

ANNUAL GENERAL REPORT 2019/2020



**THE HOSPICE OF WINDSOR & ESSEX COUNTY INC.
THE HOSPICE FOR LIFE FOUNDATION**



ABOUT OUR HOSPICE

Founded to address compassionate end-of-life care, The Hospice of Windsor & Essex County Inc. has been an integral part of the Windsor-Essex region since 1979. The Hospice provides care at no cost in our two Hospice Residential Homes (Windsor and Erie Shores/Leamington), through the Community Palliative Medicine Program and through our Wellness Programs and Services. With only partial government funding, it has been through the generous support of our community that Hospice has become the first palliative hospice village in North America. Over time, The Hospice has adapted to meet the needs of the community, and continues to address the physical, social, emotional and spiritual needs of patients and their families, now and into the future.



OUR HOSPICE BOARD OF DIRECTORS

- Jane Wiens, *Chair*
- Frank Chalmers, *Vice Chair*
- John Blanken, *Treasurer*
- Veronique Mandal, *Past Chair*
- Dr. Hakam Abu-Zahra
- Dorothy Davis
- Greg Dufour
- Richard Gates
- Dr. Gary Ing
- Scott Lockwood
- Joan McSweeney
- John Martel
- Mark Nazarewich
- Mary Beth Valentine
- Julka Vlajik
- Joyce Zhu

OUR HOSPICE FOR LIFE FOUNDATION BOARD OF DIRECTORS

- Dr. Mary Broga, *Chair*
- John Blanken, *Treasurer*
- Dan Amicone, *Past Chair*
- Tim Beaulieu
- Jane Boyd
- Marilyn (Duffy) Davidson
- Garnet Fenn
- Kathryn A. Hengl
- Tim A. Jones
- Kevin Marshall



ACTIVE VOLUNTEERS

Volunteers are the heart of our Hospice. Our over 1,000 active volunteers offered over 95,000 hours in 2019/2020.



RESIDENTIAL HOME ADMISSIONS

Our Hospice Residential Homes had the honour to care for 345 members of our community in 2019/2020.



PALLIATIVE MEDICINE PROGRAM VISITS

Our Palliative Medicine Program carried out 2,421 visits to patients in their own homes in 2019/2020.

FROM OUR EXECUTIVE DIRECTOR

COLLEEN REAUME

As I reflect on the past year, I am profoundly proud of the people who make up “Our Hospice.” Staff and volunteers carry the mission and vision with them in every interaction while our community and donors continue to rise above in support of the 1979 dream when the Hospice Palliative Care movement began.



This has been a very productive and rewarding year of growth at Hospice. This year started out with the expansion of our Windsor Hospice Residential Home moving from an 8 to 10 bed facility. Adding these additional beds has had a significant impact on our Windsor Home where we maintained an overall 91% average occupancy and served an additional 90 patients and their loved ones. Our Palliative Medicine Team (PMP) was also very busy caring for 643 patients and families in the home community program, seeing a slight shift with earlier referrals and younger patients registered with completed advance care plans.

Concurrently, as the Erie Shores Residential Home continued their great work, the Erie Shores Welcome Centre celebrated the grand opening of the stunning facility supported by Don and Kathy Mastronardi in honour of their parents. Over the course of the year Erie Shores Wellness Programs were launched to provide social and therapeutic programs close to home.

Under the guidance of our Board of Directors, and with the support of our donors and volunteers, and partnerships with provincial and regional organizations, we have aimed to provide timely programs and services that place patients and families first. This year we solidified more partnerships with our academic partners at the University of Windsor and St. Clair College. We also worked with local, regional and provincial partners on healthcare projects with the philosophical guiding principle to evaluate and modernize programs, services, and practices to ensure quality, best practice and sustainability.

As of March 31st 2020, the end of our 2019/2020 fiscal year, our world has been forever changed and is actively responding to COVID-19. We are confident that we will overcome this together, stay safe everyone!

A handwritten signature in black ink that reads "Colleen Reaume".

Colleen Reaume,
Executive Director, The Hospice of Windsor & Essex County Inc.

FROM OUR BOARD CHAIR

JANE WIENS



As I complete my final year as Chair of The Hospice Board of Directors, I want to acknowledge the dedicated team of board members, staff, donors and volunteers that I have had the opportunity to work with. It has been an honour to serve in this role with your support.

The start of the past year saw many accomplishments, with the re-opening of our Hospice Residential Home in Windsor as a 10 bed facility, as well as the opening of the Welcome Centre at our Erie Shores Campus.

At top of mind this year is the Covid-19 pandemic that has gripped the globe and caused so much grief to so many families. The challenges presented by this for our Hospice were numerous and rapidly changing over the past few months; however, our staff rose to the challenge in order to continue providing compassionate and quality palliative care to our patients and families. On behalf of the Board, thank you for this. Words cannot describe how grateful we are. You have once again shown how you live our mission, vision and values. You are truly heroes. Thank you as well to my fellow board members for their patience as we segued from face to face meetings to virtual ones.

I would also like to acknowledge and thank two highly dedicated, departing board members, Dr. Hakam Abu-Zahra who has served on the Board and held various positions for 32 years, and Veronique Mandal who has served since 2011. It has been a distinct pleasure working with you. You have both displayed tremendous passion and commitment to The Hospice of Windsor & Essex County. Consider yourselves virtually hugged.

In closing, my wish is for all of you to remain safe and healthy.

A handwritten signature in black ink, reading "E. J. Wiens". The signature is written in a cursive, flowing style.

Jane Wiens,
Board Chair, The Hospice of Windsor & Essex County Inc.

FINANCE AND AUDIT COMMITTEE REPORT

The Finance and Audit Committee is pleased and proud to share with you the results of another rewarding year at the Hospice of Windsor & Essex County Inc.

These results were made possible by the generous support and commitment of our partners, collaborators, and donors, as well as The Hospice for Life Foundation. The Hospice is extremely appreciative of this continued support and we are thankful to everyone who made this outstanding year possible.

Our impressive 2019-20 results show that The Hospice is ready, willing and able to embrace the future. Looking forward, the future of health care in our region and province will undergo many changes. Advocating for sustainable funding continues to be top of mind throughout all of these transitions, and we will continue to work tirelessly to ensure Hospice services are advocated for during important conversations, and well represented during significant decisions.

Thank you for your time, energy and support, and for another fulfilling year. Please turn to pages 7 and 8 to review a summary of our 2019-20 financial statements, or visit www.thehospice.ca to download a copy of our Annual Audited Financial Statements.

QUALITY COMMITTEE REPORT

The Quality Committee begins each meeting with a patient story to illustrate the importance of quality and the impact services have on our patients and families/caregivers.

This past year, marked a full year with the new dashboard that truly focused on quality indicators that impact services to our clients and their families/caregivers. A key focus for the Quality Committee is a review of the Risk Management Trend Report and the Quality Dashboard to ensure the effective monitoring of agency goals and targets. The organization's monitoring of the operations within the residential homes resulted in the development of a new model of care that will support the implementation of Ontario Palliative Care Network Quality Standards. The monitoring of the dashboard, trend reports and surveys fulfills a key function for both the Quality Committee and the Board of Directors in ensuring oversight of best practice standards.

*"Quality is
everyone's
responsibility"*
- W. Edwards Deming

This past year, Hospice staff prepared for accreditation with the Commission on Accreditation of Rehabilitation Services (CARF); however with the year ending in a provincial state of a pandemic, the review was delayed. In March, Hospice staff began working on processes to ensure the delivery of essential services continue to be provided to our clients/families.

Moving forward, the Committee will continue to monitor quality processes with a focus on safety and where physical distancing is assured as programs undergo a review prior to bringing them back.

THE HOSPICE FOR LIFE FOUNDATION FROM OUR BOARD CHAIR DR. MARY BROGA



In my final year as the chair of the Hospice For Life Foundation, I want to acknowledge talented team of Board members, staff and volunteers I have had the opportunity to work with.

The Foundation Board members have remained steadfast in their commitment to supporting Hospice's mission, vision and values. Our members have been committed to supporting the Executive Director and staff in their roles. As stewards of the Foundation's establishment and management of current endowments, the Foundation as of March 31, 2020 held \$3.7 million in assets.

This year, I look forward welcoming Veronique Mandal, who will be replacing me as the Board Chair. We will also see one of our dedicated Board members leaving us, as he completes his term on the Board. Thank you to Kevin Marshall for your dedication and expertise – you have been instrumental in many of our building and expansion projects.

About The Hospice For Life Foundation

Established through the vision and generosity of the Toldo and O'Neil families in 2011, the Foundation is committed to cultivating a model of community engagement and philanthropy. Our goal is to support the Hospice's commitment to provide the highest quality of care through programs and services, patient empowerment and education.

A handwritten signature in black ink that reads "Mary Broga". The script is fluid and cursive.

Mary Broga,
Board Chair, The Hospice for Life Foundation

FINANCIAL STATEMENTS

THE HOSPICE OF WINDSOR & ESSEX COUNTY INC.

2019/2020

The Hospice of Windsor and Essex County Inc.

Statement of Financial Position

March 31,	2020			2019
	General	Capital	Total	Total
Assets				
Current				
Cash and bank	\$ 773,276	\$ 84,299	\$ 857,575	\$ 1,563,432
Cash and bank - restricted	165,537	-	165,537	210,159
Accounts receivable	201,365	11,069	212,434	526,555
Due from the Foundation	43,119	-	43,119	30,283
Prepaid expenses and supplies on hand	75,237	-	75,237	68,957
	1,258,534	95,368	1,353,902	2,399,386
Investments	-	116,775	116,775	118,894
Capital assets	-	5,606,256	5,606,256	5,774,361
	\$ 1,258,534	\$ 5,818,399	\$ 7,076,933	\$ 8,292,641
Liabilities and Net Assets				
Current				
Accounts payable and accrued liabilities	\$ 389,921	\$ 132,746	\$ 522,667	\$ 1,077,957
Interfund payable/receivable	115,652	(115,652)	-	-
	505,573	17,094	522,667	1,077,957
Deferred contributions	609,425	5,400,076	6,009,501	6,650,163
	1,114,998	5,417,170	6,532,168	7,728,120
Commitments				
Net assets				
General fund	143,536	-	143,536	82,991
Capital fund	-	401,229	401,229	481,530
	143,536	401,229	544,765	564,521
	\$ 1,258,534	\$ 5,818,399	\$ 7,076,933	\$ 8,292,641

The financial statements are an excerpt from the complete financial statements of the organization which were audited by BDO Canada LLP, dated June 16, 2020, and as such does not contain all disclosures required under Canadian ASNPO.

FINANCIAL STATEMENTS

THE HOSPICE OF WINDSOR & ESSEX COUNTY INC.

2019/2020

The Hospice of Windsor and Essex County Inc.

Statement of Operations

For the year ended March 31, 2020 2019

	General Fund	Capital Fund	Total	Total
Revenue				
Grants and other public funding	\$3,466,170	\$ 61,477	\$3,527,647	\$3,245,962
Donations	967,257	1,774	969,031	1,206,680
Fundraising, net	919,290	-	919,290	1,014,824
Amortization of deferrals	-	648,733	648,733	498,046
Donation from the Foundation	350,000	-	350,000	310,000
Interest and miscellaneous	47,457	311	47,768	64,345
	5,750,174	712,295	6,462,469	6,339,857
Expenses				
Salaries and benefits	4,277,471	-	4,277,471	3,983,423
Amortization	-	726,866	726,866	573,102
Occupancy	448,286	-	448,286	431,794
Outside services	287,075	-	287,075	500,564
Medical, linen and program supplies	103,387	-	103,387	105,588
Transportation	86,257	-	86,257	95,535
Photocopier supply and maintenance	72,393	-	72,393	66,907
Small equipment and fixtures	-	64,192	64,192	111,436
Insurance	57,785	1,538	59,323	56,310
Prepared food supplies	58,716	-	58,716	72,346
Systems maintenance	50,772	-	50,772	42,978
Promotion and publicity	49,077	-	49,077	73,111
Office and sundry	48,275	-	48,275	52,305
Licences, dues and fees	32,730	-	32,730	26,179
Telephone	32,696	-	32,696	49,123
Education and conference	31,504	-	31,504	50,273
Professional services	24,726	-	24,726	19,669
Courier and postage	20,902	-	20,902	28,461
Resource library	7,577	-	7,577	7,044
	5,689,629	792,596	6,482,225	6,346,148
Excess of (expenses over revenue)				
revenue over expenses	\$ 60,545	\$ (80,301)	\$ (19,756)	\$ (6,291)

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FINANCIAL STATEMENTS

THE HOSPICE FOR LIFE FOUNDATION

2019/2020

Hospice for Life Foundation

Statement of Financial Position

March 31,	2020	2019
Assets		
Current		
Cash and bank	\$ 2,502	\$ 23,689
Accounts receivable	2,232	2,530
	<u>4,734</u>	<u>26,219</u>
Investments (Note 2)	<u>3,715,606</u>	<u>5,117,005</u>
	\$ 3,720,340	\$ 5,143,224
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 18,383	\$ 16,154
Deferred contributions (Note 4)	-	237,192
	<u>18,383</u>	<u>253,346</u>
Due to Hospice of Windsor and Essex County Inc. (Note 5)	<u>43,119</u>	<u>30,283</u>
	<u>61,502</u>	<u>283,629</u>
Net assets		
Endowments (Note 3)	2,000,000	2,944,751
Unrestricted net assets	<u>1,658,838</u>	<u>1,914,844</u>
	<u>3,658,838</u>	<u>4,859,595</u>
	\$ 3,720,340	\$ 5,143,224

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FINANCIAL STATEMENTS

THE HOSPICE FOR LIFE FOUNDATION

2019/2020

Hospice for Life Foundation		
Statement of Operations and Net Assets		
For the year ended March 31,	2020	2019
Revenue		
Investment income (Note 6)	\$ 146,032	\$ 172,137
Donations	7,441	515,911
Other income	343	-
Interest earned	32	15
	<u>153,848</u>	<u>688,063</u>
Expenses		
Donation to The Hospice of Windsor and Essex County Inc.	450,000	225,000
Investment management fees	38,648	55,875
Legal fees	22,609	13,498
Professional fees	16,192	8,356
Marketing and promotion	8,428	1,775
Office expense	154	-
	<u>536,031</u>	<u>304,504</u>
Excess of (expenses over revenue) revenue over expenses	(382,183)	383,559
Net assets, beginning of year	4,859,592	4,476,033
Endowment net asset transfer (Note 3)	(944,751)	-
Income recognized from deferred contributions	126,178	85,000
Donation to The Hospice of Windsor and Essex County Inc.	-	(85,000)
Net assets, end of year	\$ 3,658,836	\$ 4,859,592

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IN 2019-20 OUR HOSPICE...

Kicked off our Social Prescription Program, offering social wellness initiatives to patients in the form of prescriptions. The feedback was outstanding!



IN 2019-20 OUR HOSPICE...

Created our Patient Assistance Fund, with the goal of addressing and assisting with the financial concerns of those we serve.



IN 2019-20 OUR HOSPICE...

Focused on safety - offering best practice training to community agencies on the use of infuser pumps, implementing a new home safety assessment, and offering safe food handling education to our team.



IN 2019-20 OUR HOSPICE...

Worked with many different groups on Third Party Events that raised funds and awareness for our Hospice.



IN 2019-20 OUR HOSPICE...

Celebrated our amazing volunteers - volunteers are truly the heart of our Hospice!



IN 2019-20 OUR HOSPICE...

Continued to work with community partners in new and unique ways.





the
hospice
of Windsor & Essex County Inc.

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