

OUR HOSPICE 2022/23



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THE HOSPICE OF WINDSOR AND ESSEX COUNTY

Founded to address compassionate end-of-life care, The Hospice of Windsor and Essex County 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

Hospice operates two Hospice Residences, one located in Windsor and the second, our Erie Shores Campus located in Leamington.

- Our Residences offer a total of 23 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.
- Our Residences are an inviting 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

HOSPICE PALLIATIVE MEDICINE - SHARED CARE IN A PERSON'S HOME

- 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, and offering support for caregiver(s)
- This program allows our patients to be cared for, at no cost to them, in the place they are most comfortable – their own home

GROUPS AND WELLNESS PROGRAMS

- **Social Worker and Spiritual Care Led Groups:** Group programs are facilitated by Clinical Social Workers and/or Spiritual Care Practitioners for clients/families who are registered with Hospice or referred by Home and Community Care Support Services
- **Volunteer Led Wellness Programs:** Wellness groups are led by volunteer and are open to any Hospice registered client or caregiver. Some groups are available in person at (Windsor and/or Erie Shores Campuses) and/or virtually.

OUR HOSPICE BOARD OF DIRECTORS

Mary Beth Valentine, Chair
Dr. Gary Ing, Vice Chair
Frank Chalmers, Past Chair
James Macri, Treasurer

Basee Adams
Dorothy Davis
Greg Dufour
Richard Gates

Scott Lockwood
John Martel
Mark Nazarewich
Jane Wiens

OUR HOSPICE FOR LIFE FOUNDATION BOARD OF DIRECTORS

Veronique Mandal, Chair
Dr. Mary Broga, Past Chair
James Macri, Treasurer

Jane Boyd
Marilyn (Duffy) Davidson
Garnet Fenn

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.

NANCY BROCKENSHIRE

A LETTER FROM OUR EXECUTIVE DIRECTOR



It has been another extraordinary year at our Hospice, and I am so honoured to be a part of this organization. Last year we set our new True North direction with our updated Mission, Vision and Strategic Priorities, and this year, as a team, we continue to work steadily towards achieving our Vision of being a specialized and recognized team delivering memorable care. On January 1st, 2023, we were proud to announce that we had received funding to open 3 additional temporary beds, totaling 23 residential rooms for our community. Our Hospice is well recognized by both Ontario Health, as well as the Ministry of Health, because of the exceptional work our team does daily to support our community.

Over the past year, I have been energized as I witness our staff and physicians continue to move the needle in the right direction. Thanks to the extremely generous Education Endowment, supported by Don and Gail Rodzik, 63% of our staff have completed Palliative Fundamentals this year, and our clinical team continues to enroll in further education. We had an average occupancy rate at our residences of over 90%, with 487 patients we cared for in Residences. I am thrilled to say we now have a nurse assisting palliative patients and families at each of the Windsor-Essex Hospitals – Windsor Regional's Met and Ouellette campuses, and at Erie Shores Healthcare.

Our Palliative Medicine Program managed 1,245 patients in their homes, allowing them to stay where they wished, while receiving great care and 24-hour support. Our Psychosocial Team saw over 1,000 patients and family members, and grew additional programs for support. Our Volunteer Services department filled over 70,000 hours with help from our army of volunteers – we truly could not operate without this support.

On top of this remarkable data, our team was asked to present at the HPCO Conference on navigating the healthcare system, and once again, we were able to have amazing galas and events throughout the year. As well, we are so fortunate to have been able to expand our Tim Hortons Station at our Erie Shores Campus to include soup and chili. These additional offerings are thanks to the continued generosity of Dianne and Vince Cardella. The Tim Hortons Station is more than a comforting bite to eat and a warm cup of coffee, it creates a gathering area for families to take a moment during a difficult time. Thank you so much for your support, and for helping us deliver memorable care in our Residences.

I continue to learn so much from the people that show up to Hospice daily; patients, caregivers and volunteers with their history, stories and eagerness to give back. Thank you to our staff, physicians, and volunteers who this year provided incredible memorable care. Thank you to our Foundation and our Board for your time, skills, and commitment. It was another challenging, yet rewarding year as we emerged from COVID. We were uncertain of the future, but together we were fiscally responsible and well-managed with all of your support. I also want to extend a heartfelt thank you to our exceptional donors for their generosity, we could not do any of this without you!



MARY BETH VALENTINE

A LETTER FROM OUR HOSPICE BOARD CHAIR

As The Hospice of Windsor and Essex County celebrates its 43rd AGM, it is an important time to celebrate both our commitment to excellence, as well as our expertise in palliative care, offered across our Windsor and Leamington Hospice Residences, and through our coordinating role in community palliative home care.

On behalf of the Board of Directors, I wish to acknowledge the excellent leadership of Executive Director, Nancy Brockenshire, and extend sincere appreciation to Hospice leadership, physicians, caregivers, and all staff and volunteers for your commitment to excellence, regardless of your role. While we naturally focus on patient care, all of your roles are so important for a smoothly functioning organization and the ongoing comfort, support, and memorable care we offer to patients and their families. I also wish to acknowledge all of the Hospice donors; your support and generosity is so important for us to succeed; we are grateful!

Thank you also to fellow Board members who all bring their special knowledge and skills to the table and give willingly of their time and expertise. I think we would all agree that as we have participated, we have also learned, and we remain committed to supporting and advancing the Hospice mission as we move forward.

It is with regret that we say a very sincere thank you to Board member, and former Board Chair, Jane Wiens. After 6 years of exemplary service, she is moving on to a role with our Hospice For Life Foundation. Jane, thank you for your leadership and sharing your wealth of knowledge. We wish you all the best in future endeavours.

500+

ACTIVE VOLUNTEERS

Volunteers are the Heart of Hospice - we had over 500 active Hospice Volunteers in 2022/23

24,000+

VOLUNTEER VISITS

Our Hospice Volunteers carried out over 24,000 visits to support patients and their families in 2022/23

70,000+

VOLUNTEER HOURS

Our Hospice Volunteers completed over 70,000 hours at both Residences and in the community in 2022/23

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.



Veronique Mandal

VERONIQUE MANDAL

A LETTER FROM OUR FOUNDATION CHAIR

Serving as Chair of The Hospice for Life Foundation is a privilege and an honour. The Hospice and the Foundation have well weathered the challenges of the past several years as we navigated a pandemic. This was possible only with the extraordinary commitment and hard work of staff and volunteers serving Hospice and the Foundation.

Created in 2011, our Foundation has sustained a model of community engagement made possible by the vision and generosity of the Toldo and O'Neill families. With the underpinnings of integrity and accountability, we have been able to continue building endowments, capital building projects and, very importantly, being good stewards of our investments.



Working with Executive Director Nancy Brockenshire and the dedicated staff of The Hospice of Windsor and Essex County, our Board can clearly see how our mission, vision, and values are evident in the support provided our patients and families. Their unwavering commitment to exceptional care is reflected in the feedback from those we serve.

In the past year, Board members have been using their many skills to continually find ways to help in maintaining our Hospice's financial viability. But of course, we could not meet our Foundation goals without the remarkable commitment and generosity of our donors. To them we extend our gratitude, respect and thanks.

I would also like to extend my sincerest thanks to the members of our Foundation Board. You are always an inspiration and your commitment to Hospice never falters. Immense thanks to Marilyn "Duffy" Davidson who will be leaving the Board this year. You have been committed to Hospice for many decades and your contribution to the Foundation Board is deeply appreciated.

I am truly grateful to be a member of this wonderful team, as we prepare for another successful year dedicated to patients and families.



-  Funds from the Ministry of Health and Long-Term Care
-  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.



Connection and Comfort

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



Home-Like Hospitality

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



Safety and Security

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

Bequests by Will

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

Endowed Gifts

An endowed gift in you or your loved one's name helps ensure Hospice care, now and into the future.

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.

Cash Donations

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

Life Insurance

Name The Foundation as the beneficiary and/or as the owner of an insurance policy.

Gifts of Property

A gift of property during your lifetime or in your will may include items like a personal residence.

Securities

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

A YEAR IN REVIEW

IN 2022-23 OUR HOSPICE...

- Had over 500 active Hospice Volunteers in many different roles across both campuses and in our community.
- Cared for over 1,200 patients in our community through our Palliative Medicine Program.
- Hospice Volunteers completed over 24,000 visits to patients and their families throughout the year.
- Introduced daily team huddles to review bed and system flow and improve care for our patient and families
- Launched the Don and Gail Rodzik Education Endowment, which supports continued education for our team
- Created new affiliations with Colleges and Universities, collaborating with our community partners to improve palliative care knowledge in our community
- Launched The Hospice G.E.N.I.E. Program (Granting Exceptional N' Impactful Experiences) in partnership with Essex-Windsor EMS.
- Raised over \$531,000 at the 26th Annual Hockey for Hospice Tournament - a record-breaking year!
- The 20th Annual Hospice Face to Face Campaign raised over \$107,000 for patients across Windsor-Essex!
- Raised over \$35,000 for the 1st Annual Hospice Dove Pin Campaign in support of Hospice care in our community.

HOSPICE MEMORIAL SERVICE

HONOURING YOUR LOVED ONES

On Sunday, April 10, 2022 and Sunday, November 13, 2022, our Hospice Spiritual Care Practitioners paid tribute to those who have passed with a connection to Hospice through our Hospice Memorial Services. These services honoured those who passed between September 1, 2021 and June 30, 2022.

Thank you to our Presenting Sponsor, In Honour Of The Ones We Love, as well as The Hospice For Life Foundation for their support.

We would also like to thank our Spiritual Care Practitioners Maria Giannotti and Sue Timpson Mannell for hosting, as well as Sarah Overton, Danielle Gagnier, and all Hospice Volunteers who helped make these events possible.

Both the Spring and Fall Memorial Services are available on the Hospice Windsor YouTube Channel to watch at any time.



*We are honoured that you entrusted
your loved ones into our care.*

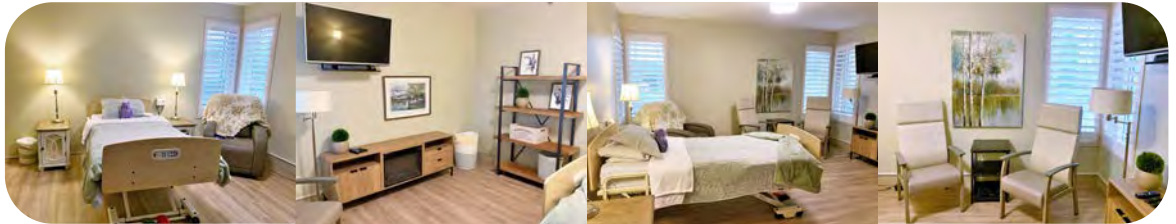
THANK YOU ANITA IMPERIOLI AND IN HONOUR OF THE ONES WE LOVE

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.



GROWING OUR HOSPICE

The Hospice of Windsor and Essex County is proud to announce the addition of three new patient suites, increasing the total number of our Hospice beds to 23.



In November of 2022, the Ministry of Health notified Hospice that our organization was selected for 18 months of additional temporary funding under A Plan to Stay Open initiative, with a focus on health system stability and recovery. At that time, Hospice reviewed our Residences, and work began to repurpose existing spaces and create additional patient rooms at both the Windsor and Erie Shores Campuses. In Windsor, two of the family rooms were transformed into patient suites, ensuring similar amenities as the existing rooms. In Erie Shores, one family room was updated in the same way.

“As a not-for-profit healthcare organization, the goal was to move quickly to meet patient needs, while remaining mindful of cost,” says Nancy Brockenshire, Hospice Executive Director. “These additional rooms will help us care for more patients and families in our community, while also supporting our healthcare system as a whole. By moving patients out of Emergency Departments and Hospitals, and into an environment that suits their healthcare needs, these beds will also play a small part in relieving pressures on our healthcare system.”

All of Hospice’s patient suites – the 20 existing beds, as well as these three new temporary ones – are only 50% funded through government support. The remaining 50% is funded through donations and the generosity of the Windsor-Essex community. “We know the impact our Hospice has on those that would benefit from palliative support, and it is evident that the need is only increasing in our community,” says Brockenshire.

“By adding these rooms, it means our Hospice can provide memorable care to more than 120 additional local patients and families over the next 18 months. We would love for that to continue into the future.”

The G.E.N.I.E. Program offers an opportunity to support our patients and families in a new and unique way. Patients receiving Hospice care, both in our Hospice Residences, as well as in their own home, have the opportunity to request special trips or outings.

These trips may include visiting a family home once more, taking a trip to a favourite local park, spending time with a loved-one who is house-bound, or simply enjoying a tradition of getting ice cream with friends on a Sunday afternoon.

Thanks to support from our Essex-Windsor EMS Volunteer Drivers, as well as an incredibly generous donation from The Essex County Council, The G.E.N.I.E. Program allows for accessible transportation for these types of outings.



We have officially launched this program, and our first “rider” was an amazing gentleman named Eddie. Eddie had been part of the Windsor-Essex Masonic organization since 1997, and he was invited to participate in the installation of the new Master for his Mother Lodge Great Western No.47. The G.E.N.I.E. brought Eddie right to the doors of the Masonic Hall, where he was received by the District Deputy Grand Master, and the outgoing Master, and transferred into a wheelchair to move into the event. At the end of a wonderful evening, the G.E.N.I.E. was waiting to bring Eddie back.

We are so incredibly honoured to have been there for Eddie, and so grateful to our partners at Essex-Windsor EMS as well as our many donors who helped make this happen.



G.E.N.I.E.

GRANTING EXCEPTIONAL N' IMPACTFUL EXPERIENCES

A DIVISION OF THE FAIRLEY FAMILY TRANSPORTATION PROGRAM



2022/2023

DOVE PIN WEEKEND

APRIL 29 - MAY 1, 2022

The Dove Pin Weekend is a heartfelt way to show your support for our Hospice. The lapel pins were available by donation at various stores throughout Windsor and Essex County. Thanks to our amazing volunteers, our 2022 Dove Pin Weekend raised over \$35,000 in support of Hospice care.



FACE TO FACE CAMPAIGN

AUGUST 15 - SEPTEMBER 30, 2022

The Face to Face Campaign supports The Fairley Family Transportation Program, which provides rides to medical appointments for Hospice patients and their families, as well as the all new G.E.N.I.E. Program (Granting Exceptional N' Impactful Experiences). In 2022, the 20th Annual Campaign raised \$107,530. Special thank you to Campaign Host, John Fairley!



SAVOUR THE WINE TOUR

SEPTEMBER 25, 2022

Over 700 participants jump on buses to enjoy a fun-filled afternoon tour of tastings across Windsor and Essex County each year at this fan favourite event. Thanks to the support and generosity of our community, the 2022 Savour the Wine Tour supported over 206 nights of care for Hospice patients and their families.



FUNDRAISERS



THE HOSPICE BALL OCTOBER 22, 2022

The 43rd Annual Hospice Ball welcomed guests to attend an amazing evening and support Hospice patients and families. Thank you to those who sponsored this event, our Hospice Volunteers who helped make this event possible, all of the amazing vendors involved, and all those who attended in support of our Hospice!

HOCKEY FOR HOSPICE DECEMBER 27 - 29, 2022

Over 2,000 young hockey players participated in the 26th Annual Tournament, raising a record-breaking \$531,000, bringing our 26-year total to over \$4.7 million raised in support of Hospice care. Thanks to the Hockey For Hospice Committee for making this event such a success, year after year!

SAVOUR THE SEA GALA MARCH 25, 2023

The 36th Annual Savour the Sea Gala was a resounding success. This event features a delicious seafood feast, including an extravagant appetizer bar, and wonderful live music. Special thanks to our sponsors, our Hospice Volunteers, all of the amazing vendors involved, and all those who attended in support of our Hospice!

THE FUTURE OF OUR HOSPICE

A HOSPICE WAY STORY

Introducing one of our youngest volunteers – Halima. At just 19-years old, Halima volunteers in the kitchen our Windsor Residence, and already has many years of volunteering under her belt.

Halima was born in Canada, but her path to volunteering began while she and family were living in Egypt. “I had been working with my teacher, learning to read and memorize the Qur’an, and I was able to memorize the entire Qur’an.” Halima is justifiably proud of the special certificate and designation as Hafidha she received for this accomplishment, but at the time, had no idea that this would lead her to towards her first volunteer role.

After Halima’s family returned to Windsor, the head of the teaching program at the local Mosque mentioned that with Halima’s great achievement and knowledge, she would be the ideal volunteer to help teach Arabic and help others to memorize the Qur’an. So, at just 13 years old, she began to work within her community at the Mosque.

From there, Halima describes wanting to give back in even more ways. “My teacher in Egypt had helped me so much, and she did all her work at no cost. But she told me, ‘The only way you can repay me is to go out in the world and do good.’ I wanted to repay her, and honour her contribution to my world.” Halima’s parents are East African, and as part of their Islamic custom, they taught and encouraged their children to engage in an ongoing charity, or sadaqah jariyah. Volunteering and other forms of charity (donating, cooking food, or building houses in someone’s name) are integral to their beliefs.

So, Halima got involved with a group that held motivational seminars on improving one’s character, morality and how to conduct oneself in the community at large, hosted at the University of Windsor. She also took part in other events at the Mosque, especially in the kitchen. As with many cultures, food is representative of love, sharing and giving, and that fit in perfectly with Halima’s perspective. “Our Mosque served food downtown at the Mission to the homeless, and every Ramadan we would cook and serve free meals to anyone who came into the Mosque.”

From that basis, she started looking for opportunities outside the Mosque, which lead her to Hospice. “I had discovered Hospice when I was looking for a new opportunity, but didn’t know much about it. I thought ‘let’s look into this one,’ so I checked out the website, and once I looked into it further, I knew that Hospice was for me.”

HOSPICE WAY

SHARING STORIES FROM HOSPICE PATIENTS AND THEIR FAMILIES

Inspired by her mother, who is a caretaker, Halima felt that Hospice was a perfect fit with her upbringing and what she had learned from her Mom. "My mother always emphasized the importance of helping others in need, and I immediately realized that's part of why working at Hospice resonates with me."

Halima volunteers in the kitchen at the Windsor Residence, and it's truly a labour of love for her. Her joy is so evident in her smile as she says, "I just love it! Hospice is such a loving, warm environment. It's just a beautiful place." She's not only volunteering at Hospice, but taking on back-to-back shifts, and recruiting some of her friends to join as Hospice volunteers.

Halima represents the beauty and generosity of giving back, and we're proud that volunteers like her are the future of our Hospice.



OUR HOSP



PHOTO BY TED KLOSKE

ICE FAMILY



HEART & SOUL

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.

JOANNE FLETCHER, COORDINATOR OF VOLUNTEERS

JoAnne received multiple heartfelt nominations for this award, and each of them made reference to her ability to not only juggle the wildly complicated roles of all the Residence volunteers, but also to coordinate special holiday events and menus - all with compassion and thoughtfulness. It's not unusual to see her on-site on her days off and on her weekends, helping out wherever needed. Every volunteer and staff member who works with her can attest to her dedication and creative nature, and how she always makes them feel appreciated and valued.

BRANDI SMITH-HANSON, COORDINATOR OF VOLUNTEER SERVICES

Brandi has served in many roles across our organization, and has been an absolute rock-star no matter where she lands! She has been described as "an absolute angel" in her role as PSW, who always made sure to give all the time a patient needed, even when it was simply a hand to hold in their last hours. Now that Brandi has moved over to a role in our Volunteer Department, she's making her mark again.

Thank you to our friends at Windsor Chapel Funeral Homes by Arbor Memorial for not only sponsoring this award, but for choosing the recipient each quarter based on staff nominations.



Windsor Chapel
Funeral Home
by Arbor Memorial

AWARD



APRIL'S GARDEN

"A PLACE TO REFLECT, TO SHARE AND TO LOVE."

April's Garden was presented to the residents and families of the Hospice Village at our Windsor Campus on August 3rd, 2011. Since that time, this light-filled gathering space has held many celebrations, including:



Color Street Nail Party
March 2022

Hosted by Kylie and Jessica from Color Street, a group of staff from our Windsor Campus had lots of laughs learning to use the Color Street nail polish strips!



Christmas in July
July 2022

Unsure whether Mom, Roz, would be here to celebrate Christmas with the family, The Renaud Family celebrated in July with decorations and all the family recipes.



A Hospice Wedding
August 2022

Lori and Denis were set to get married on September 3rd, but when Lori's mom came to Hospice, our team stepped up and threw them a beautiful celebration.



April's Garden is a beautiful "place to reflect, to share and to love." Special thank you to the Francis-Keystone Foundation, Ron and Noella Truant, and all the supporters who made this vision a reality.



It was 2019 when Dawn and Joe Marchand first stepped through the doors of our Hospice... when their daughter Layla, at just 12 years old, was admitted with terminal cancer.

Dawn explains, "At that time, our lives revolved around Layla, of course, but we also had to remain parents to Ella, who had just started high school, and our twins Hayden and Juno who were three years old."

Hospice became their new "home." Dawn would spend each day with Layla in her Hospice suite, and Ella would join them after school, like any teenager coming "home" off the bus. Joe would pick the twins up from JK to bring them "home" as well, so the family could be together.

As a blended family of 6, once they were all settled for the evening at our Hospice, they would try to keep things as normal as possible. "Ella would be doing her homework at a table, while we tried to keep the little ones entertained and distracted. The Hospice Social Workers would come in to see us, and would help engage the little ones, but it was tough at times – they were only three years old, with lots of energy. It was so important that we spend every possible moment with Layla, but at the same time we wanted to keep all of our children close," says Dawn.

After Layla passed, Joe and Dawn created Layla's Grace Foundation in her memory. They wanted to give back to Hospice, and based on their personal experience, they immediately recognized an opportunity to help. And so began Layla's Flutter Packs.

These packs will be given to younger visitors who come to our Hospice. The packs were created with all different age groups in mind, and include items such as fidget toys, puzzles, and colouring books. Also included is a beautiful note that reads, "This 'Flutter Pack' has been gifted to you in memory of Layla Girard, and all the children whose wings were ready when our hearts were not."

When asked about the name, Flutter Packs, Dawn explains, "Butterflies and rainbows were always a significant connection point for Layla and I. Layla is buried next to my grandmother, and on the day of her funeral, as we were leaving, we saw two beautiful Monarch butterflies land together in the tree over their gravesite. I truly believe that was Layla and her great-grandmother – together."

From a place of hurt and loss, Dawn, Joe, and their children have created a Foundation, a continuity of their love for Layla, and helped other families. Their hearts weren't ready for Layla to have her wings, but they were ready to share those caring hearts with the community. If you'd like to help, and support Layla's Flutter Packs, please contact Dawn at care.laylasgrace@gmail.com.

LAYLA'S FLUTTER PACKS

OUR HOSPICE HEROES

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 some of our 2022/2023 Hospice Heroes:

- Donna M.
- David L.
- Carol F.
- Susanne W.
- Carolyn G.
- Charlotte M.
- Karen G.
- Paul L.
- Brian S.
- Ann G.
- Dan B.
- Maureen M.
- Cliff H.
- Karen M.
- Roula K.
- Homer V.
- Karen R.
- Conrad D.
- Bill S.
- Maria H.
- Jan B.
- Ruth M.
- Stacey M.



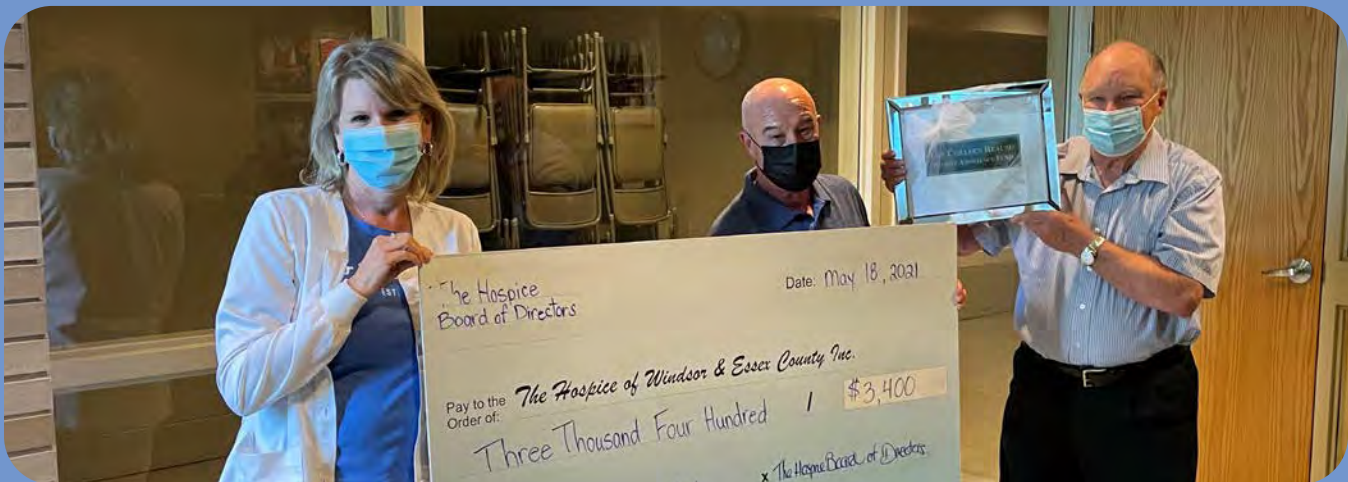


THE COLLEEN REAUME

PATIENT ASSISTANCE AND EXPERIENCE FUND

At Hospice, our team strives each and every day to put the needs of our patients and their families at the center of every interaction, and deliver memorable care.

The Colleen Reaume Patient Assistance and Experience Fund directly supports this vision.



At end-of-life, there are many uncertainties and unexpected expenses. In 2018, Colleen Reaume, Hospice's Executive Director at the time, established this Fund to help alleviate some of those burdens, and assist patients at a time when it is needed most.

The Colleen Reaume Patient Assistance and Experience Fund provides much-needed financial support to people who are actively receiving services from our Hospice, and are living with a life-limiting diagnosis in a number of different ways, including:



Purchasing any out-of-pocket or unfunded medication that makes a patient more comfortable.



Supporting a family as they host a wedding, on-site, at our Hospice, ensuring the day is extra special and memorable.



Providing grocery and gas cards to families caring for loved ones at end-of-life, to ease financial burdens.

To donate in support of The Colleen Reaume Patient Assistance and Experience Fund, please visit www.thehospice.ca or call (519) 974-7100. This fund is so important in supporting our team and our Hospice as we fulfil our vision of *Delivering Memorable Care*.

DON AND GAIL RODZIK EDUCATION ENDOWMENT

SUPPORTING EDUCATION AT OUR HOSPICE

Last year, The Hospice of Windsor and Essex County was proud to announce the launch of The Don and Gail Rodzik Education Endowment, supporting education for staff and volunteers at Hospice.

Thanks to the generous support of Don and Gail Rodzik, individual team members have begun to receive financial support to pursue additional educational opportunities related to palliative care. In addition, the Endowment funds wider group education opportunities for the Hospice team, as well as the chance for Hospice to hire a part-time student nurse each year to work at The Hospice, Windsor Residence.

Hospice has always been a leader in palliative care, and this endowment ensures that remains true for years to come. Thanks to the support of Don and Gail Rodzik, the Hospice frontline team will receive top-tier educational opportunities and be able to apply everything they learn towards providing quality, memorable care for our community.



VOLUNTEER AWARDS NIGHT

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. 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 2022 Volunteer Award Recipients!

THE CAROL DERBYSHIRE HEART OF HOSPICE AWARD The Cardella Family



THE PENNY CRAIG UNSUNG HERO AWARD Laura Gavin & Stephanie Groves



THE JANE BOYD COMMUNITY IMPACT AWARD Linda Enns



VOLUNTEERS ARE THE HEART OF



THE VOLUNTEER BUSINESS & COMMUNITY GROUP AWARD

Jim Scott, Ground Effects



THE REV. PAUL CHIDWICK HEART TO HEART AWARD

Anita Denny & Filomena Pencarinha



THE MARJORIE AND STEWART LESCHIED AWARD

Barb Grieve



THE JAN DENNIS SPIRIT OF YOUTH AWARD

Agam Bhullar



THE JEAN ECHLIN AWARD

Karen Goron

HOSPICE



DOVE PINS

SHOW YOUR LOVE, WEAR A HOSPICE DOVE!

Last year, we were excited to introduce the Hospice Dove Pin, an iconic and heartfelt representation of not only our Hospice, but the thousands of patients and families we have had the privilege of caring for, right here, in Windsor and Essex County. We asked the community to wear one in memory of a loved one, in honour of our Hospice patients and families, or to show their support for our Hospice.

These Dove Pins were generously donated, designed, and manufactured locally, with the help of our friends and partners at Ground Effects LTD and Mega Mold International. Each Dove Pin is offered by donation, and all funds raised directly support care for Hospice patients and families.

GROUND EFFECTS



TIM HORTONS AT HOSPICE



For patients and families moving into our Hospice 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 a volunteer, 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. Our volunteer looked at Carol and saw that there was a bit of a misunderstanding. "Honey, you don't need your wallet."

Gesturing to the Tim Hortons station, the volunteer clarified "Everything here is provided at no cost. 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 and said, "This is all here for patients and families...every day...for free?" The volunteer smiled and confirmed, "Yes, it is."

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. Most recently, Vince and Dianne donated a brand new soup station for our Erie Shores Residence.



Thanks to their generosity, we're 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 support of the Cardella family.

COMMUNITY FUNDRAISERS

Without our amazing community, there would be no Hospice. It's thanks to people like you that we can offer programs and services at no cost to patients and their families.

Raising funds for Hospice is simple and fun. Here are just some examples of events and fundraisers put on by our generous Hospice supporters in 2022/23.

ED JOVANOVSKI CHARITY GOLF CLASSIC | JULY 8, 2022



STEPS FOR SUE FUNDRAISER | JULY 24, 2022



FRANK MOCERI DEDICATION | AUGUST 10, 2022



36TH ANNUAL SAIL FOR HOSPICE | SEPTEMBER 11, 2022



HOOPIN' AROUND THE CLOCK | NOVEMBER 25-27, 2022



LUCKY ROCK N' ROLL FUNDRAISER | MARCH 17, 2023



VOLUNTEER WITH HOSPICE

Volunteering with the Hospice may be one of the most fulfilling things you ever do.

We have a variety of volunteer opportunities in areas such as patient care, the Hospice Residences, special events or administrative support. Whatever your passion is, we can help you to express it through service to the Hospice!

Our volunteers are an essential part of Hospice, we would not be able to offer all of our programs and services at no cost to the community without generous people like you! If you're interested in becoming a Hospice Volunteer, please call (519) 974-7100 or visit www.thehospice.ca.

ADMIN SUPPORT

ASSIST OUR HOSPICE STAFF WITH ADMINISTRATIVE DUTIES AS NEEDED

General Office Support

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

Hospitality

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

Knitting Group

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

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.

Gardening (Seasonal)

Help keep the gardens on the Hospice campuses healthy, cultivated, and attractive.

Comfort Bears

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

DIRECT SERVICE

MUST BE 18+ YEARS OLD | REQUIRES DIRECT SERVICE VOLUNTEER TRAINING

Overnight Vigils

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

Hospital Roster

Visit clients in the hospital to provide support and/or relief for caregivers.

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. Only companionship provided; no personal care.

Phone Call Support

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

Transportation

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

Pet Therapy Visitation

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

Spiritual Care

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

Energy Work

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

No One Dies Alone (NODA)

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

HOSPICE RESIDENCES

AT BOTH OUR WINDSOR AND ERIE SHORES (LEAMINGTON) CAMPUSES

Reception

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

Food Services

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

Patient Care Assistant

Volunteers assist the nurse and/or personal support worker with physical care for residents.

FUNDRAISING SUPPORT

ASSIST THE COMMUNITY ENGAGEMENT & ADVANCEMENT DEPARTMENT

E-Bingo

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

Lottery Booth

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

Fundraising Events

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



WINDSOR CAMPUS

6038 EMPRESS STREET
WINDSOR, ON | N8T 1B5



ERIE SHORES CAMPUS

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

