

Comfort, Compassion, Advocacy and Support in Your Own Community



# ANNUAL REPORT

FISCAL YEAR OCTOBER 2021 TO SEPTEMBER 2022

**Thursday, February 2, 2023  
at 7:00 p.m. via Zoom**

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## **Annual General Meeting Agenda**

February 2, 2023, 7:00 p.m.

via Zoom

1. Chair to call meeting to order
2. Land Acknowledgement
3. Motion to Approve 2020-2021 Annual General Meeting minutes
4. Summary of the 2021-2022 Year by the Chair — Jan Watson
5. Motion to Approve the Fiscal Year End 2022 Financial Statements
6. Appointment of Auditors for Fiscal Year End 2023 to Fiscal Year End 2025
7. Financial Report — Toni Surko
8. Report from the Program Coordinator — Sidney Thomson
9. Committee Reports
  - 9.1. Fundraising Committee Report — Toni Surko
  - 9.2. Communication and Public Education and Committee Report — Ruth DuBois
  - 9.3. Program Management Committee Report — Hannah Larkin
  - 9.4. Nominating Committee Report — Jan Watson
10. Questions / Comments from the floor.
11. Next Annual General Meeting — January or February 2024, date TBD
12. Motion to Adjourn

## **Indigenous Land Acknowledgement**

As we gather here today, let us be reminded that the community in which we live, work, and serve is situated on traditional unceded Algonquin First Nation territory. We would like to acknowledge and thank the Anishinaabe and express our respect and support for their rich history and culture. May we who serve in Home Hospice North Lanark do what we can to bring justice, and to support Indigenous health care and well-being.

## Minutes From the 2020-2021 AGM Minutes

Home Hospice North Lanark  
Annual General Meeting Minutes  
January 13, 2022 - 7:00pm  
Online via Zoom

Present: Board Members Jan Watson (Chair) Barry Carr, Nancy Deschenes, Ruth Dubois, Hannah Larkin, Esther Houle, Phyllis Moore, Cindy Sue Potter, Kelly Smith, Toni Surko;  
Admin: Nancy Dupuis, and invited guests and members of the public

1. Chair called the meeting to order at 7:04 pm with approximately 65 individuals on line as the meeting progressed.
2. Land Acknowledgement — Michelle Kay
3. Motion to approve the 2020 AGM Minutes  
Moved by: Hannah Larkin                      Seconded by: Barry Carr
4. Report from 2020-2021 Chair, Jan Watson  
The written report contained the following items:
  - Thank you to: Nancy Deschenes, Past Chair/Jane Henderson, retiring from the Board in 2021 after 8 years of service — Jane will continue to work with Home Hospice North Lanark to coordinate the accreditation process/ the HHNL Board and Andrea and Derek Bird, our web experts
  - A partnership with the Mississippi Mills Public Library and the Elizabeth Kelly Foundation to sponsor books in both the Almonte and Pakenham branches
  - Three satellite offices are now open – 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 our services and supports. Julie Munro at Orchard View and Monica Blackburn at the MM Library were thanked for their support in offering us space and supporting our Program Coordinators
  - The newsletter has been a huge success and we have some 300 persons who are on the list to receive it. Wendy Rampton has done an awesome job in producing the newsletter
  - Resignations and New Staff
  - 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
  - Training and Presentations
  - Expansion and going forward — further collaboration with the Paramedics of Lanark County/ receiving referrals from Home Care/ A “book of the month” event on Facebook is set to launch in 2022/monthly education presentations at the Pakenham Library

planned/volunteer recruitment blitz as well as additional volunteer training/looking to securing space in Carleton Place for a satellite office in that community/Practical Caregiver Training on March 18/recruiting a second Program Coordinator

- Cathy Cochran, Past Board Treasurer and Helene Gilhooly, Past Board Secretary were given a special note of thanks for their previous service by the Chair, Jan Watson, after her report.

5. The Financial Report was presented by Dawn McGeachy. Partner at Ascend LLP, Chartered Professional Accountants, LPA, Independent Member of PORTER HETU INTERNATIONAL (name change has occurred in the last year due to the death of Everett Colby, a partner at Colby McGeachy Corporation).

Motion to continue with Dawn McGeachy, Partner at Ascend LLP, Chartered Professional Accountants, LPA, Independent Member of PORTER HETU INTERNATIONAL for the upcoming fiscal year.

Moved by: Nancy Deschenes    Seconded by: Cindy Sue Potter

CARRIED

6. Guest Speaker, Tony Belcourt, O.C. L.L.D. (Hon)  
Spoke on Indigenous Palliative Care Protocols with a brief question and answer period at the end of his presentation

7. Report from the Program Coordinator — Sidney Thomson

The written report included the following items:

- Partnership with the Lanark County Community Paramedicine Referral Program in September 2021 with 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
- In 2020-2021 care and support was provided to 23 clients and families and grief support was offered where needed
- 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
- Our Client Population at a Glance

8. Committee Reports

- a. **Fundraising, Toni Surko**

The written report included the following items:

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

- 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.
- Due to COVID restrictions, many of our fundraising initiatives (ie. Hike for Hospice and Tree Sales) were hosted on virtual software platforms,
- Foundations and Community Sponsors as well as those making individual donations were made note of.

**b. Public Education and Communication, Kelly Smith ‘**

The written report included the following items:

- 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.
- A change to the definition of our “primary client” can now be the person who is ill, or their caregiver(s)
- 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.
- 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.
- More social media use to further awareness of our programs

**c. Program Management Committee, Hannah Larkin**

The written report included the following items:

- As a result of the pandemic, client visits remained via virtual and telephone platforms for the majority of the year, with a gradual return to in person client visits in Summer 2021 under the direction of local Public Health authorities
- Partnership with both branches of the Mississippi Mills Public Library, in Almonte and Pakenham, to arrange for displays of palliative care, bereavement, and related materials
- 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

- Partnerships, with Orchard View by the Mississippi 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
- Allison Griffiths was thanked 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 recognized 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

**d. Nominating Committee, Jan Watson**

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  
 Esther Houle  
 Barry Carr  
 Michelle Kay  
 Ruth Dubois  
 Cindy Sue Potter

**NOMINATION COMMITTEE**

Jan Watson, Acting Chair  
 Hannah Larkin  
 Nancy Deschenes  
 Kelly Smith

9. Questions from the Floor – None

10. Date of the next Annual General Meeting – January 2023

11. Motion for Adjournment at 8:36

Moved by: Barry Carr      Seconded by: Hannah Larkin  
 CARRIED



## Summary of the 2021-2022 Year by the Chair, Jan Watson

We have had a busy and successful year at Home Hospice North Lanark (HHNL) and I would like to start this report off with thanks to our two Program Coordinators and our Visiting Volunteers who are front and center of our program and whose dedication and commitment have contributed to our success over the past year. A special thank you to Liz Higginson who has passed the five-year milestone.

My thanks also to our Board of Directors who have supported me and who have worked so diligently over this past year to get the word out about HHNL, who have put in long hours at meetings and who are so very committed to the success of this program.

Our Board decided that we would move forward with the accreditation process with Hospice Palliative Care Ontario (HPCO). Our first meeting was held in October 2021 to start the process. We formed a committee made up of myself, Jane Henderson (Past Chair of HHNL) and Esther Houle (current Board member). Our deadline for accreditation was set for the end of November 2022. This has been a very intensive and huge undertaking that we took on with many, many hours being spent on getting this in order. We decided to hire Luci Jacobsen on contract to assist with uploading and sorting out the administrative end of the accreditation process and Luci's work has been invaluable. On behalf of the Board of HHNL we would like to thank Jane, Esther and Luci for taking on this commitment and for successfully meeting the target date for getting everything finished for the HPCO accreditation process.

We did an Advance Care Planning presentation in Pakenham in the spring, which was well attended and included a local lawyer, Theresa Dubois, on hand to answer questions regarding Wills and Power of Attorney.

We partnered with the Alzheimer's Society of Lanark, Leeds Grenville twice in 2022 to offer U-First training in Almonte and Carleton Place. We had maximum registration for both of these successful sessions.

We have offered three Practical Caregiver Training sessions in the past year. Two in Almonte and one in Carleton Place. Our last session in Almonte in November 2022 saw us being interviewed by *CBC Ottawa Morning* who heard about the program and wanted to interview us to promote the training.

We have also offered two Grief and Bereavement support groups in the spring and fall of 2022 with full registrations including both men and women who attended the two groups.

In November we offered an one-day event in Carleton Place with the Alzheimer's Society presenting on "Understanding Dementia and What is Dementia." The second half of the day HHNL presented on Advance Care Planning. We were fortunate that Theresa Dubois, was once again available to present on Wills and Power of Attorneys. We had 27 people who attended.

In May 2022 we launched our collection of books at the Carleton Place Library. This has been very successful. Our thanks to Librarian Meriah Caswell and the Library team for welcoming us

and working with us to get this established. Thanks also to the Elizabeth Kelly Foundation for sponsoring the book collection.

In June 2022 Emily Ballinger RPN joined us as one of our two Program Coordinators. Emily has several years experience in both hospital and long-term care settings and has been a wonderful asset to our team.

Our Comfort Crew knitting group which started with three knitters in October 2021 has grown successfully to include approximately 53 people who knit lap blankets, shawls, socks and fingerless gloves for folks in long term care homes in our community. To date we have donated over 100 knitted items to Fairview Manor, Stoneridge Manor in Carleton Place and Almonte Country Haven. All wool for this venture has been donated by the public and the group has become more than just a knitting group with friendships formed and groups who meet to knit and chat outside the Mississippi Mills Public Library in Almonte in the nice weather and inside in the winter months. Our thanks to Kathryn Stevens, Jennifer Hoy and Renate Seilier for organizing this group of ladies.

We had a table at both the Almonte and Carleton Place Farmers Markets to promote our services and raise funds for our work. For the first time we had a booth at the Fiberfest weekend in Almonte which was coordinated by the ladies from the Comfort Crew knitting group who promoted the knitting group and HHNL.

We had an offer from two community volunteers to deliver our brochures door to door in the development behind Tim Hortons in Almonte – thanks to Barb Taylor and Jane Brown for taking on this task. We also partnered with Melissa Wittenburg from Bridging Generations in Pakenham who also delivered our brochures door to door with two high school students to the development by the water tower in Almonte. Our thanks to Melissa and the two high school students who offered to do this.

In April 2022 we made the move to migrate our client and volunteer records on a secure Electronic Health Record system, “InfoAnywhere.” This has been very successful and saved not only time for the Coordinators but paperwork. Each Visiting Volunteer has access to the system to enter their volunteer hours and their client notes.

In June 2022 we held our first Board/Visiting Volunteer get together since the pandemic. We got together at the Almonte Lawn Bowling Club for a potluck supper where three past Board members — Jane Henderson, Cathy Cochran and Helene Gilhooly — were thanked and given a small token of our appreciation for past years of service on the Board.

Also in June 2022 we launched our partnership with Nav-CARE. We were awarded a two-year pilot contract with Nav-CARE, which is a federally funded program through Health Canada and the University of British Columbia that allows us to hire a part time Volunteer Coordinator. It also allows for more recruitment of Visiting Volunteers to support people in our community who do not necessarily have a life altering illness, so their caregivers can get some respite also. It has been very successful so far and we look forward to continuing to work with Nav-CARE.

We have had some changes on the Board with members who have retired after their term of office, so are working on recruitment. Unfortunately, we have had a couple people who have had to come off of the fundraising committee for family and health reasons.

Our goals in the coming year are to continue to increase our client base, our Visiting Volunteer numbers, and to recruit new members for both the Board and the fundraising committee.

Respectfully submitted,  
Jan Watson  
Chair of the Board of Directors

## Financial Report for Fiscal Year Ending September 30, 2022

HHNL continues to use QuickBooks to manage the organization's financial reporting. This tool provides the following advantages:

- Budget vs Actual reports are easily captured monthly
- Prior year comparatives are readily incorporated
- The "Class" feature allows for simultaneous tracking by fundraising activity while also capturing information for CRA and Charities Directorate reporting
- Online access is provided for the Review Engagement process
- Payroll is run bi-weekly, providing the following advantages:
  - Employees are paid by Direct Deposit and expenses can be easily reimbursed
  - Payroll information is automatically updated in the financial reports
  - Sub-contractors can also be paid directly

Pending the Review Engagement, the following summarizes HHNL Budget vs Actual Financial Activity for FYE2022:

- Revenue Budget \$85,000      Actual Revenue \$87,965  
Unfortunately, the reduction in the Investment account balance (see below) impacted the Revenue total by \$-21,057 such that Actual Revenue received is understated. Fundraising activities account for \$55,849 (@ 50%), the new Nav-CARE contract brought in \$15,000 and Grants totaling \$10,550 were received from other community foundations.
- Salaries Budget \$47,920      Actual Salaries \$64,878  
The demand for HHNL services increased in the fiscal and this is reflected in this increased HR resources expense. The Nav-CARE contract covers 50% of the salary.
- Expenses Budget \$40,950      Actual Expenses \$43,338  
Expenses to run the Tree Sale were more than anticipated. Training & Education costs were more than budgeted but were necessary to meet the increased training opportunities delivered. An Electronic Health Record system was introduced to digitize client information and improve efficiency for the Program Coordinators.
- Budgeted Excess Revenue over Expenses \$-3,870 Deficit
- **Actual Excess Revenue over Expenses \$-20,251 Deficit**  
(Note: Removing the Investment loss of \$21,057 results in an approximate break-even scenario for the year.)

The HHNL Investment account balance decreased over the fiscal by \$21,057

This is in keeping with what the global markets have experienced. HHNL has been assured that a long-term view is important and that recovery, albeit slow, is likely.

The credit card limit was increased from \$1,000 to \$2,000 to facilitate incidental purchases and to use for monthly charges where required.

HHNL received \$5,164.08 in Canada Emergency Wage Subsidy (CEWS) during the fiscal.

The HPCO Accreditation standards for the Organizational Oversight Module, Governance Section, Finance Standard (OO.GOV.2) were reviewed and, where applicable, evidence was presented at Board and Executive committee meetings during the fiscal so that the minutes reflected requirements being met. The creation of a rolling calendar of Finance deadlines will continue to ensure that obligations are fulfilled.

Respectfully submitted,

Michelle Kay, MPNL, CPA CMA HHNL  
HHNL Treasurer  
treasurer@hhnl.ca

## **Program Coordinator's Report**

*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 and other concerns identified by the Leeds, Grenville, and Lanark District Health Unit.

Home Hospice North Lanark continues to provide dedicated care and support for those living with and/or caring for those with life limiting illness. This year we were also chosen to participate with Nav-CARE — providing support to those who are facing life challenges and changes. 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 have reached out to the community and provided Advanced Care Planning, U-First Training through the Alzheimer's Society (spring and fall), and Practical Caregiver for unpaid caregivers (spring and fall).

Over the last year Home Hospice North Lanark has embraced changes to meet the challenges. We now have electronic records management that meets the provincial privacy requirements, satellite offices in the libraries in each community and at a retirement residence

Our Visiting Volunteers and Program Coordinators strive to provide knowledgeable, timely and compassionate care and support for our rapidly growing communities.

In 2021-2022 we provided care and support to more than 75 clients and families and offered grief support where needed and resumed our "in person" Grief and Bereavement group in the spring of 2022. Our client base has seen an eight-fold increase over last year. We also provided referrals to community partners where appropriate.

There were 24 enquiries that required support of a short duration that were not admitted to ongoing care.

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, such as oxygen support, wellness checks (full body assessment) environmental scan and provision of vaccinations (COVID-19 Boosters included).

We have continued to actively engage care partners which resulted in volunteer delivery of groceries, provision of equipment for care in the home, services to manage palliative requirements, referrals to hospice care, and worked with clients to seek additional services where appropriate.

## **Community Engagement**

1. Nav-CARE Presentations (5)
2. Practical Caregiver Training – Fall 2021 and Spring 2022 with another scheduled for later in fall 2022.
3. Advance Care Planning with 30 in attendance Fall 2022
4. U First Training (dealing with dementia) spring and fall of 2022
5. Satellite offices in Carleton Place, Almonte and Pakenham public libraries run from September to May 1 to 3 times per month.

## **Volunteer Visits And Long Term Care**

The Visiting Volunteer team provided support in Long-Term Care (LTC) through the Cards of Caring. Cards of Caring began in December 2020 and continues in 2021/22 to LTC Residents as a way of providing support.

We currently have 15 active Visiting Volunteers with a number of applications going through the onboarding process.

Our Visiting Volunteers are required to complete 30 hours of initial training, through Hospice Palliative Care Ontario (HPCO) and six hours of training through Nav-CARE. There are also monthly education initiatives for Visiting Volunteers and staff.

Visiting Volunteer “in person” visits resumed when Leeds, Grenville and Lanark District Health Unit allowed. We continue to follow a masking protocol.

We began in-person monthly meetings in October of 2021, supporting Volunteer development. The meetings have an educational component. These run September through May.

Volunteers have participated in diversity and inclusion training, U First Training that focuses on dementia/Alzheimer’s, Practical Caregiver, Advance Care Planning and palliative care, as well as required accessibility training, hand hygiene, and risk assessment.

As COVID restrictions fluctuated, our strong core group of Visiting Volunteers “stepped up to the plate” and provided more than 1,000 hours of support to our communities.

## **Bereavement Support**

Bereavement Support Groups are available to both our client’s families and the general public. We have had one in-person support group in the spring of 2022 with one planned for late fall 2022. There has been significant interest in the Grief and Bereavement with people reaching out from outside our area. There has also been one-on-one support for our clients and families following a death. We refer Pregnancy and Infant Death to Pregnancy and Infant Loss Network (PAIL). Referrals are made to regional care partners or registered professional when appropriate to meet advanced needs.

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

Adults: to date we have served individuals between the ages of 40 and 105. These individuals have a life-limiting diagnosis, are living at home, in long-term care, retirement residence or hospital.

Referrals are received from a variety of sources including;

- Self
- Caregiver,
- Family member/friend
- Health care professional
- LHIN,
- Carebridge
- Lanark County Paramedicine
- Support services providing care in the community.

Submitted by  
Sidney Thomson, RN, CHPCN (C)  
Program Coordinator



## Committee Reports

### Fundraising Committee Report

HHNL rapidly expanded our vital, compassionate service in 2021-22 and the fundraising committee embraced the challenge to fund the expansion of care to more families, where they live, in more regions of North Lanark.

Like-minded community donors, local businesses and charitable foundations stood alongside the organization so that we were able to maintain diligent stewardship of our growing budget, add more program coordinator hours, deliver more community education and train more volunteers.

The Fall 2021 HHNL Hike for Hospice raised a record high of \$22,180.50 and we thank everyone who hiked or supported a team or individual hiker. The Hike for Hospice event mobilizes friends, neighbors, and families to join the Hike and every year we welcome back returning teams who strive to beat their previous record. Dear Mary Maloney, at 101 years of age was the top individual fundraiser raising \$3,326.00. Team Unicorn was the top team for the second year in a row, raising \$2,825.00. Every year we welcome new faces and stories to the Hike as individuals demonstrate what palliative care has meant to their family.

This year we added a Spring Auction to our event schedule and are grateful to a wide range of local businesses from Carleton Place, Almonte and Pakenham, who donated the gift baskets, services and goods for our auction. Phyllis Moore led this initiative, and three volunteers from the community signed up to assist with preparing the baskets and managing the pick-up for successful bidders. The event reached 100.5% of its fundraising goal, raising \$5,025.00.

The Tree Fundraiser committee had an extremely successful event this year, realizing \$23,245.17 in revenue from the sale of trees. (Our goal was \$18,000) 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 Goerzen 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 and a knowledgeable team of volunteers who plan and execute this sale every year and gift hours of their time to sell, unload, tag and distribute trees.

In the Fall of 2022, HHNL participated in the local Farmer's Markets in Almonte and Carleton Place. This is our face-to-face time with the community to sell baked goods, share information about our program and recruit interested volunteers. Funds raised at the Markets were \$1,351.00.

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.

The HHNL fundraising committee is actively recruiting more event volunteers to lend a hand at our fundraising events. The size of our events demands more helpers, and we have a task available for everyone.

**Fundraising Revenue and Expenses for 21/22**

Event Revenue	Expenses
Trees: \$23,245.17	\$13,198.96
Hike: \$20,886.65	\$857.18
Auction: \$5,025.00	\$200.00
Farmer’s Market C.P. & Almonte \$1,351.00	None

**Other Funding Sources**

Approximately, 50% of our revenue comes from charitable organizations and community donors.

As we receive no government funding, we rely on the faithful support of the following:

**Foundations and Charitable Clubs/Organizations**

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 who care about palliative care services close to home. We are indebted to each one for their compassionate gift.

**Phyllis Moore**

Phyllis Moore, a champion of the fundraising committee, died suddenly shortly after our year-end. She was the force behind every event we accomplished. Phyllis was a pleasure to work alongside, as a team member and a friend. We thank her for every fundraising idea, every plan, every insight, every hour of work and every ounce of commitment she poured into the work because she believed that compassionate, palliative care at home should be the rule, not the exception. We miss her supportive presence.

Respectfully submitted,  
 Toni Surko  
 Chair, Fundraising Committee

## Communications and Public Education Committee Report

We welcomed Ruth DuBois and Kelly Smith to the Committee in October 2021 and unfortunately accepted the resignation of Deanna Barry from both the Board and the CPEC committee.

Some of our projects over the past year:

- We have produced our Compassion Connection newsletter quarterly with over 300 people now receiving the newsletter.
- Calendar of what groups we will support on Facebook was created and we will add as needed.
- We matched our events and marketing/promotion to our 2021/2022 goals. Most important goal is to expand our program and promote the organization to the public.
- We revised our Mission Statement to better reflect who we are and what we do.
- We put together a very detailed Marketing and Promotion plan for the organization for 2021/2022.
- We designed a new tri-fold brochure, which Gamble's Funeral Home agreed to sponsor again.

Our brochure has been delivered door-to-door in both the development behind Tim Hortons in Almonte, and the housing development off of Patterson Street, also in Almonte.

We have completely revamped our website to bring it up to AODA and accreditation standards, including a new page with logos for all of our community partners and those we do business with, and information about the Nav-CARE program.

A new knitting group, the Comfort Crew, was formed in October 2021 with 3 ladies who indicated an interest in getting a group together to knit items for folks in LTC homes. We had the community donate all the wool and to date we have donated over 100 items to Stoneridge Manor in Carleton Place, Almonte Country Haven and Fairview Manor in Almonte. Items include lap blankets, shawls, socks and gloves. Thanks to the OutCare Foundation for funding that allowed us to have labels made that are sewn onto the items before they are donated.

We started the accreditation process in June 2022 and should be complete by end of November 2022.

Again our thanks to the OutCare Foundation for sponsoring "Grief Kits" which are given to the caregivers/families of clients who have passed away. They are usually given out about 6 months after the death of a loved one. The kits contain different items that will help to support those who have lost a loved one.

We started a new program — to publish a “book of the month” review of one of the curated books in our libraries when someone reads a book and does a review. We post the reviews on Facebook, the Millstone and post them on our website.

Once again we thank the OutCare Foundation for sponsoring our new presentation folders which are given out to all new clients, Visiting Volunteers and participants attending our training.

All doctors and Nurse Practitioners received a folder containing information on Home Hospice North Lanark and Sidney and Jan also did a presentation to the Carleton Place doctors, which has resulted in new referrals coming in from doctors in Carleton Place.

In May 2022, we partnered with the Carleton Place Library to have a set of curated books on the shelves in the new Library. This has proved to be very successful endeavour once again.

We rounded out our satellite offices with space at the Carleton Place Library twice monthly for two hours, where our Coordinators provide information and support to those who need it.

Wendy designed informational bookmarks for HHNL which are now in all libraries and are given out in all folders to new clients, Visiting Volunteers and participants of our training programs. These were also sponsored by the OutCare Foundation.

Marni Ladoceour and Nicki Proulx have generously agreed to make and donate handmade cards to HHNL for us to send to residents of Almonte Country Haven three times yearly and monthly to Fairview Manor.

It was decided that we would revise the Land Acknowledgement that is being read at meetings as some felt that it was too lengthy and has lost the purpose for which it was started.

Our thanks as always to Wendy Rampton, our Volunteer Consultant/Public Relations and Marketing volunteer for her commitment, dedication and professional work in designing our website, our newsletters, our brochures among other things that Wendy does for HHNL and does so well. Thanks Wendy!

Jan Watson – Chair  
Communications and Public Education Committee

## **Program Management Committee Report**

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

This year the Program Management Committee focused on building on caregiver and community outreach programs initiated last year while responding to meeting an increased demand for service following 2 years of the COVID-19 pandemic. Thank you to Committee members who also completed program and volunteer policy review and preparation for HHNL's first Hospice Accreditation.

Our program is now supporting approximately 75 active clients and their caregivers at one time, a 500% increase over 2020. This increased demand required increased Program Coordinator hours to provide health care navigation, in-home client support, support groups, and to support visiting volunteers. In response to this demand, an Electronic Medical Record was introduced this year to confidentially maintain the growing number of client files. Program Coordinator Sidney Thomson was joined by Emily Ballinger in June.

The Program Management Committee continued to target caregiver support and education with program offerings initiated last year continuing to expand to meet the needs of our community this year. Drop-in hours and education sessions at libraries in Almonte and Pakenham were expanded to include the Carleton Place Library and Practical Caregiver Training was offered again this year in partnership with the Communications and Public Education Committee.

U-First dementia training in partnership with the Alzheimer's Society and our first Grief and Bereavement Support Groups were also offered. Palliative Grief Kits for our clients, purchased with the generous support of the OutCare Foundation, were also introduced this year and quilts, knitted and crocheted items, and cards of caring continued to be distributed to our local Long Term Care facilities thanks to our committed volunteers and friends of Hospice.

Finally, HHNL was selected as a Nav-CARE partner and began onboarding additional Nav-CARE volunteers in June. HHNL has exceeded each Nav-CARE milestone to date and will continue to focus on building this program and partnership next year.

The Program Management Committee would like to thank outgoing Past Chair Nancy Deschênes for her commitment and contributions of the past 5 years as well as a special thank you to Sidney Thomson for her tireless work supporting our clients over the past 2

years. Our program would not have seen the success it has without your commitment to palliative care and HHNL and we wish you well in your retirement!

Respectfully submitted,  
Hannah Larkin  
Chair, Program Management Committee

## **Nomination Committee Report**

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

### **OFFICERS**

Jan Watson – Chair

Ruth DuBois – Secretary

Michelle Kay – Treasurer

### **DIRECTORS**

Toni Surko

Hannah Larkin

Esther Houle

Barry Carr

Cindy-Sue Potter

Vicki Bassett

### **NOMINATION COMMITTEE**

Jan Watson, Chair

Esther Houle

Cindy Sue Potter

Submitted by

Jan Watson

Acting Chair, Nomination Committee