter of 2022, had a 104% occupancy rate with a long waiting list.



1000+

Nights of Comforting Care

Our 3-bedroom hospice was able to provide over 1000+ nights of comforting care to our residents



870+

Volunteer Hours

Volunteers dedicated over 870+ hours of service in 2021.



120+

Families Cared For

In 2021, over 120 families were able to receive compassionate and expert hospice care at no cost at Hill House Hospice.



600+

People Supported

We were able to directly support over 600 people in 2021. This includes residents that stayed with us and their families.



\$1,000,000 in Savings

In 2021, over 120+ people who could no longer be cared for at home by-passed hospital admission and went straight to Hill House or came from the hospital, enabling a realized savings of over \$1,000,000 in hospital costs and better health outcomes.

Kind Words



A PLACE FOR REFLECTION, LAUGHTER, TEARS, AND EVERLASTING MEMORIES

"We would like to thank you for guiding us and caring for our mother with such warmth and compassion during her time with you. We were able to spend quality time with her surrounding her with love knowing all of her medical needs were taken care of. She passed comfortably in a loving environment."

- The Family of Gloria Cornacchia

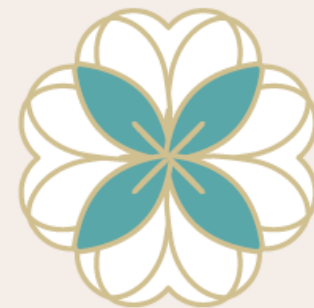


"Hill House is a shining example of love and tenderness toward our fellow beings, I would hope all people would be tended so well. The love, gentleness and respect you and your colleagues gave to my husband will remain in my heart always."

- Wendy Jackson, Grateful Family Member

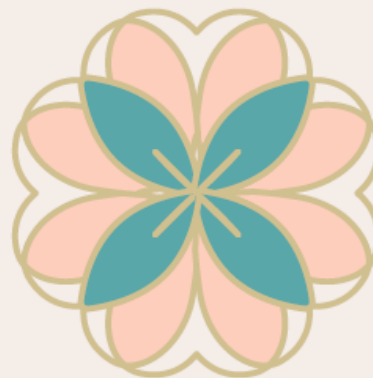
"Being able to be a part of the Hill House Hospice volunteer team has been so fulfilling. It brings me a lot of joy that I am giving back to a home that created the most beautiful moments for my grandma during her last few days."

- Stefani Cchor, Volunteer



"The entire time, Annette felt well-cared for, and all of the concerns for well-being were lifted from her caregivers' shoulders. Her 27-year-old son stayed in the basement 'suite' and was well cared for by the staff. Walks into the beautiful gardens provided quiet time for meaningful discussions. And the staff helped us through quiet discussions, dealing with the process and early preparation for bereavement. Staff continuity, and the time that staff had for these discussions, helped immensely. Everyone should be able to access this wonderful resource."

- Andy Langer, Board Member



"As a physician, I have been involved with many patients and families on their palliative care journeys. When my own father developed end-stage Parkinson's disease, and needed palliative care, we were fortunate that Hill House had a bed available. As soon as he was admitted, it seemed his struggles eased, and as a family, we all felt the warm embrace of Hill House. The team provided wonderful, respectful and compassionate care to Dad, and supported us, allowing us the gift of time with him — to share laughter and tears, and say goodbye. Our family is filled with gratitude for the team at Hill House Hospice."

- Dr. Janet Morse, Chair, Hill House Hospice



Service Matrix of Hill House Hospice



At Hill House Hospice, we strive to provide wrap around hospice services for families. The list provided articulates the services that we provide within our home and for additional support services, we work and partner with complementary service partners to fill those gaps and needs.



Residential hospice beds



Wellness programs & complementary therapy



Anticipatory grief & bereavement counselling by a regulated health professional



Caregiver & family support



Interdisciplinary teams



Practical assistance



Chronic disease management



Education



Pain & symptom management



Complementary Therapy at Hill House Hospice

We are proud to work with caring and committed complementary therapists. This year we were able to expand our complementary and wellness programs and now have a music therapist that brings musical magic to our home. We continue to have aromatherapy and massage therapy available to our residents and families.

From Briana, "As a music therapist, I use live music as a tool to connect with clients and their families. The music being played is for the clients, their loved ones, and the staff at Hill House to promote relaxation and provide a pleasant and compassionate musical environment. When I sing and play the piano or guitar for clients at Hill House Hospice, I adapt the music to what they need in that moment. I adapt the music to the pace of the client's breathing, I hold space by improvising on the piano while loved ones grieve, and I play familiar music to bring back memories of life and love. I have had the pleasure of watching and accompanying emotional and meaningful interactions between spouses, siblings, and friends with intentional music."



2021-22 Fundraising Events

THANK YOU

Our deepest gratitude goes out to all of the friends, family and event partners of Hill House Hospice. Your support of Hill House this past year has enabled us to continue to serve others through and beyond the pandemic.

Thank you for believing, thank you for caring and thank you for being strong supporters of hospice care!

Fundraising Events

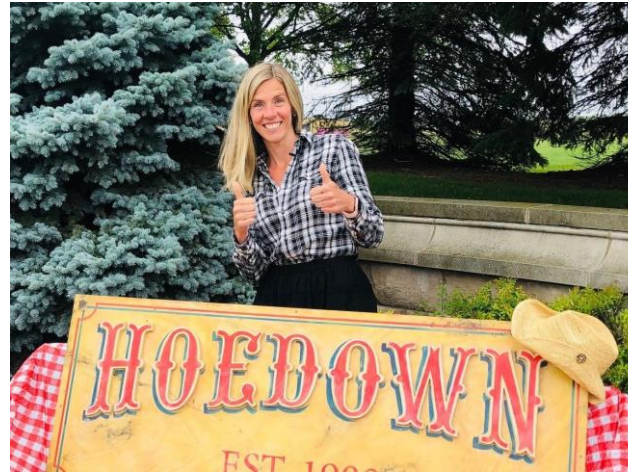
It has been a remarkable year! Holding a virtual hike in Spring 2021 and finally being able to host an in-person hike this past Spring 2022. For both years, you helped us raise over \$70,000 to support hospice care!

We have also been fortunate to have been chosen as a recipient of the Magna Hoedown event for 2 years in a row! Thank you Magna and Neighbourhood Network!

We were grateful to be the charity of choice for the Deputy Mayor's Annual Golf event that was held at the Richmond Hill Golf and Country Club on September 14, 2021. Thank you Councillor Joe DiPaola!

On September 29th, 2021, we held our first annual wellness event of art therapy in the backyard for our team and for friends and families of Hill House.

Thank you to everyone for their consistent and constant support and encouragement.



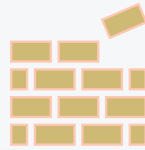
Scents of Serenity

A clear glass jar is filled with several cookies of different types and colors. In the foreground, there's a large, light-colored cookie with a cracked surface, possibly oatmeal raisin. Next to it is a dark brown, rectangular cookie, likely gingerbread. Other cookies in shades of tan and light brown are visible in the background. The jar sits on a grey and white marbled countertop. The background is slightly blurred, showing what appears to be a kitchen setting with a stainless steel appliance.

We are grateful for the constant scent of delicious baking and cooking that occurs at Hill House. Scents can have a very positive impact and enhance our psychological wellbeing. Our olfactory responses are linked to the emotional center of our brains and aromas can significantly promote stress reduction and improve our moods.

Thank you to our dedicated volunteers who fill the halls of Hill House with the smell of delicious cookies!

2021 – Looking Back



Build & Strengthen

We were able to build and strengthen our team as well as build on and enhance our internal processes and systems



Grow, cultivate and nurture

We were able to focus on cultivating relationships and were able to grow, and nurture our relationships with community partners and stakeholders



Prepare

There is a huge need for greater hospice services across the region and in 2021, we were able to prepare for growth to meet the growing needs of our community

None of us could have imagined the impact that the pandemic would have on the world, on the health industry and on our most vulnerable. With the unwavering support of the community, we were able to continue to serve, keeping our doors open and providing quality end-of-care life to those that needed it the most.



2021 - Building our Team and Systems

Over 70% of all staff took advantage of our professional development internal grants to encourage and facilitate a culture of learning. We aim to reward and encourage ongoing learning and capacity building of all of our team.

Over 250+ hours of professional development were completed by our team including courses that supported clinical growth as well as equity, diversity and inclusion studies to encourage a workspace that is welcome to all.

As we move forward into the coming year, we are proud to continue to offer professional development opportunities to our team.

We Have Gone Digital!

We were able to go digital! Thank you to all of the Hill House team for their perseverance and positive attitude as we have officially gone from paper to digital records!

2021 - Support from our Community

We are deeply grateful to be surrounded by support from our local community as well as be a part of collaborative groups to be advocates for positive change.

This past year we were proud to join York Region's Seniors Cluster table that aims to encourage collaboration from the Community Services Sector to help improve programs, services and advocacy work. It has been an honour to continue to serve on our Western York Region Ontario Health Team.



We are thankful to the Rise and Shine Seniors Project that continuously drop off gift baskets for our residents and their families; such a heart warming gesture.



The City of Richmond Hill was able to support Hill House renovations as well as the provision of 6 HVAC machines to ensure excellent air filtration within the House.



2021 - Our Plan to Expand

Building on close to 25 years of experience in providing expert and compassionate residential hospice care, Hill House Hospice is looking to build a larger hospice home that will enable us to expand our capacity in order to serve the growing needs of our community. At our new hospice home, we will provide a space that will be caring, welcoming and vibrant and that will enable each of our residents to live their life to the very fullest. We will also provide comfort and support to their families and friends by offering a home-away-from-home. Additionally, we will expand on our existing programs by forming strategic partnerships with an aim to ensure a more seamless and integrated hospice care experience.

Hill House Hospice is known for providing exemplary hospice care through a team of highly experienced, interdisciplinary health care providers with intricate knowledge about palliative care. Our professional nursing staff and supportive PSWs provide 24-hour care and are specially trained in pain and symptom management. In addition to providing direct care, our dedicated team also provides emotional support to residents, their family members, and friends.

Preparing for Expansion

Steps taken in 2021-22

Unanimous Board Approval to explore expansion

Establishment of additional committees to strengthen capacity and expertise

1. Finance
2. Land & Building
3. Advocacy & Community Engagement

Received Seed Funding from Canso Investment Counsel Ltd. to fund exploration of expansion

Prepared and delivered a deputation to York Region Council that would exempt hospices from Development Charges, which was later passed and adopted by Regional Council (Development Charges Bylaw No. 2022-31)

Worked with Colliers (in-kind support) to search for land opportunities

Partnered with Mission Inc. a fundraising consulting firm to complete a feasibility study of expansion, formed a steering committee along with document preparation to support a future campaign launch

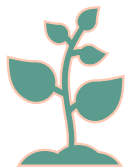
2022-23 Strategic Direction – Looking Forward

In the coming year, we will continue to provide compassionate and expert hospice care along with preparing for growth and expansion so we can meet the growing need.



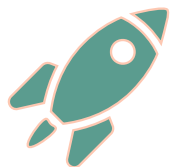
Architectural Feasibility

- Work with City of Richmond Hill to create an architectural feasibility roadmap for 36 Wright Street



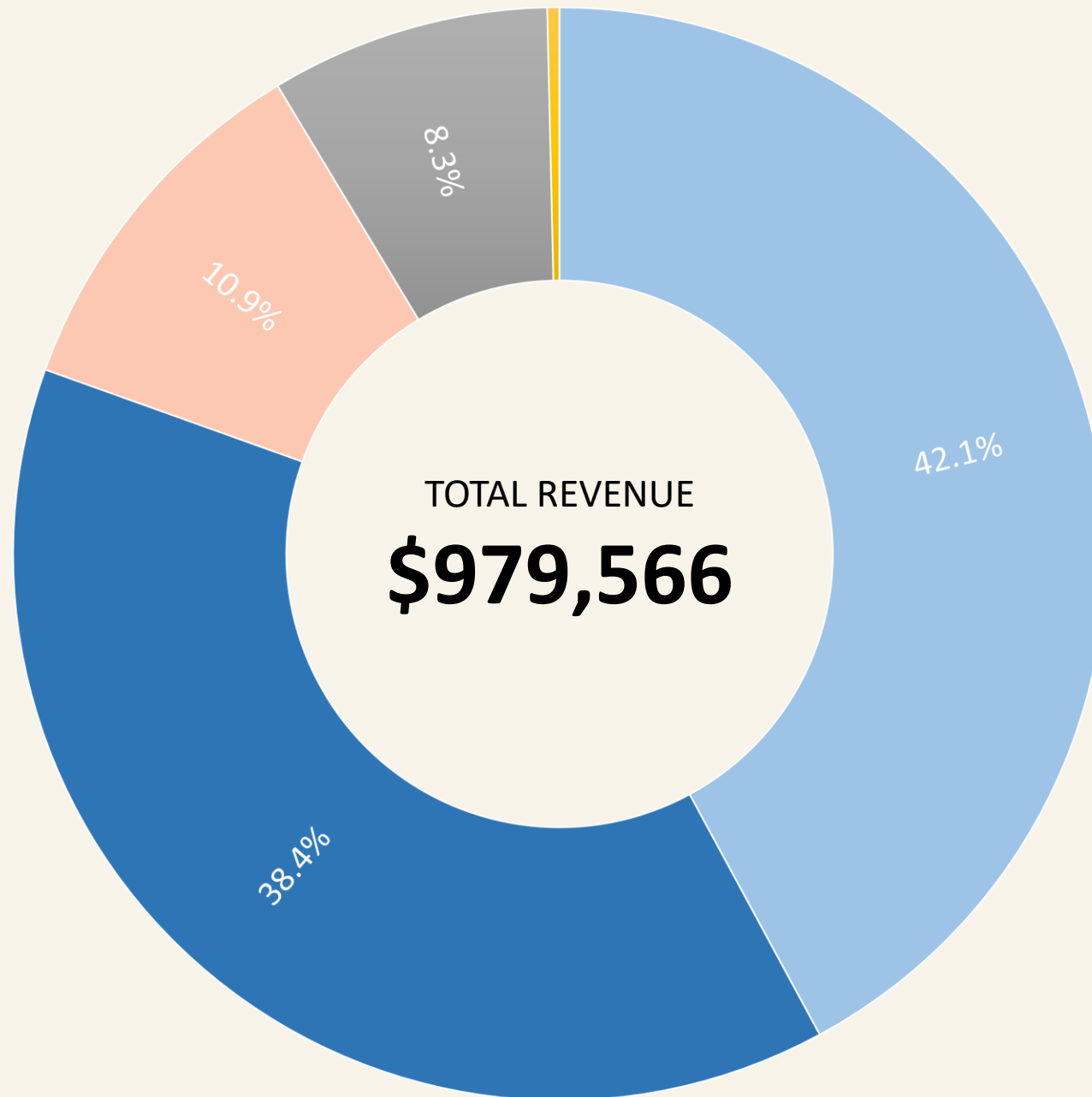
Grow, Cultivate and Nurture

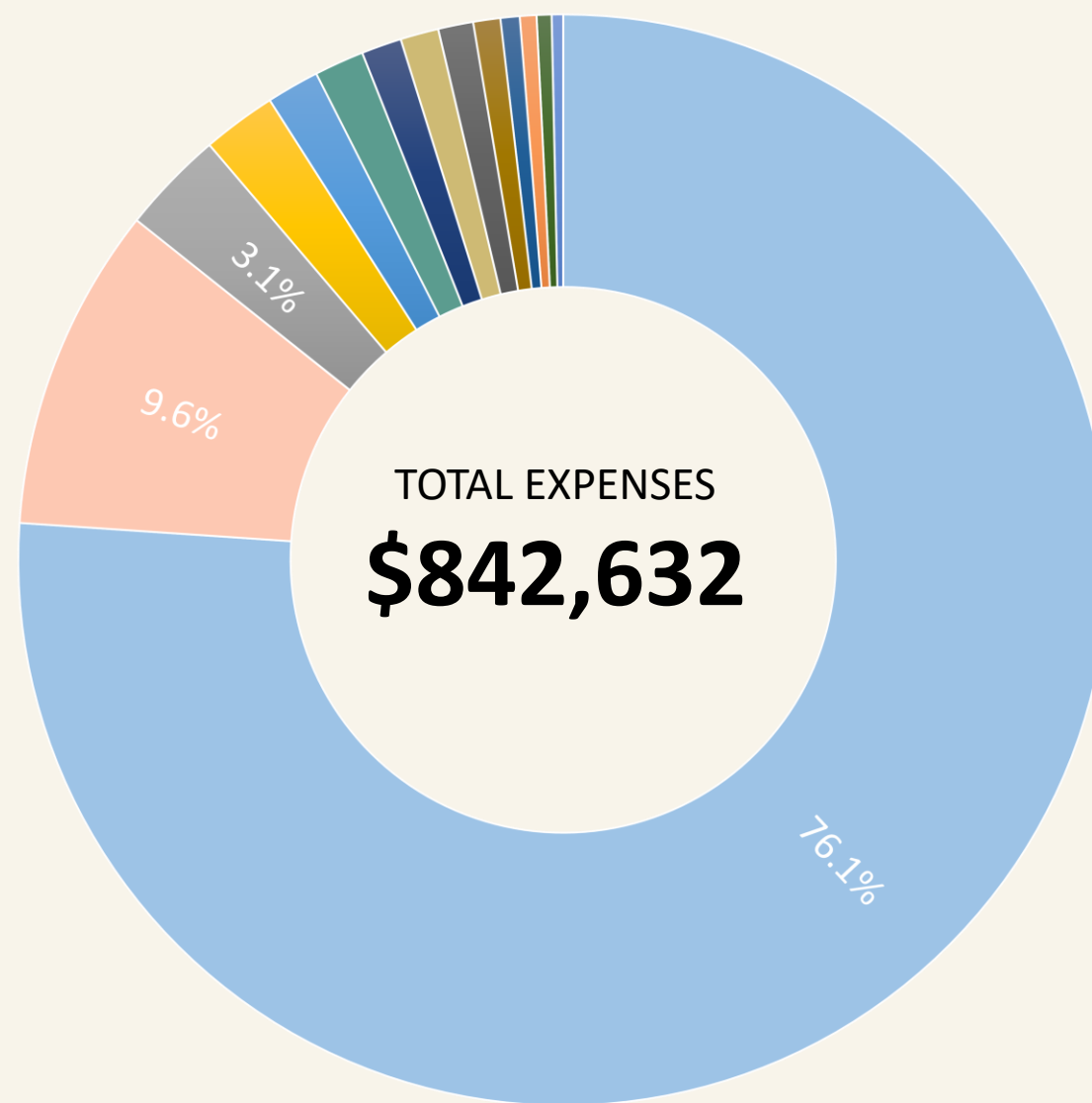
- Continue to cultivate and nurture relationships with community partners and stakeholders



Launch a Capital Campaign

- With the support of a Campaign Cabinet, launch a Capital Campaign to raise \$13 million dollars to support needed expansion





- Wages & Benefits
- Seed Funding Expenses
- Professional Fees
- Purchased Services
- Office Supplies
- Dues & Memberships
- Utilities
- Insurance
- Patient Supplies
- Advertising & Promotion
- Household Supplies
- Interest & Bank Charges
- Telephone
- Amortization

Thank You Community Partners!

Your Support Makes a Difference!

- 50 for 50 Fundraiser
- Allegra Aurora/Newmarket
- Aurora Lions Club
- Bethel Canadian Reformed Church
- Bill Schwarz Kirkwood Wagner Gallery
- Blue Light Tall Boys Baseball Team
- Canso Investment Counsel Ltd.
- Charitable Giving Fund
- Charities Aid Foundation of Canada – Cybergrants LLC
- Chartwell Retirement Residences
- Christ Church Stouffville
- Church of Our Lady Queen of the World
- Cobs Bread Bakery -Vaughan Store
- Community Church of Richmond Hill
- Community Foundation of Orillia – John Galt Fund
- Costco Richmond Hill
- Dental Laboratory Associates Inc.
- Dynamic Funds
- Ecole Secondaire Norval-Morrisseau
- Enbridge
- Evergreen Crematorium
- Farm Boy Richmond Hill
- Flowersmart
- Forestdale Heights Lodge
- Freshwater Industries
- Giftfunds Canada
- Glynnwood Retirement Home
- Hansen’s Bakery
- Highland Funeral Home

Thank You Community Partners!

- Hill House and Hope House Volunteers
- Home Concierge
- Intergroup Facility Services Inc.
- Joe and Val's No Frills Aurora
- Knights of Columbus – Oak Ridges Council
- Knights of Columbus, Our Lady Queen of the World Parish
- Lilac Tournament – Bayview Golf & Country Club
- Magna
- Marshall Funeral Home
- Medigas Newmarket
- Neighbourhood Network
- Neighbourhood Pharmasave Richmond Hill
- North York Trophies Order of the Eastern Star
- Orlando Corporation
- Our Farm Organic Bakery
- Our Team
- Patient Capital Management
- Paypal Giving Funds
- Plaza Printing Ltd.
- Project BeamOn
- Richmond Hill Board of Trade
- Richmond Hill Food Bank
- Richmond Hill Garden & Horticultural Society
- Richmond Hill Hockey League - Randy

Thank You Community Partners!

- Richmond Hill Legion
- Richmond Hill Presbyterian Church
- Richvale Lion Club
- Richvale Lioness Club
- Rise and Shine Seniors Project
- Royal Bank of Canada
- Saint Elizabeth Foundation
- St. John's Ambulance
- St. Mary's Anglican Church
- St. Mary Immaculate Church
- Surface to Soul
- Tarion
- The Auroran
- The Country Day School – King City
- The Harold & Ethel Freeman Foundation
- The Richmond Hill Liberal
- The Richmond Hill Library
- The Village Grocer
- The Winnipeg Foundation
- Tim Hortons
- Town of Aurora
- UJA Federation of Greater Toronto – Jewish Foundation
- York Farmers Market



The Richmond Hill Garden & Horticultural Society

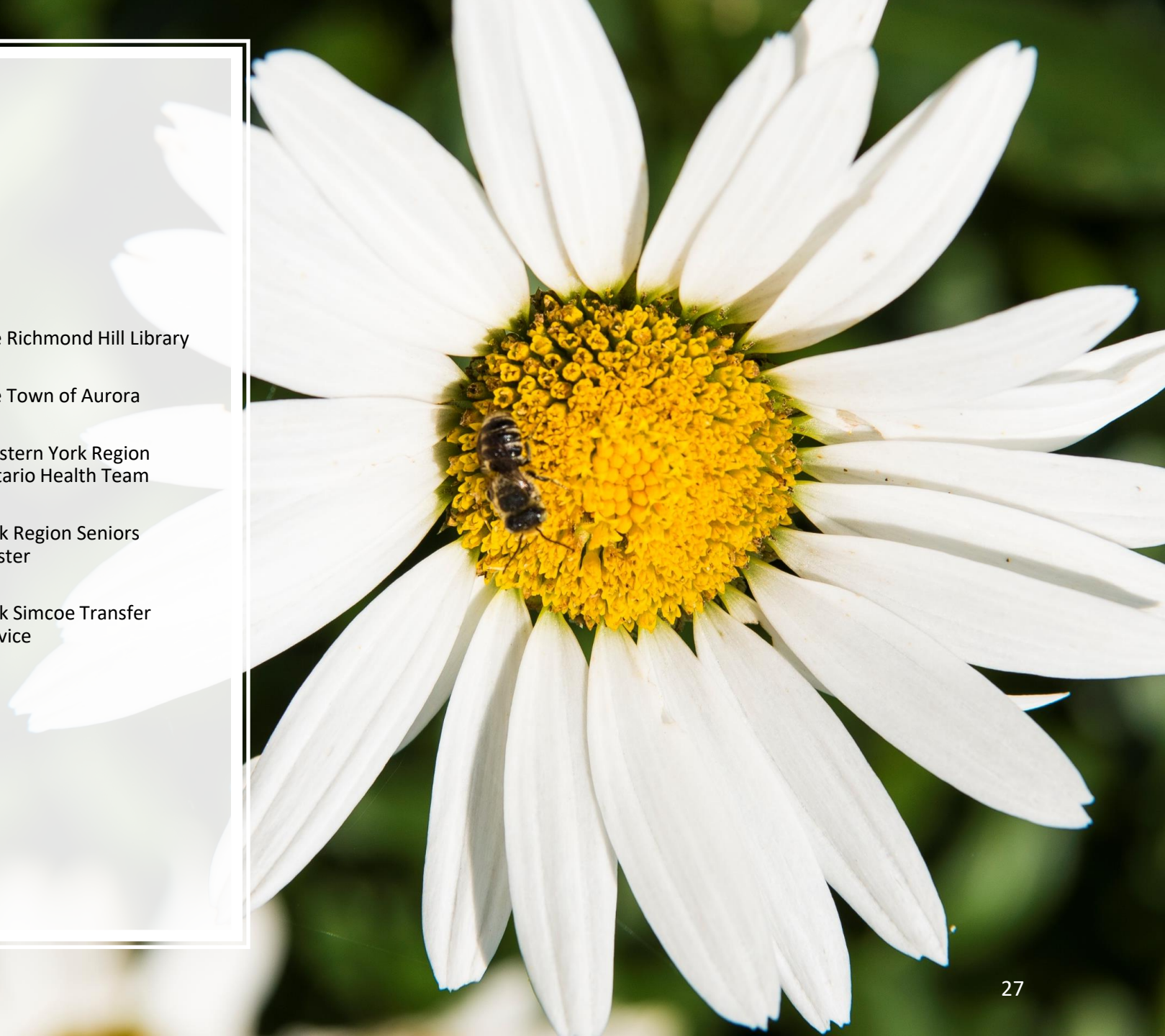
We remain especially grateful to the Richmond Hill Garden & Horticultural Society that continues to enhance and nurture the Hill House garden space in order to make a peaceful and tranquil haven for our residents and their families.

We appreciate you!

A Shout Out to Our Collaborators

Together, we are making a difference!

- Councillor Godwin Chan
- Councillor Joe DiPaola
- Councillor Raika Sheppard
- Home and Community Care Support Services
- Hope House Community Hospice
- Hospice Palliative Care Ontario
- Mackenzie Health
- Mayor David West
- Mission Inc.
- MPP Daisy Wai
- Not Just Tourists
- Ontario Health
- PalCare
- Public Health
- RNS Health Care Services Inc.
- The City of Richmond Hill
- The Ministry of Health
- The Richmond Hill Library
- The Town of Aurora
- Western York Region Ontario Health Team
- York Region Seniors Cluster
- York Simcoe Transfer Service



Thank you

Our hearts are filled with gratitude.

Hill House Hospice – 36 Wright Street, Richmond Hill ON, L4C 4A1

905-737-9308

Charitable Registration #869834648RR0001, www.hillhousehospice.com

