

Comfort, Compassion, Advocacy and Support in Your Own Community



ANNUAL REPORT

FISCAL YEAR OCTOBER 2022 TO SEPTEMBER 2023

Thursday, February 1, 2024
at 7:00 p.m. via Zoom

Annual General Meeting Agenda Fiscal Year 2022-2023

February 1, 2024

7:00 p.m.

Via Zoom

1. Chair to call meeting to order.
2. Land Acknowledgement
3. Motion to approve 2021-2022 Annual General Meeting Minutes
4. Report from the Chair – Jan Watson
5. Financial Report – Kelly, Huibers McNeely Chartered Professional Accountants – have been appointed to conduct an audit.
 - a) Approval of the Financial Statements for the Fiscal Year Ending September 30, 2023
 - b) Appointment of the Auditors
6. Report from the Program Coordinator – Emily Ballinger
7. Committee Reports
 - a) Fundraising – Toni Surko
 - b) Public Education and Communication – Ruth DuBois
 - c) Program Management Committee – Esther Houle
8. Nominating Committee – Jan Watson
9. Questions from the Floor
10. Date of the next Annual General Meeting – January 2025
11. Motion to adjourn

2) **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.

3) Minutes From the 2021-2022 AGM Minutes

February 2, 2023, 7:00 p.m.
Online via Zoom

Present:

Jan Watson (Chair), Ruth DuBois (Secretary), Toni Surko, Hannah Larkin, Barry Carr, Esther Houle, Cindy Sue Potter, Vicki Bassett, Emily Ballinger, Sara Burrill, Sidney Thomson, and 7 members of the public also attended the meeting.

1.0 Call to Order 1905 hours

2.0 Land Acknowledgement — Read by Barry Carr

3.0 Approval of Minutes of the last AGM, Jan. 13, 2022

Minutes were distributed in the AGM package before the meeting. Minutes approved with no amendments.

Motion to approve Hannah Larkin, Seconded by Esther Houle

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

Jan highlighted the services of Home Hospice including a variety of activities designed to reach out to the North Lanark community, activities for fundraising, exponential growth of the clients served in the catchment area, public education opportunities, funding sources including efforts to increase donors and the partnership with Nav-CARE, and gratitude to the many volunteers and specifically, the Program Coordinators and Visiting Volunteers who are meeting the needs of clients and caregivers. She briefly explained the Accreditation process and noted that while labour-intensive, it has provided opportunity for HHNL to ensure all HPCO Standards for Hospice and Palliative Care are met, and assisting the organization to clarify its Mission and goals. Jan thanked Teresa DuBois, a local lawyer, who has spoken in conjunction with Advance Care Planning presentations in Almonte, Carleton Place, and Pakenham. She specifically thanked Jane Henderson who has provided leadership to the Accreditation sub-committee. While Accreditation status is still under review by HPCO, it is anticipated that HHNL will successfully meet all requirements for full accredited status by June 2023.

5.0 Approve Fiscal Year End 2022 Financial Statements.

Financial Statements were distributed as part of the AGM pre-meeting package. Financial Statements approved unanimously.

Motion to approve Esther Houle, Seconded by Barry Carr

6.0 Appointment of Auditors for Fiscal Year End 2023 to Fiscal Year End 2025

Jan reminded Board members and others present that Michelle Kay, Treasurer invited 3 audit firms to submit proposals as part of a Review Engagement Services Request for Proposal for the coming 3 years. At the last Board meeting in January, the background information and quoted cost of services as available were reviewed for 2 of the 3 businesses (1 business had not yet submitted its proposal). Michelle provided a recommendation for appointment based on the services offered, the cost of services, and the location of the business.

Appointment of Kelly Huibers McNeely Chartered Professional Accountants for Fiscal Year End 2023-Fiscal Year End 2025 approved.

Motion to approve Toni Surko, Seconded by Esther Houle

7.0 Financial Report — Toni Surko

As Michelle Kay, Treasurer was absent for the AGM, Toni Surko was delegated to read the financial report. Toni highlighted the following:

- Report indicates a review of the Revenues and Expenditures Budgeted and the Revenues and Expenditures Actual for the year ending 2022
- Investment income fell over the year by about \$20,000 due to unrest in the money markets during 2022
- Salaries exceeded money budgeted for employment costs (\$48,000 vs \$65,000) due to client growth and the need to hire additional staff help. The partnership with Nav-CARE offset some of the employee costs by \$15,000 for the first of the 2 year pilot project
- Expenditures were fairly even, budgeted vs actual
- Purchase of the electronic patient record system was a significant cost, but necessary to meet industry standards
- The maximum credit on the HHNL credit card was increased to ensure adequate available credit
- HHNL benefitted from the Canada Wage Subsidy, but there is no anticipated further benefit from this program
- HHNL financial picture is in compliance with all HPCO Financial Standards

Toni invited questions or comments from the people present at the meeting, but at this time there were none.

8.0 Report from the Program Coordinator (PC)—Sidney Thomson

Sidney shared highlights of the past year regarding the work of the Program Coordinators, noting first that it had been an exciting and busy year

- Electronic health record keeping has been helpful but also a learning curve by the nurses using it
- PC's have been involved in a variety of public education initiatives designed to raise awareness of palliative care and end-of-life issues, and assisting people to develop skills needed for caregiving and navigating the health care system
- Over the year, services have been extended to 75 clients in total
- Community partnerships with organizations and services in the North Lanark area have been positive and effective, including affiliating with the paramedics who make wellness calls and respond to referrals from PC's
- Volunteer visitors have increased in number and are providing valued services to clients and caregivers
- Nav-CARE pilot project has encouraged HHNL to expand its mission beyond that of life-limiting diagnoses, to life-altering diagnoses, resulting in a significant number of people who can be served, a very busy and active caseload, and increased numbers of volunteer visitors
- Emily Ballinger and Sara Burrill (most recent PC hired) were appreciated, and Sidney noted that she is transitioning from the PC part-time role to that of becoming a volunteer for HHNL

9.0 Committee Reports

9.1 Fundraising — Toni Surko

Toni highlighted the key points from the Fundraising Report including

- Record high donations from the Hike for Hospice in Fall 2022
- Very successful Spring Silent Auction
- Extremely successful Tree Sales, in partnership with Reid's Nursery, Carleton Place
- Attendance at the Farmer's Markets in Almonte and Carleton Place in the late summer/early fall 2022 where HHNL was able to make its presence known in the area, and some people subsequently became volunteers for the organization
- 50% of funding for HHNL comes directly through fundraising events, and 50% of funding comes from donors and contributions by foundations
- Special tribute to Phyllis Moore who was a Board member, leader, initiator, active worker for fundraising, and passionate advocate for palliative care, died suddenly in late fall 2022. She is deeply missed and honoured by all she did for the organization.

9.2 Communication and Public Education (CPEC) — Ruth DuBois

Ruth highlighted key points from the report written by the 2022 Chair of CPEC (Jan Watson):

- Activities including public education presentations on topics of palliative care, caregiving, and grief and bereavement in Almonte, Pakenham, and Carleton Place
- Compassion Connection newsletter, published quarterly with over 300 subscribers
- Matching of the goals of the committee's work with the Mission and Goals, revised in late 2021, including the creation of a detailed promotions and marketing plan for 2021/2022
- Creation and printing of a new tri-fold brochure explaining HHNL services and contact information, sponsored by Gamble Funeral Home, Almonte
- Revamped website ensuring its compliance with AODA and accreditation standards, and recognizing community and Nav-CARE partners
- Growth of the Comfort Crew, knitters and crocheters, who have provided over 100 items to area seniors' residences
- Gratitude to Outcare Foundation for its support of various initiatives including Grief Kits, bookmarks, and presentation folders
- Crafted cards made and donated by volunteers and sent to seniors in Almonte Country Haven and Fairview Manor residents in Almonte, and Stoneridge Manor in Carleton Place
- Expansion of the satellite offices to Carleton Place, and to the Carleton Place Library for a dedicated book shelf
- 'Book of the Month' reviews written and published in local media and the website
- Special tribute to Wendy Rampton, Communications and Public Relations guru who volunteers countless hours on behalf of the marketing needs of HHNL

9.3 Program Management — Hannah Larkin

Hannah highlighted the activities of this busy committee over the past year

- Gratitude to the PC's who have stepped up to the growth-related challenges of the past year
- Practical Caregiving Training, held 2 times over the past year
- Grief Support groups held twice over the past year
- Nav-CARE partnership which has allowed HHNL to grow and expand services
- Carleton Place library partnership has encouraged outreach in that community
- Tribute to Nancy Déschenes, Past Chair of the Board of HHNL, whose guidance and service were invaluable, and who continues to volunteer on the CPEC, and to provide public education, specifically for the Advance Care Planning and Practical Caregiver Training presentations held several times per year

9.4 Nominations—Jan Watson

Jan listed the members of the current Board, Executive, and Nominations Committee.

10.0 Questions and Comments

Jan invited anyone present to ask questions or make comments.

1. Is there a survey of the community of issues associated with accreditations?
No. However, feedback from clients, caregivers, all participants of presentations, and donors is solicited through regular evaluation of all projects. This information is included in the evidence HHNL has shared with the HPCO accreditors regarding compliance with the multiple standards set out for Hospice-Palliative Care.
2. How are volunteers recruited for the visiting service and committee work undertaken by HHNL?
Volunteers are procured through advertising, appeals at all public education presentations and the Farmers Market booths, and through word of mouth. Volunteers must complete an application form, Police Check, and sign an oath of Confidentiality. They are provided regularly with appropriate and ongoing education specific to their role in the organization.
3. Jim Moore thanked HHNL for its professional and compassionate service to the community.

11.0 Next AGM — January or February 2024 TBA

12.0 Motion to Adjourn

Jan thanked all who were present at this meeting for their interest and commitment to Hospice-Palliative Care in North Lanark. Special thanks to Wendy Rampton for hosting the virtual meeting.

Meeting Adjourned at 1950 hrs by Jan Watson

4) Report From the Chair

This past fiscal year has been a very busy and successful year for Home Hospice North Lanark.

We started the accreditation process in June 2022 with a Team of four headed by past Chair and Board member, Jane Henderson. The rest of the committee was made up of Esther Houle, Board member, Jan Watson, Board Chair, and Luci Jacobsen, who we hired to coordinate the administration of the process. It has been a long and onerous process but a good process as it has shown us the gaps and holes that needed to be tidied up. We have now finally completed the accreditation process in early December so we are just waiting on results in 2024. Our sincere thanks to Jane, Esther and Luci for all of their hard work, long hours and commitment to this project and to Jane for the use of her home so that we could meet when and for how long we needed to without having to book the Church Hall.

On December 2, 2022 we lost a Board member, Fundraising Committee member and friend, Phyllis Moore, who passed away after a short illness. Phyllis was a very vital part of the Fundraising Committee and a valuable member of our Board and she will be missed.

Vicki Bassett joined our Board in January 2023. Vicki is a nurse with years of experience and training at the Ottawa Hospitals.

At the end of November 2022, Nancy Deschenes, our past Vice Chair, Past Chair and Board member retired from the Board as her term was up. We thank Nancy for her years of service to Home Hospice. She has promised to continue to help out whenever she can.

We hired a new part-time Program Coordinator, Sara Burrill, but unfortunately after six months with us, Sara resigned as her husband was posted with the military down East. We thank Sara for her short time with us and wish her and the family well in their new home.

In November 2022 Toni Surko and I attended meetings with a view to possibly having some space in the proposed new Family Health Team in Carleton Place. There was a possibility that we could maybe share and partner on space with the Alzheimer's Society of Lanark, Leeds and Grenville (LLG).

We have done several presentations over the past year to promote the services and supports of HHNL including to Bayshore Health Teams, Bridging Generations, Clayton Senior Housing, Almonte Country Haven, Mississippi Mills Town Council, and the Patient Family Advisory Committee at the Almonte and Carleton Place Hospitals, and a group of ladies from St. James's Church in Carleton Place.

I have continued to attend meetings every three months of the North Lanark Palliative Care Network and monthly meetings of the United Way Seniors Active Aging Committee (SAAC) of LLG and the Lived Experience Advisory Network (LEAN) committee of LLG.

I was also asked to join the Age Friendly Committee of Bridging Generations in Pakenham where I attend monthly meetings.

Nav-CARE continues to be a huge success for HHNL and have now been able to increase our client base by over 1,000% which includes supporting both clients and their caregivers. We now have 26 Visiting Volunteers who support these folks in their homes or wherever they call home and they are supervised by our full-time Program Coordinator, Emily Ballinger and our part-time Program Coordinator, Prescia Dube.

Sidney Thompson is still with us in the capacity of Volunteer Program Admin Assistant and offers support to the two Coordinators and the Visiting Volunteers.

Our knitting group, the Comfort Crew, now has some 63 ladies who knit for HHNL and so far we have been able to donate over 500 knitted items such as blankets, shawls, hats, mitts and sock to long-term care homes in our communities, to Hospice Ottawa (Ruddy Shenkman Hospice) and to Lanark Interval House. All wool to make these items has been donated by the public.

We also joined the Carleton Place Chamber of Commerce and this has given us another outlet to advertise our fundraising projects and our training and presentations.

We are member of the Ottawa West 4 Rivers Ontario Health Team and an affiliate member of the Lanark Leeds Grenville Ontario Health Team.

In June 2023 we partnered with Bridging Generations to bring a Health and Wellness Fair to Pakenham which was very successful. Funding for this was received through the Mississippi Mills Town Council.

We have continued putting together funding and grant applications over the past year and Toni and myself have had several meetings with the Ministry, and potential funders. These meetings were for base funding, funding for our current programs, and possible funding for residential palliative care beds in our area.

We were advised that we would probably not be successful in obtaining funding unless we moved from a working board to a governance board and were in a position to hire an Executive Director or we formed a partnership with another organization is a hospice or offers similar

supports and services as HHNL. We have met now with four possible organizations regarding partnerships.

In June 2023 we welcomed Carolyn Cooper to the Board of Directors. Carolyn is a retired nurse having worked over 25 years at the Ottawa Heart Institute.

At the end of June we also said goodbye to Hannah Larkin who had been on the board since 2016. We thank Hannah for her years of service and dedication and commitment to HHNL.

We had some very successful Public Education sessions and presentations in the fall of 2022 and spring of 2023 with over 264 members of the public attending the various sessions, that included Practical Caregiver Training (PCT), Grief and Bereavement Support Group, Understand Dementia & Advance Care Planning (ACP), U-First Training, Understanding Parkinson's Disease, and What is the difference between Palliative and End-of-Life?

We were also asked to partner with Beth Donovan Hospice in Kemptville to put on a Rural Community Hospice Day in November in Carleton Place.

Going forward this year we plan to start up a Caregivers Support group in both Almonte and Carleton Place, a Death Café in Almonte, 2 Grief and Bereavement groups in both Almonte and Carleton Place, training and presentations on PCT training, ACP presentations, Parkinsons support presentations and various training and presentation with the Alzheimers Society and in April we will be starting a Day Hospice program located in Carleton Place for now but if successful we will look at expanding into Almonte.

As mentioned at the start of my report, we have had a very busy and successful year and I would like to thank the Board for their commitment, support and dedication, our Program Coordinators and Visiting Volunteers who contribute so much to the success of our programs and without whom we would have no programs, to our donors, fundraising volunteers, our communities for all of their support and to a very special member of our **team**, Wendy O'Keefe, who is our public relations and marketing volunteer for the past 11 years and who gives so much of herself, her time and her energy to HHNL and to ensuring that things are done well and efficiently.

Jan Watson
Chair of the Board of Directors

5) Financial Report

It was determined during the fiscal year that some funders prefer audited financial statements to be available when considering funding applications made by HHNL. When a charity realizes more than \$250,000 in annual revenue, an audit is mandatory. While HHNL continues to fall within a revenue range where a review engagement could be appropriate, the Board voted to proceed with a full audit. The cost implication of this decision is approximately an additional \$2,000 in professional fees.

HHNL continues to use QuickBooks to manage the organization's financial reporting.

This tool provides many advantages including:

- Budget vs actual reports are easily captured regularly, including prior year comparisons.
- The “class” feature allows for tracking by fundraising activity or key funders, while also capturing information for CRA and Charities Directorate reporting.
- Online access is provided for the audit process.
- Payroll is run bi-weekly and can include expense reimbursements and payment to sub-contractors where appropriate.

Pending the Audit, the following summarizes HHNL Budget vs Actual Financial Activity for Fiscal Year End (FYE) 2023:

- Revenue Budget \$116,000 Actual Revenue \$157,478
The Investment account balance (see below) recovered somewhat in the fiscal year realizing an increase of \$+12,411. Fundraising activities account for \$61,930 (@ 40%), the continuation of the Nav-CARE contract brought in \$30,000 and Grants totaling \$7,900 were received from other community foundations.
- Salaries Budget \$80,000 Actual Salaries \$81,417
A pay scale aligned with the Lanark Leeds Grenville CUPE Collective Agreement for RPNs was adopted. The Nav-CARE contract covers 50% of the salary for the full-time employee.
- Expenses Budget \$50,375 Actual Expenses \$48,120
The Board is diligent at reviewing all expenditures and discussing variances should they occur.
- Budgeted Excess Revenue over Expenses \$-14,375 Deficit

- Actual Excess Revenue over Expenses \$27,940 Surplus

(Note: Removing the investment gain of \$12,411 still results in a surplus scenario for the year.)

The HHNL investment account balance increased over the fiscal by \$12,411 representing a 58% recovery of the prior year's loss. HHNL has been assured that a long-term view is important and that recovery, albeit slow, is likely.

Following the rolling calendar of finance deadlines ensures that HHNL meets its filing obligations and accreditation requirements.

Respectfully submitted,
Michelle Kay, MPNL, CPA CMA
HHNL Treasurer
treasurer@hnl.ca

6) Program Coordinator's Report

Making Connections

HHNL has been working on reconnection post pandemic, including connecting in long-term care (LTC) and retirement home settings. There have been an ongoing series of presentations, meet and greets, and alternate ways to spread awareness of HHNL and our services. We are receiving a higher amount of self and family referrals as opposed to health care referrals. We offered our supports to 108 persons in our community, 18 were short-term support of less than three months. HHNL is providing long-term support to clients and caregivers, and helping them through transitions in their lives.

We have adapted a pilot project within a retirement home, involving clients and Visiting Volunteers. We observed a need for support in the facility and the facility have expressed the need for this support. We created and adapted the way we utilize the Visiting Volunteers within this setting, with one Visiting Volunteer to five to seven clients in the home. These visits can be one-on-one, or in a social group setting, and is determined and led by the client(s) and with permission of the facility. We put this adaptation into place to allow us to meet the demand in the home and to ensure that we have enough Visiting Volunteers to support clients in the community as well. We wanted to ensure that wherever home is, our Visiting Volunteer support is accessible to those who need us.

We have completed year one with the Nav-CARE program with great success. This program was able to help us to understand what resources are available within our community. The Visiting Volunteers and staff explored this as part of the training and it allowed us to discover and navigate as we bring it forward to clients, caregivers, friends, and neighbours. The Nav-CARE program gave access to supports, early engagement and loving back into the community.

Cards of Caring

Our Visiting Volunteers have maintained this program, which was started during the pandemic when in-person visits were not allowed. We have been delivering holiday cards to 40 residents in two of our local LTC homes.

Grief and Bereavement

We offered support on an individual level, navigation to persons within and outside our catchment areas, assisting with referrals to best meet needs for the individual, and offered several peer support groups. HHNL was able to expand by offering an additional Grief and Bereavement peer support group in the Carleton Place area in the late fall of 2023. All together we offered four groups in these communities in this past year. The additional support group provides more accessibility to our community allowing the participants to choose a time of day that worked in

their schedules, either day or evening session, as well as location and easy commute to the groups.

Visiting Volunteers

We have 26 Visiting Volunteers who have logged over 1,675 hours, which included direct and indirect visits such as telephone assurance and monthly meetings. Each Visiting Volunteer must complete a required interview, Vulnerable Sector check and 41 hours of training — 35 hours through Hospice Palliative Care Ontario (HPCO), and 6 hours through Nav-CARE. Our monthly meetings include updates about HHNL, annual training and other training, and a space for our volunteers to bring forward successes and challenges. We had the pleasure of having a few guest speakers including Tara Cohen from Champlain Hospice and Palliative Care to discuss grief with our Volunteers and how to take time for ourselves. Sidney Thomson made a presentation called “Once in a Lifetime,” a discussion on late palliative and end-of-life. Queer Connection Lanark from Smiths Falls presented to us sharing their stories, how to be open, ask questions and discuss any uncertainty. We encourage all our Volunteers to actively participate in our Public Education as well, and many of them do.

Programs

We were successful with offering in-person, Zoom presentations and learning opportunities to our surrounding communities. We were able to provide “Understanding Dementia” and “U-First” training partnering with the Alzheimer’s Society in both Carleton Place and Almonte. With the help of Champlain Hospice Palliative Care, we explored “What is Palliative vs End-of-Life” with Val Fiset both in person and by Zoom. HHNL was able to connect and partner with the Parkinson’s Society to provide two Zoom presentations to better understand Parkinson’s Disease.

HHNL partnered with Bridging Generations in Pakenham for a Health and Wellness Fair that took place in June and that orchestrated health groups and the public to come together. This provided many opportunities to meet and greet with health teams, Q&A and outreach.

In the post pandemic years, we saw fear of getting together, yet many seeking connections, and wanting to be together in person. We used this time to identify the real changes and effects within our community, our health care system, our clients’ lives, and within our organization. This created opportunities to better plan our future supports and programs and better understand the people living in our community. We saw, heard, and felt the disconnect, but we also saw togetherness and set a goal to put the love back into the community.

Submitted by Emily Ballinger RPN
HHNL Program Coordinator

7) **Committee Reports**

a) **Report From the Chair of the Fundraising Committee**

HHNL rapidly expanded our vital, compassionate service in the fiscal year 2022-2023 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 Public Education, and train more Visiting Volunteers.

In September 2022, the Fundraising Committee set up tables at both the Almonte and Carleton Place Farmer's markets with a beautiful variety of handcrafted items and baked goods for sale. This is one of our opportunities to meet the community and tell our story. We are grateful for every kind word, every enquiry, and every donation that supports palliative care families in our region.

HHNL celebrated our 10th anniversary by combining the Hike for Hospice with a day of remembrance, gratitude, and celebration. The Hike was an in-person event held Sunday October 2, 2022, at the Alameda beside the Mississippi Mills Public Library in Almonte. The event included a memorial table, an anniversary cake, a ceremonial walk along the beautiful Alameda and a BBQ hosted by the Almonte Civitan Club. Municipal councilors and mayors from both Mississippi Mills and Carleton Place attended the event to show their appreciation for our growing program. My deep gratitude to Wendy O'Keefe, Joanna Luciano, Phyllis Moore, Jan Watson, and Angela Beazley for their labor of love that made this event possible. This was Phyllis's last fundraising event before her untimely death and when we think of the sense of community, compassion and mission that energizes the Hike, we think of her.

April is a busy month for the Fundraising Committee. First, in April 2023, HHNL launched its Spring Auction with a fresh approach and design. Wendy O'Keefe took the lead on the Spring Auction and worked her magic to create a beautiful online auction. The Fundraising Committee reached out to local businesses and individuals asking for gift cards and/or vouchers. These items were combined into packages that wrapped about a wonderful experience for the successful bidder. Items included round trip West Jet tickets, Golf and Dine, Spa and Dine, Hotel stay and Dine, A Day in the Ottawa Valley, a Perfect Picnic, Almonte Retail Therapy and Lunch, an Ultimate Family Adventure, Senior Living Staycation, Date Nights and so much more. The Spring Auction 2024 will kick off soon offering all those eager to bid the opportunity to make lasting memories.

Also in April 2023, the Tree Committee, our veritable dream team worked through rain and mud to distribute trees and shrubs to our supporters. This committee starts their planning the fall before the event to obtain the best selection of hardy trees and shrubs for buyers. Our partner, Reid Gardens in Carleton Place provides the distribution site at their nursery, water for the plants, donates planting mix and a package of root rescue to be included with every item purchased. We are so grateful to Doris Goerzen and Chris Gow for their support.

As soon as the April events are finished, the Fundraising Committee begins planning again for the next campaign.

None of our successful events happen without the indefatigable efforts of our fundraising committee and friends. 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 growing magnitude of our program demands more committee members and helpers. If you have a passion for palliative care and want to make a difference, we invite you to join our exciting team.

Fundraising Revenue 2022/23

Trees: \$12,692,00
Hike: \$7,480.00
Auction: \$21,000
Farmer's Market C.P & Almonte \$1,351.00

Other Funding Sources

Approximately, 50% of budget 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 Ottawa Community Foundation, the Hub, and the Almonte 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.

Funding Grants

HHNL successfully applied for several funding grants, receiving project funding from the OutCare Foundation, the Nav-CARE program, the Community Services Recovery Fund, and the Seniors Community Grant Program.

Respectfully submitted,
Toni Surko
Chair Fundraising

b) Report From the Chair of the Communications and Public Education Committee

Activities and Achievements for the Year 2023

- Wide distribution of HHNL brochure outlining services and contacts. Printing sponsored by Gamble Funeral Home, Almonte.
- Grief Kits, sponsored by the OutCare Foundation, distributed to appropriate members of deceased clients, and in other applicable situations.
- Book of the Month initiative continued with additions to the three libraries in North Lanark including Carleton Place, Mississippi Mills (Almonte) and Mississippi Mills (Pakenham); review of other media such as an appropriate movie was included; a template for writing book reviews was developed by Ruth and Wendy to encourage submissions by any readers.
- Public Education sessions were held in appropriate local venues throughout North Lanark region in the late winter and spring:
 - What is Palliative Care? What is End-of-Life Care? (one in person; one virtually) led by Val Fiset, Champlain Hospice Palliative Care
 - Advance Care Planning
 - Understanding Dementia (in collaboration with Robin Hull, Alzheimer Society)
 - Understanding Parkinson's Disease (virtual presentations X2)
- Practical Caregiver Training (PCT), a five-module course developed by Champlain Palliative Care was delivered once in the spring to 12 unpaid caregivers at the Almonte Legion Hall.
- Folders of information about HHNL services, including referral forms, continue to be available for physicians in the North Lanark region.
- Information sessions about the services of HHNL were held in many locations last spring including Almonte, Carleton Place, Pakenham, and several of the area long-term care and retirement residences.
- Comfort Crew Knitting volunteer group expanded exponentially over the year, and produced many beautiful items for area seniors in care homes, delivered to all long-term care and senior residential sites in the area. Residents admitted to the new Stoneridge Manor in Carleton Place each received a lap rug. A donation was also made to the Ruddy Shenkman Hospice facility in Kanata.
- Wendy O'Keefe, Volunteer Consultant, Public Relations and Marketing continues to write most press releases on behalf of HHNL letting the community know about Public Education sessions, Fundraising Events and other important information pertaining to HHNL. All posters, social media posts and so on are also designed by Wendy, and she is responsible for branding documents generated by HHNL volunteers and staff, ensuring

the website is updated, accurate, and that AODA standards are heeded on all items. She also creates and disseminates a quarterly e-newsletter to approximately 700 subscribers.

- Cards of Caring, instituted during the pandemic continue to be created by volunteers and distributed to area long-term care residents in Almonte and Carleton Place, on a seasonal basis.
- Presentation folders with information about HHNL continue to be available for distribution to clients, participants in training programs, those who attend community events such as the Seniors' Expo/Health Fairs, and whenever requested; printing was funded by the OutCare Foundation in the early part of the year, and most recently by an Ontario ministry grant.
- Advance Care Planning (ACP) seminars were offered several times to the public in Almonte and Carleton Place, sometimes in conjunction with other training sessions, and sometimes as stand-alone presentations. A local law firm (Howard Kelford and DuBois) provided representatives to address legal information associated with wills, estates, and end-of-life matters at two of these sessions.
- Four current HHNL Board members are now trained to lead ACP seminars.
- HHNL attended a one-day Health and Wellness Fair in Pakenham in June, providing information and in-person support at a booth.
- Jan Watson reached out to local Indigenous representatives (Anishinaabe) and to 2SLGBTQI+ representatives and arranged for the latter to address the Visiting Volunteers at one of their meetings in the fall; HHNL is now on the mailing list for Queer Community Lanark so that we are updated on their activities; two publications regarding Indigenous culture were added and reviewed for the local palliative care library shelves, and a book regarding 2SLGBTQI+ was added in the Almonte Library collection.
- Jan Watson partnered on behalf of HHNL with Beth Donovan Hospice (Kemptville) to plan and coordinate a well-attended, well-received and informative Rural Community Hospice Day conference held in Carleton Place in the fall; besides information sharing, there were ample opportunities for participants from many settings to network with people who deliver palliative services and end-of-life care in Eastern Ontario.

Challenges

- The entire fall offerings of ACP, PCT, and other Public Education presentations were cancelled due to lack of registration despite intense marketing (Exception: Grief and Bereavement Support groups in both Almonte and Carleton Place went ahead as planned); CPEC members will discuss the implications of this unfortunate and disappointing reality at the January 2024 meeting to evaluate what needs to change to meet the needs for Public Education in North Lanark. While this phenomenon was not unique to our organization, it can be viewed as an opportunity to further attend to the specific needs of rural citizens for palliative care, navigation through the health care system, and end-of-life concerns.

- Locating suitable venues (accessible, affordable, available, and appropriate) for the various projects within the different communities in North Lanark (Pakenham, Almonte, Carleton Place, Clayton) requires much time and effort by CPEC members who scout sites, and liaise with representatives of churches, charitable organizations, municipalities, and others so that HHNL can offer programming suitable for the diverse needs of participants in a cost-effective manner.
- Issues associated with Medical Assistance in Dying legislation in Canada are on the “radar” of CPEC, particularly as further legislative changes are anticipated in the near future.
- The capacity and willingness of local media outlets to advertise and market our program at little or no cost is essential so any changes to community printed papers need to be closely monitored.

Membership of CPEC

- Nancy Déschènes retired from CPEC in the fall, and a new volunteer, Marny McCook, has agreed to sit on CPEC, effective January 2024.
- Special thanks to the other CPEC members including Jan Watson, Wendy O’Keefe, and Marni Ladouceur for their untiring work on this subcommittee.

CPEC is an enjoyable and interesting subcommittee of HHNL, helping it to communicate its services with the public, and to educate people about a variety of topics associated with palliative and end-of-life care, caregiving, and grief and bereavement. We welcome volunteers and are open to your questions or your help in our work! Please contact Ruth DuBois at ruth@hnl.ca if interested in learning more.

Submitted by:
Ruth DuBois,
Chair CPEC

c) Report From the Chair of the Program Management Committee

What a year it has been! I have been reflecting over the 2022-2023 fiscal year, seeing all of our accomplishments and hard work and the success we've had. As a committee we had three major goals, each one focused on serving our ever-growing community, improving our care.

Our first goal was to continue to serve our clients with more Visiting Volunteers with specialized training. For the past year and a half, we have been in a partnership with Nav-CARE, which is an organization developed by the Federal Government to enhance and standardize Visiting Volunteer training. This includes specific online training and ongoing education. Nav-CARE has supported us with training, monthly huddles and financial assistance. We have maintained and surpassed each goal. This program was initiated and implemented by Emily Ballinger RPN, who is our full-time Program Coordinator. She has done a fabulous job coordinating all the Visiting Volunteers, as well as supporting clients and their caregivers. Supporting clients that have been diagnosed with a life-limiting illness is at the heart of everything we do and this program has allowed us to do just that!

Our second goal was to complete Accreditation with HPCO. This was a huge undertaking for our small board and staff. We recruited past Chair and champion of hospice care, Jane Henderson to lead our ad hoc committee to complete the more than 250 standards. We also recruited a talented admin assistant, Luci Jacobsen to help us coordinate all the documentation. The aim of accreditation is to have organizations review existing policies, and create new ones to ensure the best possible outcomes for clients. The standards provide best practices. HHNL submitted original documentation in January 2023 and received our conditional one-year accreditation in April 2023. We then had one year to submit the 20 priorities, (we chose to complete it early). We submitted the 20 priorities as well as over 40 recommendations by December 2023. We are now impatiently awaiting our results from HPCO. We are expecting a three-year accreditation. The program management committee and staff created some 30-40 policies, revamped the Board of Directors Policies and Procedures, and more in the past year alone!

Our third goal was to gain some statistical data regarding timely response to clients. As part of our electronic charting (InfoAnywhere) we have the ability to pull data to ensure we are achieving our set goal of responding to clients within two business days. Our goal was to complete this milestone for at least 80% of the time. Unfortunately the system for reporting was down for a period of time, so our data is not complete. The last quarter showed we are meeting this target. We look forward to having more fulsome data for 2024.

As is often the case, we have had some staffing changes in 2023. We have been fortunate to have Emily Ballinger, RPN with the organization for almost two years by the end 2023. We also have a wonderful addition of Prescia Dube, RPN as part of the team since September 2023. Sidney Thomson, RN has been invaluable as she has stepped up time and again to help support staff

when needed and now continues on as our Visiting Volunteer Program Admin Assistant. We'd like to thank Sarah Burrill, RN for her extraordinary work for six months in 2023.

We would like to recognize and thank our past Board Member, Hannah Larkin. Her knowledge and dedication to HHNL, and to the Program Management Committee.

We welcomed three new members to our committee in 2023, Vicki Bassett, Carolyn Cooper (both Board of Directors) and community member, Gordon Clark.

We are most grateful to all of the Visiting Volunteers who provide the core care to our clients. Without Visiting Volunteers this whole organization would not exist! They have provided one-on-one care to clients, and caregivers, written cards, taught and facilitated education. These are just a few of their endeavours!

As I look back at all of the things we've accomplished and now looking forward to 2024, the Program Management Committee is committed to ensuring we continue to deliver the best possible care and excellence to our communities.

Respectively submitted,
Esther Houle,
Chair of Program Management Committee

d) Report From the Chair of the Nomination Committee

The Board of Directors have approved the following slate of Directors to stand until the next AGM:

OFFICERS:

Jan Watson, Board Chair
Michelle Kay, Treasurer
Ruth DuBois, Secretary

DIRECTORS:

Esther Houle
Vicki Bassett
Carolyn Cooper
Christine McPhail

NOMINATING COMMITTEE:

Jan Watson, Chair
Esther Houle, Director

Submitted by Jan Watson
Chairs