

OUR HOSPICE 2021/22



the
hospice
at Windsor and Essex County Inc.



the
hospice
for life foundation

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The Hospice of Windsor and Essex County Inc.

Founded to address compassionate end-of-life care, The Hospice of Windsor and 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 Residences (Windsor and Erie Shores/Leamington), through the Community Palliative Medicine Program and through our Wellness Programs and Services.



Hospice Residence: Our Care

- Hospice operates two Hospice Residences, one located in Windsor and the second, our Erie Shores Campus located in Leamington
- Each Residence has 10 suites, offering a total of 20 rooms to provide care at no cost to our patients and their families
- Our Residences offer 24-hour, state-of-the-art palliative care provided in a home-like setting by our Hospice Team. The care is provided by specially trained medical care staff and volunteers
- Each patient suite has a private washroom, pull-out bed, fridge, fireplace, and private patio
- The public kitchen area is managed by volunteers, who provide daily homemade meals to our residents
- Our Residences are an inviting, home-like space where families can visit freely, use our family rooms for gatherings, and stay overnight, all without the worry of providing day-to-day care



Palliative Medicine Program: Shared Care

This program allows patients to stay in their own home environment; our team comes to you. Our doctors, nurse educators, social workers and spiritual care practitioners provide support to patients and their loved ones through in-person home visits as well as virtual (video) appointments.

We also partner with Home Care and Community Support Services (HCCSS) if additional hands-on nursing or PSW care is required.

We do not replace primary care doctors, instead the care and support we provide focuses on:

- Supporting pain and symptom management
- Providing education/support for a diagnosis
- Having conversations about goals of care
- Offering support for caregiver(s)
- Providing information about how to navigate the healthcare system

This program allows our patients to be cared for, at no cost to them, in the place they are most comfortable – their own home.



A Palliative Approach to Care

- Can help improve quality of life for you and those around you
- Places the focus of concern on the patient and their families. A “family” is whomever the person includes. This may be relatives, partners or friends.
- Addresses symptoms that may cause discomfort, such as pain, nausea, shortness of breath, loss of appetite or confusion
- Includes planning for care that considers the social, emotional, cultural, and spiritual needs
- Uses a team approach ensuring that all care providers provide care in a respectful and supportive manner
- Can be combined with other treatments aimed at reducing or curing the illness, such as chemotherapy and/or radiation. It does not hasten death. It provides increased comfort and quality of life from diagnosis of an advanced illness until end of life.

OUR HOSPICE BOARD OF DIRECTORS

Frank Chalmers, Chair
John Martel, Vice Chair
John Blanken, Treasurer
Jane Wiens, Past Chair

Dorothy Davis
Greg Dufour
Richard Gates
Dr. Gary Ing

Scott Lockwood
Mark Nazarewich
Mary Beth Valentine
Joyce Zhu

OUR HOSPICE FOR LIFE FOUNDATION BOARD OF DIRECTORS

Veronique Mandal, Chair
John Blanken, Treasurer
Dr. Mary Broga, Past Chair

Jane Boyd
Marilyn (Duffy) Davidson
Garnet Fenn

Kathryn A. Hengl
Tim A. Jones
Dan Amicone

MISSION

Putting your needs at the centre of every interaction.

VISION

A specialized and recognized team delivering memorable care.

VALUES

Support

We are there for our clients, meeting them wherever they are.

Compassion

We believe in the palliative experience and we wrap our arms around clients, families, and caregivers.

Respect

We have respect for our clients, our volunteers, our donors, our partners, and each other.

Accountability

We hold ourselves accountable to the highest standards of quality, transparency, stewardship, and governance.

Inclusiveness

We honour diversity and believe in equality for all.

Trust

We build and maintain trust through our expertise and integrity with our partners, clients, and families.

FROM OUR EXECUTIVE DIRECTOR NANCY BROCKENSHIRE



It has been just over one year since I joined the Hospice team, and it has been an incredible journey to date. Transitioning into this role, while in the middle of a pandemic, no doubt had its challenges. While restrictions initially made it difficult to meet all of our remarkable donors, volunteers, community partners and team members, as the year progressed and restrictions eased, I have had the pleasure of meeting so many of these dedicated people. It is all of these amazing and generous individuals who have sustained us, and I want to say a heartfelt thank you for your continued support.

As we all know, over this past year the pandemic continued to challenge us in many ways; but, with a “safety first” mindset, our staff and volunteers remained positive, and continued to provide compassionate care to our community. Whether in our Hospice Residences, where we continued to provide memorable experiences, even with additional restrictions and high occupancy rates, or in our community, where we increased our home visits, both in-person and virtually, by more than 1,000 this past year - our team rose to each and every challenge.

No matter which Hospice program you look at, each offer many unique examples of our team’s willingness to go above and beyond during COVID-19. One example is in our Palliative Medicine Program. Prior to COVID-19, this program would support an average of 160 patients at a time, offering care to these individuals in their own homes. Since the onset of COVID-19, the average number of patients this program supports has grown to approximately 240 – a 60% increase with the same number of staff. The number of psychosocial visits our team has offered has also greatly increased, and our Wellness Programs are officially back on.

This past year also saw the completion of our 2016-2021 Hospice Strategic Plan; offering an opportunity to reflect back on all the accomplishments during this time, as well as look towards and plan for the future. Together, with over 35 community partners, volunteers and staff, we developed our new Mission and Vision Statements, as well as Strategic Priorities to guide us through the next three years. I know our staff and volunteers are dedicated to delivering memorable care, and to continuing the Hospice legacy that has been built in Windsor and Essex County.

“Pivot” became a popular word these last few years, especially when talking about the delivery of healthcare services. I truly want to thank our entire team for this past year, as they have never been afraid to pivot, innovate or modify how they practiced, as long as they met the needs of our patients and caregivers. It is truly an honour to be a part of this compassionate organization, filled with individuals who come to work daily with the goal of helping one another, our patients, their families, and our community.

Nancy Brockenshire

FROM OUR HOSPICE BOARD CHAIR

FRANK CHALMERS



COVID-19 continued to set the tone for 2021/2022, and presented many challenges for our Hospice family, but we are seeing a light at the end of the tunnel. Throughout it all, our focus was and continues to be, to balance empathy and risk and to recognize the unique needs of each patient and their family.

On behalf of the Board of Directors, I would like to take this opportunity to thank our staff, volunteers, and palliative physicians. Never has more been asked of them in a time when uncertainty

couldn't be greater, in all parts of our lives. They have continued to serve our residents with heart, and have created innovative ways for families to connect with their loved ones. Thank you for always bringing your best to Hospice. Thank you, as well, to our donors and supporters. It has been a challenging time for many and your continued generosity has helped us to provide comfort to our residents and their families at a time when they need it the most.

As we move into the new year, we are continuing our focus on quality of care, and the goals highlighted in our newly adopted strategic plan. On behalf of our Board of Directors, we thank you for trusting the Hospice team with the great privilege of providing service and memorable care to our residents and their families.

As my term as Chair ends this year, I wish to thank my fellow Board members for their dedication to Hospice, as well as for the counsel they have provided me. Together, with the leadership of our previous Executive Director, Colleen Reaume, and current Executive Director, Nancy Brockenshire, they all made my job much easier.

We are also saying farewell to two outstanding Board members who have completed their term: John Blanken, who served as Treasurer, and Joyce Zhu, both of whom have contributed to Hospice in time and expertise. We thank them for their exemplary service, and wish them well in their future endeavours.



700+

Active volunteers

Volunteers are the Heart of Hospice.
We had over 700 active Hospice
Volunteers in 2021/2022



20,000+

Volunteer Visits

Our Hospice Volunteers carried out over
20,000 visits to support patients and
their families in 2021/2022



46,000+

Volunteer Hours

Our Hospice Volunteers completed over
46,000 hours at both Residences and in
the community in 2021/2022



VOLUNTEER AWARDS NIGHT 2021

VOLUNTEERS ARE THE HEART OF HOSPICE

Each year, The Hospice of Windsor and Essex County hosts a Volunteer Awards Night to celebrate some of the many wonderful volunteers we have here at our Hospice.

Volunteers are truly the heart of our Hospice, and we would not be able to provide such amazing care at no cost to our patients and their families without the help of our Hospice Volunteers.

Congratulations to our 2021 Hospice Hero Award Recipients:

The Carol Derbyshire Heart of Hospice Award
Dan Amicone

The Penny Craig Unsung Hero Award
Sue Timpson-Mannell & Kevin Simone

The Jane Boyd Award Community Impact Award
Mike Solcz

The Jean Echlin Award
Sue Matthews

The Marjorie and Stuart Leschied Award
Marilyn Jasin

The Jan Dennis Spirit of Youth Award
Paige Brown

The Hospice Volunteer Business/Community Group Award
The Toldo Foundation

The Reverend Paul Chidwick Heart to Heart Award
Bonnie Britton & Joan McSweeney

Thank you to everyone who helped make our Awards Night possible: Balloon Lady Lou, Soirée Event Extraordinaire, Dan Blanchard, and Koolini's Italian Eatery.

OUR HOSPICE HEROES

THANK YOU FOR ALL YOU DO

Each month, our Hospice staff have the opportunity to recognize two Hospice Volunteers as “Hospice Heroes.”

A “Hospice Hero” is a stand-out volunteer who has stepped up, and gone above and beyond to support our organization. This award is a small way to acknowledge our amazing volunteers and all that they do as part of our Hospice Team.

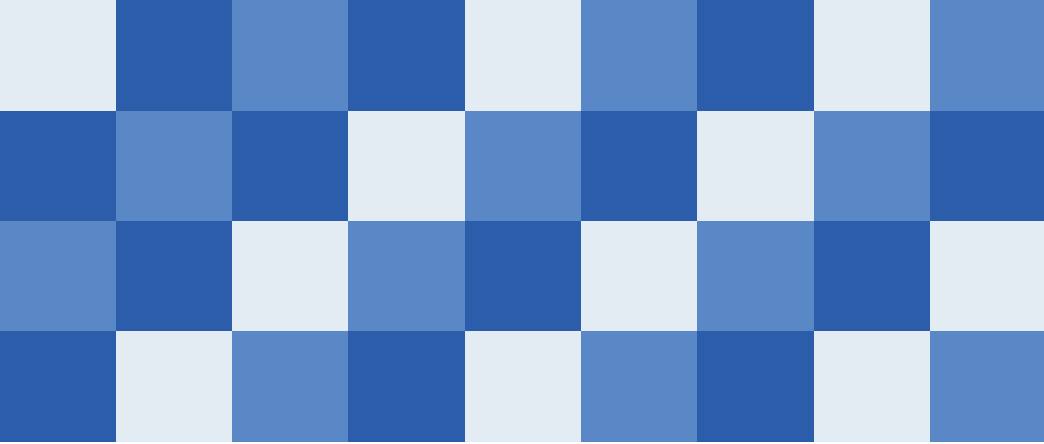
In a special presentation each month, we take the time to individually thank one volunteer from our Erie Shores Campus, and one volunteer from our Windsor Campus for their much appreciated efforts.

Special thank you to John Max Sports & Wings for supporting this program.

Congratulations to our 2021/2022 Hospice Heroes:

- | | |
|------------------|--------------|
| • Robin C | • Norma D |
| • Rob L | • Stacey E |
| • Margaret C | • Mario F |
| • Margaret A | • Barb G |
| • Jackie & Ken V | • Lorraine C |
| • Lou M | • Brenda F |
| • Mary-Jo F | • Kim C |
| • Fernanda G | • Debbie M |
| • Caroline A | • Emily C |
| • Laura G | • Mary P |
| • Anna F | |





THE HOSPICE WAY

SHARING STORIES FROM HOSPICE PATIENTS AND THEIR FAMILIES

HONEY, YOU DON'T NEED YOUR WALLET!

A HOSPICE WAY STORY

The Hospice Residence is a beautiful building, with gardens lovingly tended to by volunteers, and a warm and welcoming team waiting to greet anyone who enters. However, for patients and families moving in for the first time, it can be a stressful and tiring first day.

Once patients are comfortably settled, they will often have a bit of a rest. That's the time we generally see their family and loved ones venture out into the residence hallways, looking for a bit of respite themselves.

Such was the case recently with Carol, the wife of a patient, who had settled her husband in for some sleep. Carol walked out into the main hallway and approached Stacey, a volunteer at the Reception area. Carol was looking a bit lost and clutching her wallet in her hand. "I understand that there's a Tim Hortons here, and I was hoping to get a coffee," she said. Stacey looked at Carol and saw that there was a bit of a misunderstanding. "Honey, you don't need your wallet," said Stacey.

Stacy then guided Carol over to our Hospice Tim Hortons station in the dining room. "Everything here is provided at no cost," explained Stacey. "We have coffee, pastries, and tea. As well as soup and chili prepared every day...and it's here for you whenever you need it."

Carol gazed around at the array of coffee and other Tim's goodies, "This is all here for patients and families...every day...for free?"

Stacey smiled at Carol and confirmed, "yes, it is." In response, Carol promptly burst into tears.

Of course, the immediate reaction of the volunteers was to offer a safe-distanced Hospice "hug." They knew she was a little overwhelmed and they wanted to make sure Carol knew that they, and the entire Hospice team, were with her on this journey. It seems sometimes it's difficult to process kindness freely given.

“

“Carol then took a breath, poured herself a coffee, thanked her new friends, and headed back to her husband's side - a little calmer, and happily settling into the care and routine of our Hospice.”

The small oasis of our Tim Hortons station is on-site thanks to the endless generosity of Vince and Dianne Cardella, local Tim Hortons franchise owners. Every day they provide trays of pastries, coffee, tea, soup and chili, along with all the equipment to run a true mini-Tim's. We are able to provide all of this at no cost to our residents, their caregivers, families, and visitors, and we are all beyond grateful for the continuous support of the Cardella family.



*Names have been changed for privacy considerations

FUNDRAISING EVENTS 2021/22

ANOTHER SUCCESSFUL YEAR

Hospice Signature Events are annual events that raise funds and awareness for The Hospice of Windsor and Essex County.

LifeWalk Month | May 2021

Our Hospice hosted an entire month-long Virtual LifeWalk Campaign in May of 2021. Our supporters counted their daily steps in honour or celebration of their loved one, and raised funds for our Hospice along the way.

Face to Face Campaign | Aug. 15th - Sept. 30th, 2021

Each year, Hospice's Face to Face Campaign raises funds in support of the Fairley Family Transportation Program, which ensures much needed rides are available to our community. The goal of this campaign is to ask 10 friends for \$10 each, and provide 10 rides to the community. Last year, we raised over \$106,000 as part of the 19th Annual Face to Face Campaign. Special thank you to Campaign Host John Fairley!

Give Your Night Campaign | October 2021

The Benefit Gala for Hospice is our signature event of the year. As we were not able to gather last year, we hosted a Give Your Night Gala Campaign. In lieu of purchasing a gala ticket, we asked our supporters to donate \$150. That \$150 donation directly supported one night of care for a patient and their family in our Hospice Residence. Thanks to our amazing community, we were able to support over 450 Nights of Care.

Hockey For Hospice Tournament | February 19th - 21st, 2022

The 25th Annual Hockey For Hospice Tournament was held from February 19th-21st, with nearly 2,000 young hockey players from across our region participating. We had a record-breaking year thanks to the amazing support from our community and our generous sponsors. Including this year's event, the 25-year fundraising total is over \$4.1 million, with all funds directly supporting our Hospice patients and families. Special thank you to the Hockey For Hospice Committee for making this event such a success.



The collage consists of 30 individual photographs arranged in a grid-like fashion. The photos depict a wide range of community and fundraising activities. Key elements include:

- Donation Checks:** Several photos show large ceremonial checks being presented to The Hospice of Western & Essex County Inc. for amounts such as \$100,000, \$50,000, \$25,000, and \$15,000. Donors include 'Farmer Mac', 'Harrison', 'The Hospice of Western & Essex County Inc.', and 'The Ambassador'.
- Fundraising Events:** Photos of golf tournaments, a 'Virtual Spring Thaw 2021' event, a 'Hogs for Hospice' motorcycle rally, and a 'Halloween' costume contest.
- Community Support:** Images of people wearing 'Hospice' t-shirts, holding signs for 'Face to Face' and 'Ambassador', and participating in various group photos.
- Local Businesses and Locations:** Photos taken at various locations, including 'The Hospice of Western & Essex County Inc.', 'Harrison', 'Farmer Mac', 'The Ambassador', 'Hogs for Hospice', 'Halloween', 'Virtual Spring Thaw 2021', 'Face to Face', and 'Ambassador'.

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HOSPICE MEMORIAL SERVICE

HONOURING YOUR LOVED ONES

On Sunday, April 18th, 2021 and Sunday, November 21st, 2021, our Hospice Spiritual Care Practitioners paid tribute to those who have passed through our Hospice Memorial Services. These services honoured those who passed between January 1st, 2021 and December 31st, 2021.

We would like to thank our Spiritual Care Practitioners Jane Piercy Ballard, Maria Giannotti, and Sue Timpson Mannell for organizing and hosting the Spring and Fall Virtual Memorial Services.

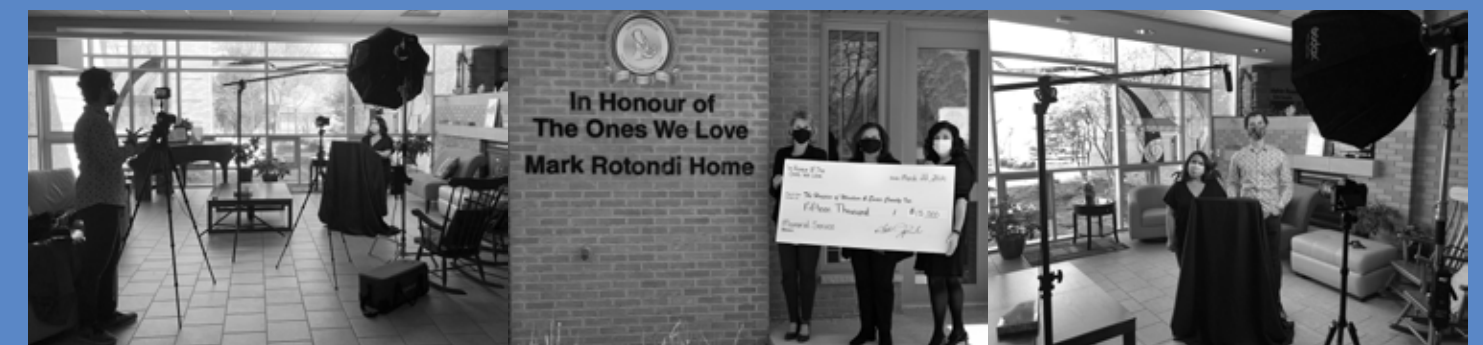
Special thanks to Lisa Paolatto, Elaine Blain, Sarah Overton, Danielle Gagnier, and all Hospice Volunteers who helped make these events possible.

Our appreciation to our Presenting Sponsor, In Honour Of The Ones We Love, as well as Cardelli Media and The Hospice For Life Foundation for making these events possible.

We are honoured that you entrusted your loved ones into our care. Both the Spring and Fall Memorial Services are available on the Hospice Windsor YouTube Channel to watch at any time.

Thank You Anita Imperioli and In Honour Of The Ones We Love

We are so grateful for your continuous support of our Hospice. You have helped us touch many lives, not only through our Memorial Service, but your ongoing generosity helps us provide care at no cost to patients and families across our community.



WE RESPECTFULLY ACKNOWLEDGE

The Hospice of Windsor and Essex County Erie Shores Campus occupies the traditional, ancestral, and contemporary lands of the Caldwell First Nation in Leamington. These are the original People of Pelee Island, Point Pelee, and what is now known as Southern Ontario.

Additionally, the Hospice of Windsor and Essex County Windsor Campus occupies the traditional, ancestral, and contemporary lands of Three Fires Confederacy (Ojibwe, Odawa, and Potawatomi). We acknowledge the land and the surrounding waters for sustaining us and we are committed to protecting and restoring these lands and waters from environmental degradation.

HEART & SOUL AWARDS

OUR AMAZING STAFF

The Heart & Soul Award is a distinguished honour designed to recognize members of our workforce who continuously go beyond the call of duty. Winners will have shown outstanding service and exceptional devotion, exemplifying the heart and soul of our Hospice. Their contributions will have led to compassionate, respectful, and positive experiences for our patients, their loved ones, and our community. Thank you to our friends at Windsor Chapel Funeral & Cremation for not only sponsoring this award, but for choosing the recipient each quarter based on staff nominations.



Sheryl Johnston RN, BScN, CHPCN (c) - **Palliative Medicine Program Manager**

In her role, it is clear that Sheryl is a significant part of managing the partnership between community healthcare and palliative-based community healthcare, ensuring seamless transitions for patients and families. She is a leader and mentor to others within the organization through training and innovating. Also, Sheryl was on the front lines of the planning, training, and implementation of CERNER - a huge undertaking!

Maria Giannotti BA, BEd, MA, MSc. - **Spiritual and Religious Care Practitioner**

Maria is truly a shoulder for our team to lean on, and goes out of her way to check in and support our team. She goes above and beyond in her work, including coming into work on her day off to ensure a puppy that was staying with a patient got some exercise and attention, allowing the family to continue working during the day, and the patient to have peace of mind knowing the pup was cared for. Maria not only cares for patients and families, but our own Hospice family as well.


Patrick Metivier - **Maintenance/Security**

Patrick’s main focus is to be available and help wherever needed in order to make things better and easier for others. He’s known around Hospice as our very own “MacGyver” and has a particular knack for unconventional problem-solving skills. He will always go the extra mile for anyone at Hospice and has an incredible passion for what we do. There is never a ‘no’ or ‘can’t’ - and often there isn’t even an ask - he sees a need and takes care of it for all of us.


THE WISDOM OF GEESE

HOSPICE GOOSE PINS

The Wisdom of Geese was brought to our Hospice by Elizabeth “Liz” Chaplin. Liz was hired as the first Chaplain on staff at our Erie Shores Campus, and shortly before the home opened in 2016, Liz brought in goose pins for each member of the team. She held a pinning ceremony for staff and volunteers, and shared “The Wisdom of the Geese.” From there began the tradition of the “HONK!” Although unfortunately Liz has passed, her incredible legacy lives on through this tradition.



It is a fact that in the right formation, the lifting power of many wings can achieve twice the distance of any bird flying alone.



People who share a common sense of direction and community can get where they are going quicker and easier because they are traveling on the thrust of one another, similar to how geese fly in a “V” formation.

The power of encouragement is the quality of ‘honking’ we seek, like how geese flying in formation honk to encourage those up front to keep up their speed. Where there is encouragement, there is greater productivity.

If a team member is having a bad day, if someone needs a friendly reminder, or even just to share a laugh, colleagues share a “HONK!” either through email, shared across a room, or said in a meeting.

If we have as much sense as geese, we will stand by each other in difficult times, as well as when we are strong; we must stick together through the good and the bad times in order to prosper.

OUR HOSPICE FAMILY



OUR HOSPICE FAMILY

PHOTO BY TED KLOSKE

THE HOSPICE FOR LIFE FOUNDATION

ABOUT THE HOSPICE FOR LIFE FOUNDATION

Established in 2011, the Foundation is committed to cultivating a model of community engagement and philanthropy, working diligently towards endowment building and maintaining the highest standards of donor respect, integrity, stewardship, and public accountability. As The Hospice for Life Foundation receives gifts, these valuable dollars are properly invested, closely monitored, and allocated to various needs at Hospice. A portion of these dollars are dispersed each year, to support the operations of the Hospice. The balance of funds remain invested, which allows these funds to grow, to ensure sustainability for the future of Hospice.

FROM OUR HOSPICE FOR LIFE FOUNDATION

VERONIQUE MANDAL, BOARD CHAIR

It is truly an honour and privilege to serve as Chair of The Hospice for Life Foundation. This past year has certainly brought many challenges for the Hospice and The Foundation, but because of the incredible dedication of our team, we have not faltered.

Our Foundation was made possible in 2011 by the vision and generosity of the Toldo and O'Neil families, and because of their philanthropy we have been able to sustain our model of community engagement. This includes promoting research, building endowments, capital building projects, and being good stewards of our investments while striving to always maintain integrity and accountability.

As a Board, we have continued to work with the equally dedicated staff of The Hospice of Windsor and Essex County. This has ensured that the values we espouse and live by will always reflect the support we provide our patients and families.

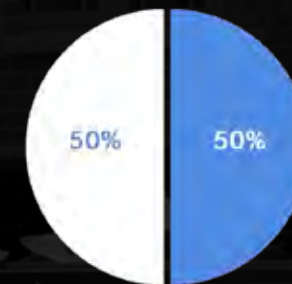
We could not meet our Foundation goals without the contributions and commitment of our donors. To them, we afford the greatest respect and extend grateful thanks for their ongoing generosity.

The members of The Hospice for Life Foundation Board have recommitted to using their significant skills to explore numerous and various ways to keep our Hospice financially viable. And now, as we begin to transition out of the pandemic, we are excited to continue to grow our financial support base.

I would also like to thank Dan Amicone, John Blanken, Kathryn Hengl, and Tim Jones who have completed their term. Without their dedication and devotion to Hospice, The Foundation would not be where it is today. We wish you much happiness in your next chapter.

I am so proud to be part of this extraordinary team.

Veronique Mandal



50% Funds from the Ministry of Health and Long-Term Care
50% Funds from donations

HOW ARE WE FUNDED?

Our Hospice is blessed with the support of a caring community, but we need your help. We must raise \$2.1 million every year to continue to provide compassionate care for our community. 100% of the care and support we provide is at no cost to patients and their families. Receiving 50% of our operating funds from the Ministry of Health and Long-Term Care, we rely on donations from our community to fund the remainder.

WHAT WILL YOUR DONATION SUPPORT?

Compassionate Care

Your gift helps cover the cost of personal care products, medical equipment, supplies, and furnishings for the Hospice Residences.

Home-Like Hospitality

Your gift gives residents nutritious and delicious food including snacks and coffee for the families, kitchen supplies, and equipment.

Connection and Comfort

Your gift helps keep residents comfortable and connected by covering the cost of utilities, cable, phone, and wireless internet.

Safety and Security

Your gift helps cover the cost of laundry and housekeeping, ongoing maintenance, safety, and security.

WAYS TO SHOW YOUR SUPPORT:

Memorial Donations

The Hospice has a number of naming and memorial opportunities available at a variety of donation levels.

Hospice's Wish List

Every year, the Hospice updates an ongoing file of Wish List Items. Speak to a member of our team today to find out what kind of opportunities are available.

Gifts of Property

A gift of property during your lifetime or in your will may include items like a personal residence, antiques and/or artwork. Upon receipt, the property will be sold and the proceeds used to benefit the Hospice. A charitable tax receipt will be issued for the gift. An independent qualified appraiser determines this value.

Cash Donations

The Hospice is always pleased to accept cash gifts of any amount desired.

Endowed Gifts

An endowed gift in you or your loved one's name helps ensure income for Hospice, including programs such as education, community nursing, capital projects or operating expenses.

Life Insurance

Name The Foundation as the beneficiary and/or as the owner of an insurance policy. Tax receipts can also be issued for donations made to pay premiums on life insurance policies owned by and payable to The Hospice for Life Foundation. Designated donations of insurance proceeds will allow a charitable receipt to be issued for insurance proceeds paid to The Foundation on policies owned by the decedent.

Bequests in a Will

Designate a bequest of property or funds in your will. A charitable tax receipt will be issued to your estate.

Securities

A member of our team would be happy to work with you to plan for a donation of securities during your lifetime or in your will.

RRSP/RRIF/TFSA

Naming The Foundation as a beneficiary of a Registered Retirement Savings Plan, Registered Retirement Investment Fund or Tax Free Savings Account is a designated donation and allows The Foundation to issue a charitable receipt to the estate. You have an opportunity to specify who will receive any/all/part of unused funds should you die before using all of those funds, or before retirement age.

*You should always consult with your financial planner and other advisors before making a gift to ensure that your specific needs and requirements are met.

VOLUNTEER WITH US

DIRECT SERVICE

*Must be 18+ years old and requires Direct Service Volunteer Training

Overnight Vigils

Spend time with a client overnight to offer company or caregiver relief.

Transportation

Provide clients with rides to medical appointments. Must be 25 years or older.

Life Stories

Help clients capture important aspects of their life using digital audio recording.

Visiting

Support through visiting, social interaction, and/or relief for caregivers. No personal care.

Hospital Roster

Visit clients in the hospital to provide support, and at times, relief for caregivers.

Spiritual Care

Provide spiritual, pastoral, or bereavement support to clients or caregivers.

Sharing the Journey

Help clients/caregivers schedule their needs with family, friends, neighbours and volunteers.

Pet Therapy Visitation

Volunteers visit with their pet to provide joy and comfort to patients.

No One Dies Alone (NODA)

Provide support for clients near death or actively dying and their caregivers.

Phone Call Support

Provide emotional/social support to clients and/or caregivers via a phone conversation.

Wellness Centre

Lead/assist with set-up, greeting, working with participants, and/or other tasks.

Energy Work

Volunteers must be certified in The Radiance Technique®, Therapeutic Touch™, or Reiki.

HOSPICE RESIDENCES (WINDSOR/ERIE SHORES)

Patient Care Assistant

Assist the nurse and/or personal support worker with physical care.

Food Services

Prepare meals/snacks daily for residents, track grocery lists, and organize the kitchen.

Reception

Greet and screen guests, answer the phone, and create a welcoming atmosphere.

COMMUNITY ENGAGEMENT & ADVANCEMENT

E-Bingo

Assist at e-bingos by greeting patrons and clearing tables. Must be 19+ and trained.

Lottery Booth

Sell Ontario Lottery & Gaming Corporation tickets at Caesar's Windsor. Must be 19+.

Fundraising Events

Assist on the day of an event. Roles may vary, including helping with registration, raffles, etc.

ADMINISTRATIVE SUPPORT

General Office Support

Assist with a variety of office tasks (i.e. data entry, filing, mailings, or phone calls).

Hospitality

Support programs and events by assisting with refreshments, registration, decorating, etc.

Burden Bears

Windsor Campus - sew bears/blankets to provide comfort to patients/families.

Community Speakers

Speak about Hospice programs and services at events and requests from the community.

Information Booths

Staff displays which provide info to the public about Hospice; includes set up/take down.

Comfort Bears

Erie Shores Campus - create comfort bears, quilts, and other items for patients/families.

Gardening (Seasonal)

Keep the gardens on the Hospice campuses healthy, cultivated, and attractive.

Resource Library

Assist librarian with duties, as well as assisting visitors with their resource needs.

Knitting Group

Erie Shores Campus - crochet and knit items such as lap blankets and slippers.



IN 2021-22 OUR HOSPICE...

Hosted a variety of Wellness Programs for our patients and their families, both in person and virtually.



IN 2021-22 OUR HOSPICE...

Completed over 20,000 volunteer visits to patients and their families.



IN 2021-22 OUR HOSPICE...

Completed over 46,000 volunteer hours across our organization and in the community.



IN 2021-22 OUR HOSPICE...

Raised over \$482,000 at the 25th Annual Hockey for Hospice Tournament - a record-breaking year!



IN 2021-22 OUR HOSPICE...

Raised over \$106,000 for the Hospice Face to Face Campaign in support of The Fairley Family Transportation Program.



IN 2021-22 OUR HOSPICE...

Reopened the Hospice Lottery Booth at Caesars Windsor after being on hiatus due to COVID-19.



IN 2021-22 OUR HOSPICE...

Received the award for "Best Commercial Property" in the WFCU Credit Union Bloom Community Beautification Contest



IN 2021-22 OUR HOSPICE...

Raised \$68,000 for the Give Your Night Gala Campaign, supporting over 450 nights of care for patients and families in our Residences.



IN 2021-22 OUR HOSPICE...

Had over 700 active Hospice Volunteers in many different roles across both campuses and in the community.

A YEAR IN REVIEW



WINDSOR CAMPUS

6038 EMPRESS STREET
WINDSOR, ON | N8T 1B5



ERIE SHORES CAMPUS

197 TALBOT ST W SUITE 701
LEAMINGTON, ON | N8H 1N8