



Proudly serving the communities of North and South Dundas for 32 years

2023-24 Annual Report



Message from our Executive Director and Board Chair

Jodie Foster said *"Normal is not something to aspire to, it's something to get away from,"* and since its humble beginnings Dundas County Hospice has been working hard to stay away from normal. The current "normal" in healthcare looks like long wait times, excessive paperwork, difficult admission processes, and the inability to truly 'meet people where they are'.

Instead, we have chosen to be accessible and responsive. We have fought to be different. Those differences have proven to be vital to clients and caregivers and the evidence is in the response from the community and the longevity of Dundas County Hospice. As we move forward, we remember that we are important because we are different and we are different because our work is important.

In the last year our volunteers have really stepped up to the plate. We ask more of them and they always deliver. Our volunteer recruitment efforts have also started to pay off with new volunteers signing up in various roles and current volunteers advancing their training to volunteer in more ways. Our community group presentations have become very successful in not only raising awareness, but raising funds as well and the feedback from those presentations has been only positive. Several of our volunteers were recognized not only internally with our volunteer of the year awards, but through the June Callwood Award and the Ontario Volunteer Service Awards too. It's wonderful to be able to recognize our volunteers as they are the life blood of the hospice.

We had 3 fundraising events in the last year. Our Hike for Hospice was held in Iroquois this year to a small, but powerful group. The poor weather didn't deter anyone and we raised \$11,000 for Hospice. Our golf tournament was well attended and produced another \$6,000 in revenue. And despite the extreme cold, many showed up for our tree lighting in December and held remembrance of their loved ones. These core events are always well received in the communities.

This year our Board welcomed Terry Triskle as a new member. Terry has many connections in the community and his insight is always valuable. Terry has served on other Boards in the community and is getting quickly up to speed on hospice operations.

Hospice suffered a great loss this year. Our dear friend Mary Macmillan passed away leaving a hole in our hearts. Her dedication to hospice was unwavering and her passion for life was infectious. She will be missed by all with our thanks and love. She is now "In the Hands of Good Ole' God".

We also want to thank our incredible Board of Directors. They out do themselves year after year by taking charge of various projects and fundraising initiatives. Some even completed the grief and bereavement course and are now ready to assist grieving members of our communities. It is easy to do good once, but it is very hard to sustain it. Our board members are incredible at maintaining their enthusiasm and guiding Dundas County Hospice into the future.

One of those upcoming projects that board and volunteers are spearheading is our new "wind phone" which should be completed soon. The idea of the wind phone was originally created in Japan by Itaru Sasaki while grieving his cousin who died of cancer. Itaru Sasaki loved to sit in his garden and installed a phone there so he could convene with his lost cousin. The wind phone idea took off after Itaru Sasaki opened his wind phone up to the public following the 2011 earthquake that resulted in 30 foot waves which obliterated the coast of Japan destroying entire towns and taking thousands of lives.

Message from our Executive Director and Board Chair

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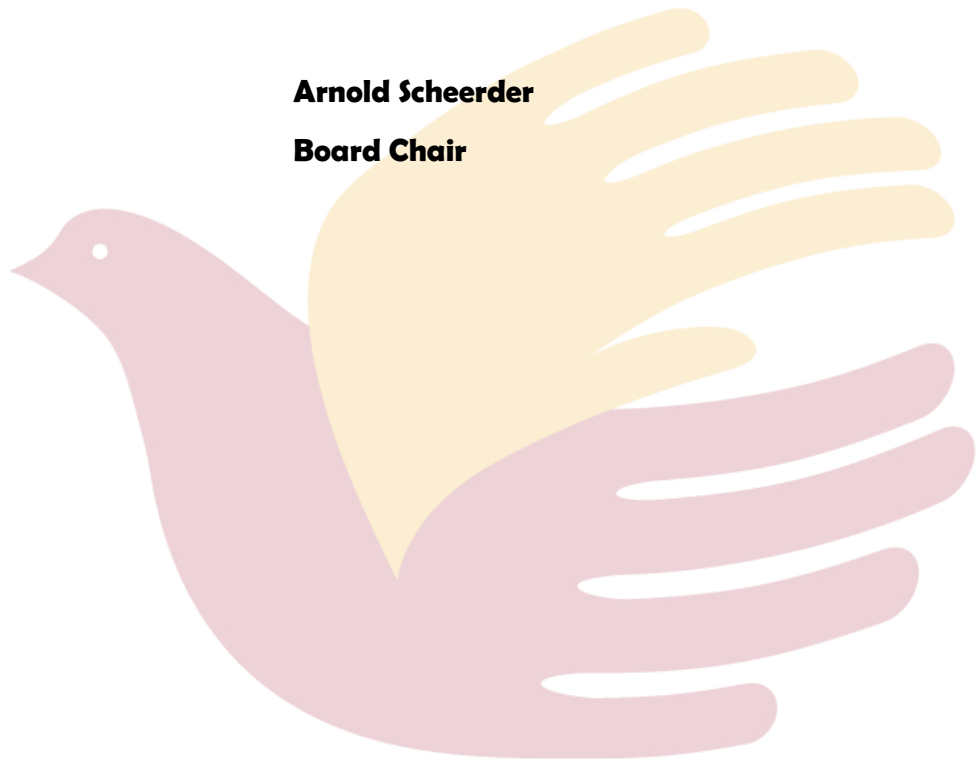
We recently went through a Strategic Planning process. This process offered the opportunity to reflect on where we've been and where we're going. What we learned is that Dundas County Hospice is often a beacon of light in a very complex health care system. We try hard to make our services truly accessible to those that reach out for help. We tell people in the community just "Call Jackie". We will ensure the proper referral forms are completed, etc but we want to remove barriers for those reaching out for help, or for overloaded health care professionals to send patients our way. We also do not want people to be turned away because they are just outside of our catchment area, they aren't palliative enough, or they don't think the services we offer are applicable to them. Each client receives a custom care plan and we do a lot of out-of-the-box things to help people that need help.

We also reflected on our volunteers. Even though it sounds cliché, we truly love and appreciate our volunteers and everything they do for our clients and the community. We recognize that it is crucial that they feel valued and appreciated and engaged in their work. There are many organizations that need volunteers, so we know that we have to go above and beyond to recruit, retain and engage those that come to volunteer with us.

A very wise man recently told us, "You have something very special here". That is the best compliment we could have ever received. We look forward to many more years of serving the community in the best way we know how. For anyone interested in learning more about what we do, drop in and have a coffee. We'll give you a tour. Spring, summer and fall is a great time to sit on the back deck and take in the view of our beautiful gardens.

Lisa Casselman
Executive Director

Arnold Scheerder
Board Chair



Dundas County Hospice
613-535-2215
Call
Jackie

Our Clients



- 142** Palliative & Bereavement Clients were served by one or more programs
76 were 65+, 62 were younger than 65
44% from South Dundas, 48% from North Dundas, 8% from outside the county
- 63** Clients Admitted by referrals from:
13% LHIN 10% WDMH 14% Family/Friend
3% Self 24% Other 37% Bereavement
- 79** Clients Discharged by the following:
22% Died @ Home 19% Died @ WDMH 6% D/C Residential Hospice
6% D/C Hospital 4% D/C LTC 11% D/C Other 33% Bereavement
- 71%** of clients died in the place of their choice (based on client service evaluations received)
- 235** Community Clients used our Community Equipment Loan Program
- 428** Total pieces of equipment were loaned to clients
- 80** Bereavement Clients supported through various programs & events including:
Volunteer Visiting, Open Support Group, Ongoing Book Club, Holiday Help Workshop, Walking the Labyrinth, Professional Bereavement Counselling

"You've been a bright shining lamp through these dark nights. Not just for me, but for my entire family.

-message from Caregiver

"It's comforting to know we have such an amazing organization in our community."

-message from Caregiver

Our Volunteers

40 Volunteers contributed **2,380** hrs in 2023-24



The Diane Annable Memorial Volunteer of the Year Awards for 2023 were awarded to Deb Swords & Kathy Spruit. Thanks for all you do for us!



Congratulations to Karin Scheerder on receiving the June Callwood award as an outstanding hospice volunteer in Ontario. Thank you Karin!

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, 2024

Revenues

Provincial community program funding	\$165,796
Donations	76,148
Events	30,448
Other	15,693
Interfund Transfers	82,673
Total Revenue	<u>\$370,758</u>

Expenses

Program	\$19,967
Fundraising	7,338
Amortization	15,040
Facility	12,744
General Administration	31,975
Salaries & Benefits	176,520
Interfund Transfers	82,673
Total Expenses	<u>\$346,257</u>
Excess of revenues over expenses	<u>\$24,501</u>

Balance Sheet March 31, 2024

Assets

Current Assets	
Cash	\$84,844
Investments	139,323
Accounts Receivable	13,833
HST Receivable	6,501
Prepaid Expenses	6,306
Capital Assets	270,453
	<u>\$521,260</u>

Liabilities and Net Assets

Current Liabilities	
Accounts Payable	\$16,110
Source Deductions Payable	3,481
Deferred Contributions	1,860
Deferred Capital Contributions	100,873
Net Assets	
Unrestricted Net Assets	232,688
Restricted Net Assets	166,248
	<u>\$521,260</u>

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

Arnold Scheerder, Board Chair

Paul Renaud, Past Chair

Bob Pitruniak, Treasurer

Arlene Nesbitt, Secretary

Kathy Spruit, Director

Bob Sisson, Director

Dr. Bart Steele, Director

Cindy Morgan, Director

Terry Triskle, Director

Staff

Lisa Casselman, Executive Director

Jackie Imrie, Director of Client Services

Catherine Clement, Volunteer Coordinator

Jen Pretty, Program Assistant

Kathryn Boyd, Bereavement Counsellor

Kathryn Mulder, Casual RN



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