



Comfort, Compassion, Support and  
Advocacy in Your Own Community

**ANNUAL GENERAL MEETING**  
January 13, 2022  
7:00 p.m.

## **Annual General Meeting Agenda**

January 13, 2022

7:00 p.m.

- 1) Chair to call meeting to order.
- 2) Land Acknowledgement – Michelle Kay
- 3) Motion to approve 2020 Annual General Meeting Minutes
- 4) Report from the 2020-2021 Chair – Jan Watson
- 5) Financial Report – Dawn McGeachy – who has been appointed to conduct a review engagement; Colby McGeachy Chartered Professional Accountants
  - a) Appointment of Auditors
- 6) **Guest Speaker Tony Belcourt, O.C., L.L.D. (Hon)**  
**“Indigenous Palliative Care Protocols”**
- 7) Report from the Program Coordinator – Sidney Thomson
- 8) Committee Reports
  - a) Fundraising – Toni Surko
  - b) Public Education and Communication – Kelly Smith
  - d) Program Management Committee – Hannah Larkin
  - c) Nominating Committee – Jan Watson
- 9) Questions from the Floor
- 10) Date of the next Annual General Meeting – January 2023
- 11) Motion to adjourn

## **Report From the Chair**

Welcome to everyone and thank you for attending.

I would like to take this opportunity to thank Nancy Deschenes, our Past Chair, for all of her work and dedication to HHNL in the past 2 years and for her help and guidance when I took over the job of Chair on June 1, 2021.

I would also like to thank Jane Henderson, who resigned from the Board of HHNL at the end of April having been the Chair and past Chair, and who had been on the Board since 2013. Jane has offered to continue with HHNL and to coordinate the accreditation process.

With Jane stepping down as Past Chair, Nancy going into the Past Chair's position and myself moving from Vice Chair to Chair this left the Vice Chair's position vacant which I am happy to say has now been filled by Kelly Smith.

I would also like to thank the Board of Directors of HHNL for their commitment, dedication and support in our past fiscal year.

And I would be remiss if I did not mention and thank Wendy Rampton, our graphic designer/marketing assistant and newsletter editor who does an outstanding job for HHNL. Wendy has volunteered in this position since 2013. Nothing is ever too much trouble for Wendy to handle!! Thank you Wendy for your commitment and dedication to HHNL.

Our thanks to Andrea and Derek Bird, our web experts, who keep our social media and our website up and running.

As with all other businesses and operations in this country and the world, COVID 19 has had an impact on everyone including HHNL. Our visiting volunteer program was put on hold with volunteers not able to do in home and in person visiting but they continued to keep in touch with clients by telephone calls and cards of caring. Our past Volunteer Coordinator, Allison Griffith, continued to offer support and services via phone calls and to do as much as we were allowed to do.

I know that Sidney Thomson will mention our Visiting Volunteers in her report but I would like on behalf of the Board of HHNL and myself to say thank you to all of our Visiting Volunteers.

### **Libraries**

In 2021 we formed a partnership with the Mississippi Mills Public Library and the Elizabeth Kelly Foundation to sponsor books in both the Almonte and Pakenham branches. These books offer everything from information on palliative and end-of-life care, to healthy eating, exercise, how to tell your family about your diagnose and many other titles of support. The Almonte

Library launch took place on March 2 and the Pakenham Library launch took place on August 5, 2021.

### **Satellite Offices**

In October the Board decided to take the Organization to the public and we opened three satellite offices – one at the Pakenham and Almonte Libraries and one at Orchard View Retirement Residence where our Program Coordinator is available for a couple hours each week for the public to visit to find out more about services and supports. Our thanks to Julie Munro at Orchard View and Monica Blackburn at the MM Library for their support in offering us space and supporting our Program Coordinators.

### **E-Newsletter**

This was something that we had discussed and put on the back burner so to speak but finally in 2021 with Wendy Rampton, coordinating this venture, we launched our first newsletter in March 2021 and have just completed our 4th edition in December. Our newsletter has been a huge success and we have some 300 persons who are on the list to receive it. Wendy has done an awesome job in producing the newsletter.

### **Resignations and New Staff**

Our Treasurer, Cathy Cochran, tendered her resignation from the Treasurer's position. We would like to thank Cathy for all of her years of dedication and commitment to the Board of HHNL and we welcomed Michelle Kay to fill the Treasurer's position.

Deanna Barry joined the Board of Directors and our Communications and Public Education Committee.

In early spring, we welcomed Ruth Dubois to the Board of Directors, we welcomed back Kelly Smith to the Board and in the fall Cindy Sue Potter joined us.

Rosalind Reid, a community member, joined our Communications and Public Education Committee also in the spring.

Allison Griffiths, who had been our Visiting Volunteer Coordinator for the past 7 years retired. We would like to thank Allison for her commitment and dedication to HHNL and to wish her well in her retirement.

We advertised for a new Visiting Volunteer Coordinator and hired Sidney Thomson who was retiring from the Carleton Place Hospital after a 25-year career with the hospital. Sidney is an RN and trained in palliative care.

We said goodbye to Helene Gilhooly, our past Secretary, who resigned from the Board after 4 years of service. We thank Helene for her years of service and for the awesome job of organizing Board and Executive meetings and minutes as well as the online Teams system where we file all documents and files.

## **Accreditation**

In March the Board approved for HHNL to apply for the Standards of Care from HPCO with a view to starting the process of accreditation.

An Accreditation Committee was put together with Jane Henderson, who offered to coordinate this for HHNL. We applied to HPCO for the Standards of Care and we started the process. We are well on the way with the process but have a year in which to complete it.

## **Training and Presentations**

These have been severely curtailed due to the COVID 19 situation in the past year but we did manage to do the following:

Three Board members – Jan, Nancy and Deanna – signed up to take the Advance Care Planning training with Tara Cohen of the Champlain Palliative Care program. This will enable us to now do presentations to the public on ACP.

Deanna Barry and Rosalind Reid organized an Advance Care Planning session in April by Zoom and we had over 60 people who registered.

Nancy and Jan did a presentation via Zoom in April to the Naismith Men’s Shed and out of this has come the wonderful wooden Comfort Birds that are made for HHNL to give to clients. The Men’s shed have also made wooden bird houses for us to sell at our Farmers Market stalls this past summer.

Christine Bois, Chair of the North Lanark Palliative Care Network and Nancy Deschenes were invited to speak to the AGH medical staff about the supports and services of HHNL.

In October we offered for the first time a Practical Caregiver Training course over 5 weeks. This was held at the Almonte Civitan Club and was attended by 12 participants. The training is put together by the Champlain Palliative Care program and is geared to a 15-person participation. It was a very successful training course with folks who joined as strangers but left as friends sharing information, things of interest, phone numbers and genuine support for each other.

## **Expansion and Going Forward**

Our collaboration with the Paramedics of Lanark County has been a success and is working well. This is a great in-home support for our clients in and helps to keep people out of the ED of hospitals. We would like to expand on this by offering this support and service to more people in our community. Our thanks to Janice Steele for collaborating on this service with us.

We are now receiving referrals from Home Care, a development that we hope will increase in the coming year.

A “book of the month” event on Facebook is set to launch in 2022, which will feature an article on one of the books that we sponsor at the Almonte and Pakenham Libraries.

We have been in discussions with Sherryl Smith and Doris Rankin from the Bridging Generations Group in Pakenham to do monthly education presentations at the Pakenham Library on topics such as Advance Care Planning and other topics of interest.

As we expand our services and supports into neighbouring communities such as Carleton Place, we will be doing a volunteer recruitment blitz as well as additional volunteer training.

Our hope is to do a launch with books of interest at the Carleton Place Library in 2022.

We are also working on securing space in Carleton Place for a satellite office in that community.

We have secured space at St. James's Church in Carleton Place to offer the Practical Caregiver Training starting on March 18. Later in the spring our plan is to offer this training in Pakenham and very possibly again in Almonte in the fall of 2022.

We will be recruiting a second Program Coordinator and as soon as COVID allows, we will be offering presentations to the public on Grief and Bereavement, Compassion Fatigue, Gentle Persuasive Approach in Dementia Care Training along with other topics of interest to clients, caregivers and the general public.

To sum up, a lot of positive progress was made in the last year. In spite of — or perhaps because of — the pandemic, HHNL has broadened its scope and is in a good position to head into the next year with a renewed sense of purpose. We are determined to continue to fulfill our mandate to make a positive difference in the lives of the members of our community who need our support.

Respectfully submitted,  
Jan Watson  
Chair of the Board of Directors

## **Program Coordinator's Report**

We are a compassionate hospice community growing to meet the needs of our communities while facing the challenges of a dynamic health crisis. We are reaching out to our communities and our communities are reaching out to us. We are navigating the provision of care with ongoing monitoring of COVID 19.

Our home visiting and compassionate care program, providing assistance with navigating the system and advocacy, supports individuals and families living with a life-limiting illness. We are dedicated to assisting people who wish to remain at home, wherever they call home, including their own home, retirement home, long-term care facility, or hospital, to live out their lives in familiar surroundings.

We partnered with the Lanark County Community Paramedicine Referral Program in September 2021 and have had a number of referrals that have resulted in fewer ER visits, monitoring of vital signs for assessment of service needs i.e. Oxygen support, wellness checks (full body assessment) environmental scan and provision of Vaccinations (COVID boosters included).

Our Visiting Volunteers are required to complete 30 hours of initial training, through Hospice Palliative Care Ontario (HPCO) and continue to participate in education initiatives online and by Zoom. They provide social, emotional and compassionate support to the client and their caregivers. The Program Coordinator makes an initial assessment, and evaluates what support the clients/caregivers require, matching visiting volunteers with clients to provide competent compassionate care and monitors their progress.

In 2020-2021 we provided care and support to 23 clients and families and offered grief support where needed. We also provided referrals to community partners where appropriate.

There were nine enquiries that required support of a short duration. These individuals were not admitted to ongoing care.

### **Volunteer Visits and Long-Term Care**

The Visiting Volunteer team provided support to Long Term Care (LTC) facilities through Cards of Caring when visitation in person was suspended and our Volunteers supported clients via phone and where permissible supported initiatives in the community.

Notes of Caring began in December 2020 and continued through 2020/21 to LTC residents as a way of providing support during the Pandemic while we weren't able to visit in person.

As COVID restrictions fluctuated our strong core group of volunteers "stepped up to the plate" and provided more than 1000 hours of support to people within our communities.

## **Bereavement Support**

Bereavement Support Groups are available to both our clients/families and the general public. They are provided on-line or person within the COVID 19 provincial guidelines. Our Program offers 6-week courses (2 hours per session). The course includes key grief education and allows time for sharing. Support, as always, is provided one-on-one for our client's families following a death. We refer pregnancy and infant death to the Pregnancy and Infant Loss Network (PAIL). Referrals are made to another organization or registered professionals when we cannot provide the support needed. We referred ten people to grief support online through the Champlain Hospice Palliative Care Program.

## **Our Client Population at a Glance**

Our clients are adults, aged 40 to 105 years with a life-limiting diagnosis (or their caregivers), living at home, in long-term care, retirement residence or hospital. Referrals are received from a variety of sources including self, caregiver, family member, health care professional, LHIN, Carebridge, and requests from support services providing care in the community.

We are actively working to grow our referral base and care partners to meet the needs of our communities.

Submitted by  
Sidney Thomson,

## **Report From the Chair of the Fundraising Committee**

The success of fundraising this year was propelled by partnerships. Partners came from a variety of sectors and included local businesses, service clubs, foundations, health and social services and teams of volunteers. Community action to support the expansion of hospice palliative care in our region enabled Home Hospice North Lanark to support two registered nurses, the training and education of visiting volunteers, the comfort and care of clients and families, grief and bereavement services and community education events.

Key to our success is the unfaltering support of our donors, many who give generously year after year.

Our funding comes solely from our community donors and foundations with a mission to advance palliative care and improve quality of life.

Due to COVID restrictions, many of our fundraising initiatives are hosted on software platforms, are virtual and have changed our approach to fundraising. Thanks to the tireless efforts of our communications volunteer, Wendy Rampton, we have remained connected to our donors and recruited teams and individuals to support the program.

The 2020 HHNL Hike for Hospice saw 14 teams mobilize friends, neighbors, and families to join the Hike. The format changed to a 30-day event, allowing team captains time to recruit their group. Revenue doubled that of the previous year, and we made several new connections to churches, organizations, and individuals in various geographic regions of North Lanark. The stories that surfaced from our teams were emotional and captivating — a 100-year-old team captain rallying her family and friends to support her walk and another multigenerational family team who raised the highest amount in the team division. We also welcomed municipal reps from Carleton Place, Almonte and Ramsay to the Hike.

We partnered with the Outcare Foundation, a foundation that has championed palliative care for three decades. Every year the Outcare Foundation has gifted our organization the funds to support the purchase of capital equipment, education events and therapies for our clients. This year, the Outcare Foundation also hosted an online auction platform and invited HHNL to join this fundraiser. This was an excellent introduction to online auctions for our fundraising committee and successful bidders came from as far away as New Brunswick. We look forward to hosting another spring auction in 2022.

The Tree committee had an extremely successful event this year, doubling the revenue raised the previous year. Key to this success was a partnership with Reid Gardens. We distributed the trees from the convenient location of their beautiful garden center. Owners Doris and Doug Reid generously gave a bag of three in one planting mix and root rescue to our customers for every

tree purchased. The ever capable and skilled Tree committee led by Peggy McPhail pulled off a COVID safe event, tagging, unloading and distributing the trees in some rainy and cool weather.

This year we held a Rain Barrel Sale in collaboration with the Almonte Lion’s Club. This positive and productive joint committee sold 129 rain barrels and split the profit 50/50. It was a pleasure to work with the experienced and dedicated service club that continuously look for new ways to give back to the community.

In September 2021 we returned to the Farmer’s Market in Almonte and participated in the Carleton Place market as well. We held a raffle with the winning ticket drawn at the Almonte Farmer’s market. We were pleased to share our story with the community at both these events and wish to thank Mayor Christa Lowry for participating in the draw. The ticket holder generously donated their winnings back to HHNL.

None of this happens without the unflagging efforts of our fundraising committee and event teams. Every year they step up to keep our vision and mission alive and thriving.

**Fundraising Revenue and Expenses for 20/21**

<b>Event Revenue</b>	<b>Expenses</b>
Trees: \$17,304	\$9,430.54
Hike: \$20,886.65	\$857.18
Rain Barrels: \$3,351.00	\$1,718.41 (50% split with Almonte Lion’s Club)
Farmer’s Market: \$751.75	
50/50 Lottery: \$409.	\$204.50 (50% to winner)
Auction \$4,285.00	\$36.80

**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. Their grants and donations are critical to the growth of our program.

**Individual Donations**

In addition to our fundraising initiatives, community and foundation grants and donations, we receive memorial and one-time gifts from individuals that care about palliative care services close to home. We are indebted to each one for their compassionate gift.

Respectfully submitted,  
 Toni Surko  
 Chair, Fundraising Committee

## **Communications and Public Education Committee Report**

The mission of Home Hospice North Lanark (HHNL) was updated this year by the Board of Directors as part of our Strategic Plan undertakings. Our new Mission Statement is: “We are a hospice without walls who, through education, advocacy and our presence, offer companionship and support to enhance the well-being of individuals and their caregivers during life-limiting illness and bereavement, within our community.” This change means that our website has been updated, and our brochure is presently being vetted and will be released early in 2022.

The foundation of our organization remains the Visiting Volunteers who visit clients in order to share their end-of-life journey. Complementary to this service are advocacy, assistance with navigating the health care system, bereavement support services for the caregivers and family members as well as guidance in Advance Care Planning. Our “primary client” can now be the person who is ill, or their caregiver(s).

To move forward with our strategic planning initiatives, it is essential that the communications and public education services we offer are consistent and serve our community in a fulsome way. It is crucial that our community know about the existence of HHNL and the particular services being offered. Our Board members have done numerous presentations throughout the community, having transformed them to on-line sessions in support of the needs during COVID restrictions. Presentations have consisted of awareness building presentations to various groups, Advance Care Planning and Practical Caregiver Training education sessions, and plan to repeat these sessions in various locations in the near future. We are working on Grief and Bereavement programs to offer support to our communities.

We now have an E-newsletter that goes out to all our stakeholders and supporters on a quarterly basis.

The Board of Directors has made numerous connections with crafters such as the Naismith Men’s Shed, who create comfort birds to be given to our clients. They have also suggested we sell them, with the proceeds going to our programs. The newly formed “Comfort Crew” knitting group make shawls and lap blankets in support of our clients.

Newspaper articles are in progress now to highlight the benefits of our programs and garner some press coverage to support our growth and awareness campaigns.

This past year has seen satellite offices opening up in local libraries and long-term care homes where possible.

We are using more social media posts to raise awareness of both our programs and our fundraising efforts.

Collaborations (such as the those with the Lanark Country Paramedic Service and the Elizabeth Kelly Foundation) are also a key area we were able to work on this past year, and we are currently looking into other options for expansion of our programs and funding to support these plans.

Submitted by  
Kelly Smith, Acting Chair

## **Program Management Committee Report**

The Program Management Committee is responsible for ensuring the continual development and evaluation of the program in agreement with the Mission and Vision of HHNL and Hospice Palliative Care Ontario Standards, as well as for providing for the smooth development of services, as directed by the Board.

This year despite the ongoing COVID-19 pandemic, the Program Management Committee focused on program evaluation, and the future and next steps for HHNL. As a result of the pandemic, client visits remained via virtual and telephone platforms for the majority of the year, with gradual return to in person client visits in Summer 2021 under the direction of local Public Health authorities.

Meanwhile, with generous support provided by the Elizabeth Kelly Foundation, the Program Management Committee partnered with both branches of the Mississippi Mills Public Library, in Almonte and Pakenham, to arrange for displays of palliative care, bereavement, and related materials. This partnership expanded in summer 2021 to include weekly drop-in hours with the HHNL Program Coordinator at both branches, to increase our community's access to HHNL services.

The Program Management Committee also partnered with the HHNL Communications and Public Education Committee (CPEC) to offer community education this year. A virtual Advance Care Planning workshop was hosted in April 2021 and HHNL's first five-week Practical Caregiver Training was held in Fall 2021. The Committee plans to expand on these programs in the coming year to continue to support and provide education to individuals and caregivers in our community.

Additionally, HHNL partnered with Orchard View by the Mississippi retirement home this year to offer onsite drop-in hours with our Program Coordinator for residents, staff, and the general public. This partnership expands HHNL's support to older adults in communal living environments in our community, which also includes ongoing volunteer card writing and support to residents at Almonte Country Haven and Fairview Manor. These partnerships, as well as collaboration with the Lanark County Paramedicine Outreach program in Fall 2021, continue to enhance the services available to HHNL clients and our community.

Finally, the Program Management Committee would like to acknowledge and thank our two outgoing Volunteer Coordinators; Allison Griffiths for her commitment to HHNL for the past 7 years as well as Pam Murphy for her relief support to Allison. The Committee would also like to recognize Sidney Thomson, who joined HHNL in Spring 2021, for her ongoing dedication and passion for HHNL's programs and the provision of palliative care in our community.

Respectfully submitted,  
Hannah Larkin

## **Report of the Nomination Committee**

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

### **OFFICERS**

Jan Watson, Chair  
Nancy Deschenes, Past Chair  
Michelle Kay, Treasurer  
Kelly Smith, Vice Chair

### **DIRECTORS**

Toni Surko  
Phyllis Moore  
Hannah Larkin  
Barry Carr  
Michelle Kay  
Ruth Dubois  
Cindy Sue Potter

### **NOMINATION COMMITTEE**

Jan Watson, Acting Chair  
Hannah Larkin  
Nancy Deschenes  
Kelly Smith

Submitted by  
Jan Watson  
Acting Chair, Nomination Committee