



Comfort, Compassion and Support in Your Own Community

ANNUAL GENERAL MEETING

NOVEMBER 26, 2020

Home Hospice North Lanark
Annual General Meeting Agenda
November 26th, 2020
7:00pm

- 1) Chair to call meeting to order.
- 2) Motion to approve 2019 Annual General Meeting Minutes
- 3) Report from the 2019-2020 Chair – Nancy Deschenes
- 4) Financial Report – Dawn McGeachy – who has been appointed to conduct a review engagement; Colby McGeachy Chartered Professional Accountants
 - a) Appointment of Auditors
- 5) Report from the Coordinator of Visiting Volunteers – Allison Griffith
 - a) Presentation of 5 year service awards to Volunteers
 - b) Tribute to Julia Thomas
- 6) Committee Reports
 - a) Fundraising – Toni Surko
 - b) Public Education and Communication – Jan Watson
 - c) Nominating Committee – Jane Henderson
 - d) Program Management Committee – Nancy Deschenes
- 7) Recognition of Outgoing Board Members
Elaine Menard, Amanda Polker-Mok, Cathy Cochran
- 8) Questions from the Floor
- 9) Date of the next Annual General Meeting
- 10) Motion to adjourn

HHNL Chair's report for the Annual General Meeting 2019-2020

When I took over as Chair in June 2019, I had no idea of what was in store for us this past year. It was daunting to follow in Jane Henderson's footsteps; she was a remarkable chair and strong leader. Thankfully, she remained as Past Chair on the Board and has been a stabilizing influence and help for me. Thank you, Jane.

Strategic Plan- We started this process in 2017 with Mike Coxon's Third Sector Consulting service and the leadership of Jane. Committees were restructured and plans for name change took place. By July, all legal, financial, and name searches were done and the corporation name was changed from Hub Hospice Palliative Care to Home Hospice North Lanark. CRA approved. We kept this under wraps with strict confidentiality until we could complete the plans for reveal; contact lists were updated and news releases were prepared with rationale for name change; the Board insisted on meeting with the stakeholders the day before the news was released (out of respect for them). The Chair also met with the nurse coordinators and the visiting volunteers, to explain the rationale and deal with any concerns they had. On October 23rd, 2019 we publicly became HOME HOSPICE NORTH LANARK. I felt relief when this was done, because, after much deliberation, it was the right thing to do.

Thanks to Wendy Rampton, our communications coordinator, for meeting all the demands we placed on her and the 2 days she spent with me (technically challenged) sending out the hundreds of notices.

Our web-site was beautifully updated; now easier to navigate. Thanks to Elaine Menard (Chair of CPEC), Wendy and Andrea Bird (who also keeps our Facebook active) and Derek Bird our Tech. support.

Client brochure was reviewed/revised by Allison and Pam; reprinted with HHNL.

Of course, strategic plans keep on going. We conducted a Board evaluation soon after, under the supervision of our consultant. Over all it was quite good, but we had a few areas to work on; one being that we needed to balance a couple of committees more effectively. This we did; with respect and flexibility.

2.

The Seniors Expo-2019- was very well attended at our booth; we gave out more information on Advance Care Planning and Bereavement as well as our home visiting program. A government official showed a lot of interest; talked with me for awhile, and walked away with our information package Elaine had previously prepared for the press at the Hike for Hospice.

Governance Training- Jane and I took this last year: Cathy and Helene this year.

Public Speaking Events-

I managed to give two talks about our services and the rationale for our name change (showing appreciation for our stakeholders). 1. Was at St. Paul's Anglican Church and 2. was at the Holy Name of Mary Parish- Catholic Women's League. Two presentations were cancelled due to Covid-19 Pandemic. We will contact these people to rebook when restrictions are lifted.

In November, I did an Advance Care Planning session at Orchard View, sponsored by the Lanark Palliative Care Network.

Covid-19 Pandemic- March 13th and onwards.

Whoever said "The charm of life is the unpredictability of it" wasn't thinking of this. But, it tested our abilities to be creative in maintaining our services for our clients and families and support for the community. The resilience and commitment of our Board members, our nurse coordinators, and our visiting volunteers to continue with our mission is commendable. When the Ministry of Health declared the Pandemic, we acted immediately (see Program Management Report and Nurse Coordinators Report on how we responded to MOH directives and continue to do so). We receive daily reports on the status of Covid-19 from the Ministry.

Since our revenue suffered greatly with limited fund-raising events, we applied for the wage subsidy the government was offering to cover for 75% of our nurse's salary and have received it up to and including September.

We are respecting physical distancing, so most of our meetings are by Zoom.

3.

We have been using the local media and Facebook to inform the community of our ongoing services and events: So, there is more community awareness now.

Office Relocation- Pam Murphy sold her house effective at the end of September, so, we moved out to the Community Presbyterian Church @111 Church St, room on balcony level. We thank Pam for her generosity and commitment to our organization and for hosting volunteer visitors' events in her home. We also appreciate Rev. Barry Carr and his parish council for offering us this new location.

Elaine Menard stepped down from the Board, effective Sept.1st We will miss her smiling face and her energy. Thanks for the three years of committed service.

I'm particularly proud of our Board of Directors who asked the Nursing Homes that were in lockdown what we could do to help and they said meals and/or refreshments for the staff would be appreciated. Toni Surko and Jan Watson coordinated monetary donations from our Board members, friends, and organizations and raised enough to extend the food deliveries to front line and emergency service workers as well. They ordered from local businesses to help them out too. As things settled down here in Almonte and Carleton Place, large amounts of Tim Horton's Smile Cookies were purchased and distributed the same way. This boosted morale and raised money for the two hospitals as a bonus.

'We Believe that:

Communities are strengthened when services are based on a unified and caring response to suffering.'

Respectfully Submitted,

Nancy Deschenes Chair of Home Hospice North Lanark

chair@hhnl.ca

Coordinator of Visiting Volunteers Annual General Report November 2020

“You need a village, if only for the pleasure of leaving it. A village means that you are not alone, knowing that in the people, the trees, and the earth, there is something that belongs to you, waiting for you when you are not there.”

~Casare Pavese

For many it is their home, their village, everything that is so familiar and dear to them that provides comfort in their end of life journey. Our HHNL visiting volunteers; listen to a life story, share a cup of tea with a caregiver, provide quiet companionship. We strive to support caregivers and the bereaved to lighten their heart and lessen their loneliness...often in intangible ways; through a kind word or deed or simply by being a compassionate presence. Through our home visiting program we hope to help people/families to find some sense of peace and shelter from the “storm” of suffering and loneliness in whatever Village they call home.

The mission of the Home Visiting Program is to share the end of life journey so that no one needs to feel alone. Our home visiting volunteers, through their presence and care of both clients and families show that the end of our story is just as important as the beginning.

Our Visiting Volunteers Volunteer visits go beyond a simple friendly visit. Since 2013 when we began with our first group of 5 volunteers we have recruited and trained over 30 home visiting volunteers! Our visiting team is required to complete 35 hours of initial training through Hospice Palliative Care Ontario (HPCO). Continuing education is offered through the Champlain Palliative Program annual education day and in our monthly meetings. Many of our visiting volunteers have attended bereavement support training with Tara Cohen MSW. Our volunteers are companions in the end of life and grief journey.

Our Home Visiting Program has been in operation for the past seven years since we received our first referral to the program in October 2013. Over the seven years our program has grown almost five fold. In 2013- 2014 we had 6 referrals to our program with 4 admissions, approximately 146 Visiting Hours. By 2018-2019 community awareness of our home visiting program increased and so did referrals! With 22 new referrals received from a variety of sources.

In 2019- 2020 we received 28 referrals to our program with 20 admissions and 8 requests for trauma based grief counselling (referred to MSW Champlain LHIN) and approximately 1,200 visiting hours. The majority of referrals are received from family, caregivers, friends and self-referrals. Referrals are also received from LTC homes, retirement homes, Champlain LHIN homecare and front line home care providers to name a few. We support individuals and families with a variety of end of life diagnosis including; end stage organ failure (i.e. COPD, CHF), cancers of the breast, lung, brain, liver, colon and pancreas, leukemia as well as multiple infirmities of old age. Over the course of the past year, 14 of the 20 people that we were privileged to share their end of life journey died; 2 at home, 6 in hospital (only 1 of those outside of their own community), 4 in LTC/ retirement home settings and 2 in residential Hospice.

The bigger picture tells us that each year in Almonte (rural communities) there are approximately 82- 100 deaths annually; approximately 50 % in hospital, 30 % in LTC/ Retirement homes and 20 % at home. Of the 20 % at home, 10 % of these are unexpected and 10 % of deaths at home are expected. Therefore with 20 new referrals, we are supporting 20 % of individuals in our community at end of life. In the hospice world this exceeds expectations. Although numbers reflect the growth of the program and provide a measurement of our service provision it is not the whole story. The many acts of kindness and generosity of our visiting volunteers cannot be quantified but are the heart of our program.

Transition from in person visiting to telephone support visits on March 13th was approved by the HHNL Board in light of the COVID 19 Pandemic with the goal of protecting our clients, our visiting team and our community. We have continued to support our existing clients, continued to provide information and referral and continued to provide bereavement support virtually over the past 8 months to meet the needs of our community.

Bereavement Support: Bereavement Support groups were offered in 2017, 2018, 2019 and 2020. Groups from 2018 and 2019 were reunited during the pandemic! Tara Cohen MSW from the Champlain LHIN Palliative Program and I co-facilitated 2 groups by teleconference in the spring. Over the past year we have provided bereavement support to many people both from our client families and from the larger community. What's most amazing is that these groups continue to support one another, long after our formal groups end. One on one bereavement follow-up with our client's families is offered. A special thanks to Pamela Murphy relief RN who co-facilitated the 2 recent groups, shared her home for meetings and provided invaluable support to the home visiting program over the past year.

Visits in LTC Homes: From February 2019 to January 2020 HHNL had 2 teams of Visiting Volunteers making designated weekly visits to residents in LTC homes of Country Haven (CH) and Fair View Manor (FVM) to support residents at end of life. The Visiting team listened to life stories, provided companionship, and brought joy into the lives of those that they visited each week. An estimated 450 visiting hours were contributed by the faithful visiting team(s).

Honours and Awards: This year we are excited to honour our 5 year service award recipients; Jacob Berkowitz, Brenda Boyd, Patricia Coderre! And Julia Thomas as an honorary life member of the volunteer team. These volunteers took their initial 35 hour training in September 2015 with Diane Litchfield from Renfrew Hospice facilitating and have been committed visiting volunteers ever since. The compassionate service that they offer our clients and families is exceptional and remains the strong foundation on which our program is built. Thank you for your compassion, kind hearts and dedicated service! (In 2018... 8 of our visiting volunteers received a 5 year award).

Community Referrals: We help connect individuals and families to important services such as: The LHIN Home Care Program, the local Civitan lending medical supplies cupboard, meals on wheels, the assisted living program, the regional palliative care outreach team, our local physicians and Family Health Teams (FHT), Carebridge, pulmonary rehabilitation program, spiritual or pastoral care to strengthen their existing informal care network of family, friends and neighbours.

Life Enrichment is reflected in our home visiting program in many ways. The Almonte Crazy Quilters continue to make beautiful handcrafted quilts for our clients! Each quilt is unique in color and design and are made with love. A registered Art Therapist has joined our visiting team. A Music Therapist, through an OutCare grant, created a music care plan for our hospice clients. The expressive arts can give voice to grief when words cannot be found.

In summary

The seventh anniversary of our Home Visiting Program is a time to celebrate our accomplishments and acknowledge our 5 year award recipients! Our Volunteer team continues to grow roots in the community giving us strength and wisdom. Home visiting volunteers, community volunteers such as Crazy Quilters, our local Churches, Fundraising Teams of Hike and Trees, and a dedicated Volunteer Board all bring unique gifts. This year HHNL has navigated the transition of a new name, a new location and a new world in the face of a Pandemic and we continue to find ways to make a difference in the end of life

journeys wherever people call home in the Villages of North Lanark... *A village means that you are not alone, knowing that in the people, the trees, and the earth, there is something that belongs to you, waiting for you when you are not there.*"

Respectfully Submitted: Allison Griffith RN BScN MPA Coordinator

Fundraising Subcommittee AGM Report

September 2020

Home Hospice North Lanark (HHNL) is humbled by the unfaltering support of donors from our region. Because of this financial support, HHNL continues to provide quality, compassionate programs for palliative care clients and their families. Every gift we receive demonstrates the giver's belief that each person at end of life should receive dignity, respect, comfort and not feel alone.

This year we had to rethink every event while we were learning how to manage the risks around Covid transmission for ourselves and our community. We cancelled some events and retooled the rest to align our procedures around Covid 19 precautions. The first wave hit as we were planning our tree distribution dates, our annual May Hike for Hospice, a Rain Barrel sale and planning for a Harvest Dance. During this funding year, we focused on a safe, tree distribution plan, cancelled the rain barrel sale, changed the date and format for the Hike for Hospice, hosted a crafts and bake sale at the Almonte market and cancelled plans for a Harvest Dance.

Tree Sale

The Mississippi Mills Chamber of Commerce started the tree sale program in 1999 selling well over 8000 trees to Mississippi Mills and the surrounding community. HHNL is carrying on the legacy of this greening initiative with assistance from experts Ed Lawrence, Ron Ayling and Allan Goddard. Peggy McPhail and Andrea Bird skillfully organized this event that annually sells about 300 trees. This year the event reported a net revenue of \$3754.35. We needed to change the distribution location quickly and are deeply grateful to the North Lanark Agricultural Society for allowing us to use their amazing site for the safe storage and pick up of trees.

Hike for Hospice

This is a unique, national fundraising event that brings together organizations working in hospice/palliative care to raise funds and awareness in their community. May 2019 was HHNL's 7th year of participation and we raised \$10,418.33 to support our programs. Year 8, the 2020 event was moved from May to the month of October. Planning began in July for a virtual, month long hike where individuals and families could walk the trail of their choice, on the day and time of their choice. Our social media posts have been overflowing with pictures of hikers and donors, families and pets all raising money to support our work. We will complete a final tally of donations by Nov 7 but current totals show that we have exceeded our target goal of \$15,000.

Foundations and Community Sponsors

We are indebted to the Outcare Foundation, the Ottawa Community Foundation, the Hub and the Civitan Club for their generous support this past year. The grants and donations from these partners support our bereavement programs, therapy programs, client, volunteer and community education. Total donations amounted to \$14,500.

Third Party Events

Third party events are fundraisers that a group or individual holds to raise money for Home Hospice North Lanark. We have been blessed with an increase in third party events hosted by churches, local artists, community members and local businesses. These included: a craft and bake sale at the Almonte Farmer's market manned by Phyllis Moore and Lauren Eyre and the donation of 50% of the sale of hand sewn masks by Wendy Rampton. These two mini fund raisers raised over \$2000.

Community Presbyterian Church sent us a donation for \$1000. The Clayton Hall committee and St George's Anglican church hosted a Harvest Dance last October that raised a total of \$3510.45 to be shared between Home Hospice North Lanark and the Clayton Community Hall. The Hall cleared \$1540.45 and HHNL was generously given \$1970.00, a slightly larger share due to the donation jar.

Receipted donations from individuals and organizations:

In addition to our fundraising initiatives, we receive memorial and one-time gifts from people that care about palliative care services close to home. We are indebted to each thoughtful donor for their commitment to building a compassionate community.

Our Volunteers and Fundraising Teams

Volunteers are the cornerstone of our fundraising events. We are continually amazed by the generosity and expertise that surges forward year after year to bring our fundraising events into fruition. Our volunteers work tirelessly and cheerfully to serve our community. Have a passion for Hospice/palliative care and enjoy fundraising? We are ready to welcome you to one of our high functioning teams.

Watch for Upcoming Events in 2020

Tree Campaign in partnership with Reid Gardens Carleton Place commencing Oct 2020.

Respectfully submitted,

Toni Surko

Chair Fundraising

ANNUAL REPORT FOR THE PUBLIC EDUCATION COMMITTEE 2019-2020

We have had a busy half of the past fiscal year with the decision to go forward with a name change from Hub Hospice North Lanark to Home Hospice North Lanark. This entailed changing all of our letterheads, brochures, display banners etc.

We completely revamped our website and our thanks to Wendy Rampton, our Communications Coordinator (Public Relations) for the excellent job done on this.

Our thanks to our web experts, Derek and Andrea Bird, for coordinating the change of email addresses, postings to Facebook and for everything else that they so expertly help us with for social media events.

In September 2019 we attended the Seniors Expo in Almonte. Large turnout of people and Nancy and Jane had a chat with the Provincial Minister of LTC, Merrilee Fullerton, who expressed an interest in the work that HHNL is doing.

We participated in a fundraiser at the Clayton Community Hall dance on October 19 which was attended by Jan Watson, Phyllis Moore and Nancy Deschenes. We were invited to give a brief overview to those in attendance of what HHNL is all about.

All job descriptions have been completed for the PEC and are now on Sharepoint.

On November 25 we sponsored a tea for our Visiting Volunteers which was well attended at the home of Pam Murphy in Almonte.

A new photo of the Board was taken by Wendy on January 9 – missing from the photo was Lauren and Barry.

Terms of Reference for the PEC are now complete and on Sharepoint.

The event kit has now been put together and is ready for Board members to take to presentations, workshops, Seniors Expo etc.

We discussed doing a mini LEAP event in the Fall and Hannah will provide us with contact information for the Almonte Hospital.

We are working on updating our Powerpoint presentation. Mississippi Mills Town Council are interested in having us do a presentation.

Lanark County Mens Shed are also interested in having HHNL do a presentation to their group.

Phyllis Moore and Lauren Eyre transferred over to the Fundraising Committee in early 2020.

March – September 2020 – all public events cancelled due to the COVID-19 Pandemic.

September 2020 – HHNL participated in the SMILE cookie event through Tim Horton's and presented cookies to the Almonte Country Haven, the Almonte Hospital/Fairview Manor and the Lanark County Paramedics. Donations of all cookie sales goes to the Almonte Hospital.

Elaine Menard, Chair of PEC, confirmed her resignation as of September 1 from both the PEC and the Board of Directors. We would like to thank Elaine for her years of service to the PEC and for all of her work in putting together job descriptions, Terms of Reference, and chairing this committee.

**Jan Watson
Acting Chair – Public Education Committee**

September 29, 2020

Report of the Nomination Committee to
Annual meeting, November 26, 2020

The Board of Directors has approved the following slate of Directors to stand until the next
AGM.

OFFICERS

Nancy Deschenes, chair
Jan Watson, Vice Chair
Jane Henderson, Past Chair
Helene Gilhooly, Secretary
Cathy Cochran, Treasurer

DIRECTORS

Toni Surko
Phyllis Moore
Hannah Larkin
Lauren Eyre
Barry Car
Michelle Kay
Deanna Bird

Submitted by Jane Henderson, Chair, Nomination Committee
Christine Bois
Hannah Larkin
Jan Watson
Cathy Cochran

Chair of the Program Management Committee HHNL – Annual Report 2019-20

In 2019, this committee concentrated mainly on a steady volunteer visiting program for our clients and their families as we transitioned to a new name and extended our services to the people in underserved areas in North Lanark. We started searching for new visiting volunteers and representatives for our committee from the Pakenham and Clayton areas; keeping in mind that costs would go up for training of volunteers in Palliative Care and time for Advance Care Planning.

In 2020, we just managed to work in one meeting and settle down after all the activities of the name change; for example, updating our website re our programs; much of this done by our nurse coordinator, and then approved by this committee and then the Board of Directors. **Wham! March 13th**, our nurse coordinator tracked me down at another meeting asking for a directive from me and the executive to withdraw her visiting volunteers from home visits based on the MOH's declaration of Pandemic Covid-19 and their advice to distance. We agreed to this; but, not to abandon our clients. All visits would be done virtually, by phone to safeguard not only our clients and their families, but to protect our volunteers as well. Decisions around program planning were done by e-mail, as our by-laws allowed. All meetings to be done by Zoom until the Ministry of Health directives changed.

We vowed not to sit still during this Pandemic; but, to be creative in helping the community: bereavement support and grief companionship increased. We reviewed, dated, and signed all of our home visiting program policies and procedures and up-dated our section of the website to include on-line support resources.

Allison Griffith, our Nurse Coordinator, has been our anchor during this past year, in conference with me approximately bi-weekly, and with monthly updates to the committee and the Board of Directors. She arranged inservices for her active virtual home visitors, using Zoom communication, and Kept in touch with clients,

families, the grieving community, and partnerships. Pam Murphy, our relief nurse coordinator, has been a great support also. THANKS to both.

Nancy Deschenes – chair of PMC; chair@hhnl