



Proudly serving the communities of North and South Dundas for 29 years

2020-21 Annual Report



Message from our Executive Director and Board Chair

We have so much gratitude for our clients, families, and caregivers who have shared their very personal journey with us this year. Thank you for your patience as we try to support you as best we can, given our current reality. We are working hard to grow our grief and bereavement program to better support you. We recognize the impact that COVID has had on the grief experience.

A special thanks to the communities of North and South Dundas for the unwavering support we have seen over the past year. COVID-19 has brought many challenges, including the ability for organizations like ours to fundraise in the way we have become accustomed to. As you will see by our financial statements, our financial position remains strong thanks to the incredible support we have received from the community.

Our staff and volunteers are true heroes in the dedicated manner they provide compassion to our clients, families and caregivers. You have all gone above and beyond ensuring our clients feel supported in whatever manner we have been able to. The flexibility and adaptability you have demonstrated in pivoting from in-person to virtual program formats has been amazing.

In September of 2020, we hired Kathryn Boyd, MA, CCC, RP, as part-time Bereavement Counsellor. A vision coming to life for many of us involved with the organization. We are excited for our clients to benefit from Kathryn's professional services. In April of 2021, Tina MacQueen left her position as our first Volunteer Coordinator, in recent history. We thank Tina for all she did to grow our Volunteer Program. Lynn Gee, our former Program Assistant moved into the role of Volunteer Coordinator and has done an incredible job. In June, Catherine Clement came on board as our interim Program Assistant. We are happy to welcome Catherine back to the organization as she spent the summer of 2018 with us as a student. Linda Johnson remains in her position as Director of Client Services. She continues to be a lifeline for our clients and caregivers who sing her praises regularly.

Dundas County Hospice has had the opportunity to help direct the formation of our local Ontario Health Team, Upper Canada, Cornwall and Area OHT. It is our goal to be a voice at the OHT table for local community-based palliative care services.

In early 2021, we embarked on a strategic planning process that leaves us well positioned into the next three fiscal years. The process has been a great reflection of what we have done well and key areas for us to focus on moving forward. Our key priorities will be:

- Honouring Clients and Caregivers First*
- Making Key Connections*
- Securing Our Future*

Thank you to our Board of Directors for your leadership and direction in these crazy times. Special thanks go out to Paul Renaud, who will be transitioning out of his position as Board Chair and into the role of Past Chair. Paul's leadership on the board over the past six years has been paramount through an incredible era of growth for the organization. Thank you Paul!

Lisa Casselman
Executive Director

Paul Renaud
Board Chair

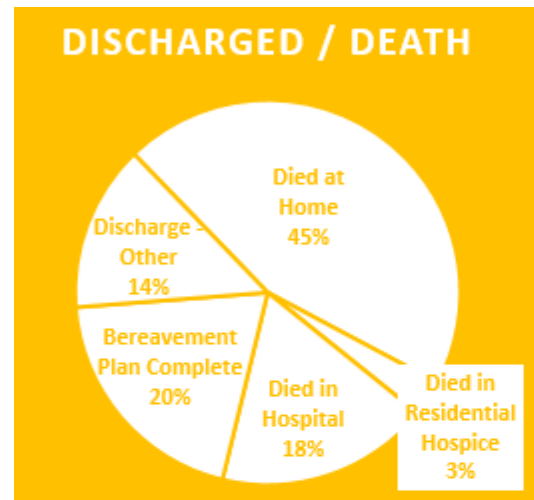
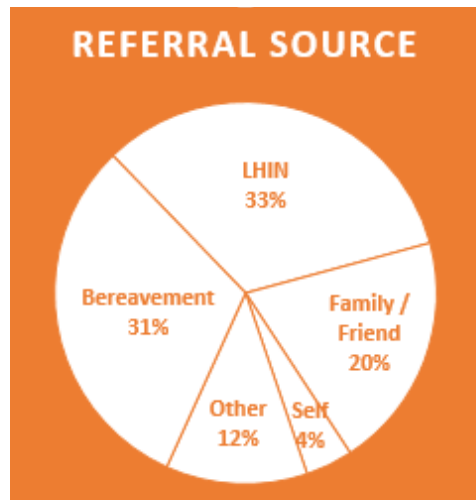
Our Clients



152 Palliative & Bereavement Clients were served by one or more programs

72% were 65+, 28% were younger than 65

51% from South Dundas, 43% from North Dundas, 6% from outside the county



83% of clients died in the place of their choice (based on client service evaluations received)

173 Community Clients used our Community Equipment Loan Program

449 Total pieces of equipment were loaned to clients

40 Bereavement Clients supported through various programs & events including: Open Support Group, Ongoing Book Club, Memorial Service, Pet Loss Workshop, Surviving the Holidays Workshop, Walking the Labyrinth, Death Café, Professional Bereavement Counselling

"Thank you for your help and support. The equipment loan program and the emotional support during my mom's last days was so appreciated. I am now moving on with grief counselling."

-message from daughter whose mom was a Palliative client then she went on to be a bereavement client.

"Services we received for Bill through the Hospice helped us keep him home as long as we could. We couldn't have asked for better support. We were always treated with kindness and compassion which we all appreciated."

-message from wife whose husband received Palliative support.

Our Volunteers

53 Volunteers contributed over **3,000** hrs in 2020-21

Brodie Loynachan is the newest Member of our Board of Directors. Brodie joined the Board in December of 2020.

Jon Martin left the Board in May 2021. He will be leaving the area for work. Thank you for contributions Jon! We wish you well.

The Diane Annable Memorial Volunteer of the Year Award for 2020 was awarded to Ann Barkley & Valerie Thompson. Thanks for all you do for us!



Memberships

DCH enjoys incredible networking opportunities and learning by maintaining memberships with the following organizations at a provincial and regional level.



Statement of Operations and Net Assets

For the year ended March 31, 2021

Revenues

Provincial community program funding	\$145,448
Donations	67,981
Events	25,290
Other	11,498
Interfund Transfers	<u>73,417</u>
Total Revenue	\$323,634

Expenses

Program	17,959
Fundraising	2,537
Amortization	20,664
Facility	10,506
General Administration	23,236
Salaries & Benefits	164,378
Interfund Transfers	<u>73,417</u>
Total Expenses	<u>\$312,697</u>
Excess of revenues over expenses	<u>\$10,937</u>

Balance Sheet March 31, 2021

Assets

Current Assets	
Cash	\$73,756
Investments	81,546
Accounts Receivable	3,000
HST Receivable	2,823
Capital Assets	<u>265,396</u>
	<u>\$426,521</u>

Liabilities and Net Assets

Current Liabilities	
Accounts Payable	15,644
Source Deductions Payable	4,552
Deferred Capital Contributions	117,264
Net Assets	
Unrestricted Net Assets	142,460
Restricted Net Assets	<u>146,601</u>
	<u>\$426,521</u>

A full copy of the Audited Financial Statements are available upon request and will be posted to our website

Our Mission

To provide comfort, care and compassion enabling the best possible quality of life at home while living with a life-threatening illness.

Our Vision

The residents of Dundas County will turn to us for palliative, grief and bereavement support.

Our Values

Respect

Compassion

Integrity

Commitment

Collaboration

Board of Directors

Paul Renaud, Board Chair

Bob Sisson, Vice Chair

Arnold Scheerder, Treasurer

Arlene Nesbitt, Secretary

Kathy Spruit, Director

Dr. Bart Steele, Director

Mary MacMillan, Director

Brodie Loynachan, Director

Staff

Lisa Casselman, Executive Director

Linda Johnson, Director of Client Services

Lynn Gee, Volunteer Coordinator

Catherine Clement, Interim Program Assistant

Kathryn Boyd, Bereavement Counsellor

Kathryn Mulder, Casual RN



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