



# Hospice Calgary 2020-2021 Community Report



Sage Centre &  
Rosedale Hospice  
Hospice Calgary



Children's  
Grief Centre



# Board Chair Message

**When I assumed the role of Chair last year, Hospice Calgary (and the entire world) was in the midst of a crisis response to the COVID-19 pandemic. I sincerely hoped that by the time I would be writing this message, the pandemic would be largely behind us.**

Unfortunately, that is not the case and all of our staff and volunteers continue to work tirelessly to provide our programs and services in an exemplary manner.

The uncertainties and increased pressures brought on by the COVID-19 pandemic are expected to affect Hospice Calgary throughout the year. Given this reality, in 2021/2022 Hospice Calgary will redouble our efforts on the focus areas outlined in the 2020-2023 strategic plan and will emphasize four core requirements for long-term organizational effectiveness and sustainability:

- **People first** - working to ensure staff and volunteers are engaged and supported.
- **COVID-19 response** - adapting to the challenges as they arise and applying those learnings to future programs and plans.
- **Service and program quality** - the foundation for our community reputation and impact.
- **Sustainability** - marketing, fund development, and government relations - reach clients and engage funders and donors.

The key to Hospice Calgary's success has always been its people and I am constantly humbled by the compassion, dedication, and resilience of all of our staff and volunteers. Our Calgary community is enriched by your efforts and on behalf of the Board of Directors I would like to express our profound gratitude.

One of the things that has amazed me over the last year has been the positive attitude shown by everyone at Hospice Calgary. There has been a fierce determination to do everything possible to adapt to the changing circumstances to continue to provide excellent service. Our people and programs have adapted, and I have no doubt that there will be many silver linings from the COVID-19 cloud. Once the pandemic is behind us, our clients will continue to benefit from the adaptations and improvements implemented over the last year.

After many years of dedicated service, Kevin Barr, Derek Payne, and Carol Howes will be leaving the Board after this AGM. I can say without hesitation that the Board will not be the same without them. I would like to thank Kevin in particular for his dedicated service over many years as Chair. Julie Thomson also left the Board in May and we would like to thank Julie for her service to the organization. Hospice Calgary is better for the contributions of Kevin, Derek, Carol, and Julie and we will miss them at the Board table.

While our AGM will be virtual again this year, I am looking forward to seeing everyone in person next year.

*Michael Waite*



# Strategic Focus Areas 2020-2023

**We have established five Focus Areas to guide our continued work fulfilling the mission of Hospice Calgary.** Our strategic plan guides the business activities and decision making processes throughout Hospice Calgary. It keeps us on track and ensures that we are responding to the priority needs of our clients and the community that we serve. Each strategic plan is a collaborative process that involves the board of directors, leadership team, and staff.



## 2020-2021 Board of Directors

**Michael Waite Q.C.**, Chair Partner, Carbert Waite LLP

**Angela Butler**, Treasurer VP, TMO Process & Data, Suncor Energy Inc.

**Gordon Dibb**, Secretary Retired Co-founder, Calfrac Well Services

**Kevin Barr**, Past Chair Partner, Borden Ladner Gervais LLP

**Bill Brunton** Principal, BBrunton Consulting

**Debra Corroll** President, DLC Consulting

**Ryan Hall** Creative Services Lead, B&A Planning Group

**Carol Howes** VP, Communications & PetroLMI, Energy Safety Canada

**Roxanne McKendry** President & Owner, Lexicon Health & Safety Solutions

**Derek Payne** CA Independent Businessperson

**Sheila Risbud** Director, Government Affairs, Teck Resources Ltd.

**Julie Thomson** Director of Finance, Calgary French & International School\*

\*served until May 2021



# Executive Director Message

**Well, we've had quite a year. A very difficult year. A year that brought challenges we never imagined...**

Imagine you are someone with advanced illness. It's risky for you to do things outside your home. You can't visit with friends and family. Community resources are closed. Your symptoms are difficult to manage but you are too scared to go to a hospital where you know you won't be able to have visitors. Your family is spread out across the country or world and you don't know when or if you will see them again. **We went virtual so clients could Zoom into programs and access supports they needed from the comfort and safety of their home. We offered education sessions that helped hundreds connect and learn about living with advanced illness. Our volunteers mobilized to help with regular client check-ins.**

Imagine you are a young widow whose husband died suddenly. You have two school-aged children. They are at home doing school online. You can't gather for a funeral or memorial and say goodbye through ceremony. Your kids don't have sports or social activities to help release their energy. You're down to one income and you can't spend time with your friends. **We delivered therapy boxes to family homes, we moved services online, and we offered distanced counselling sessions in backyards and parks so people could have in-person contact. We held some distanced outdoor groups for teens and families to have peer connection.**

Imagine you are a patient at a hospice. You are only allowed two visitors. One of your adult children has to sit in her car and watch you visit with your wife and son from afar. Your grandchildren aren't allowed to see you. Your spouse holds your hand with gloves on and smiles at you from behind

a mask. How are you going to have a last kiss if you have to wear masks? **We were successful working with other hospices and families to advocate for greater visitation in hospice. We worked hard to ensure hospices were seen as unique settings that needed special considerations.**

Imagine you are staff working the front lines. You make contingency plans for staying away from your family to reduce the risk of being infected so you can still go to work. You wonder how fundraising targets will be met if events are cancelled and donors are out of work. You have allergies but you are terrified you have COVID-19 and might transmit your infection to the clients or patients who are already so vulnerable. If you get sick, will you be the one that causes Hospice Calgary to be "on outbreak"? Imagine telling family a patient just died – people you have known for months – and not being able to hug them when they break down. **We focused on being responsive, accessible, and offering extra resources to our staff so they felt supported and motivated to do their work.**

Imagine you are a volunteer who can no longer come on site. You know people are suffering and need support. You want to help but you don't know how you can. You get creative and find new ways to get involved. You hunt down hand sanitizer when supplies are down. You write notes and letters to patients and send them news clippings, small pieces of art, photos – curated just for them. You build therapy boxes for children and deliver them so kids can have a counselling session with supplies they would use if they were in-person. You gather your musician friends and perform outdoor concerts so music can fill patient rooms. You tend to the gardens to create beautiful spaces. You phone clients to check-in on them.

**We stayed connected with our volunteers through regular check-ins and found new ways for them to help.**

Imagine you are people who, in the face of all the complexities a pandemic adds to illness and grief, *feel more passionate than ever* about caring for people experiencing illness and grief. **This is Hospice Calgary.** Many people have suffered tremendously through this pandemic. There is much grief to be worked through in the months ahead. **Hospice Calgary is always ready to help with the healing.**

When I think back on the past year, I'm overwhelmed with pride, wonder, and amazement in the perseverance of the human spirit. I have the privilege every day of walking alongside the Board of Directors, staff, physicians, volunteers, donors, and community supporters who make it a priority to support Hospice Calgary. It is awe-inspiring and I am immensely grateful to be part of such a compassionate community – even in trying times like the year we just had.

*Fiona McColl*



# Our Mission & Values

## Mission

To help families and individuals achieve support, hope & well-being through compassionate end-of-life and bereavement care.

## Values

To be an innovative leader for compassionate, holistic, family-centred end-of-life and bereavement care.

## Promise

We promise to journey with you, through end-of-life and grief, for as long as you need us.

We promise to have the difficult conversations about death, dying and grief, hearing your unique story and responding with compassion.

## Diversity makes us stronger

We value respect and equality for all families and individuals. Hospice Calgary staff provide quality supportive care with compassion and empathy while preserving dignity. Hospice Calgary provides employment and services to individuals regardless of age, physical or mental disability, ethnicity, religion, sexual or gender identity, national origin, or sexual orientation.

**WE VALUE AND EMBRACE:  
COMPASSION · DIGNITY · EMPATHY  
EQUALITY · ETHICAL PRACTICE  
FAMILY-CENTRED CARE  
HIGH QUALITY SERVICE · INCLUSIVENESS  
INTEGRITY · RESPECTFULNESS**



## Volunteer Stories



Rosalind Schramm has been a patient-care volunteer at Rosedale for 4 years. When health measures limited volunteer activity, Rosalind continued to

give her time to Rosedale Hospice by making cards and writing letters to patients and staff. Recently, Rosalind reflected on her time at Rosedale saying, "Volunteering during this time has given me a sense of normalcy and purpose."

Dennis Janewski has volunteered with the Living with Cancer Program for over 5 years. The program has been held over Zoom since last March and although he misses the one-on-one conversations with clients, Dennis shares that, "Zoom has really allowed me the ability to listen more to each person's story, as we really are all in this together."



## Home away from home at Rosedale

**In Rosedale's 25th year, we've remained focused on providing exceptional care to our patients and their families throughout the COVID-19 pandemic.**

In seven private hospice rooms, we provide care to adults who are nearing end-of-life due to cancer. This year, through added COVID-19 safety and logistical requirements, outbreaks, and staffing challenges, we maintained an exceptional level of service. Our team never skipped a beat when caring for every single one of our patients.

We were able to keep the 'home away from home' feeling of Rosedale. Our patients enjoyed fresh flowers on their meal trays, iPads in their rooms so they could talk to family, musical performances, and letters from volunteers during times of heavier pandemic visitor restrictions.

We recently created a virtual tour of Rosedale for when people can't visit in person, and we continue to go above and beyond to support patients and families through their grief.



**87** individuals received 24-hour care



**435** family and friends received support

## Living with Advanced Illness & Grief

**Over the past 30 years we have been helping people and families who are faced with advanced illness.**

The pandemic created some significant and unforeseen challenges for our clients. People were not only forced to stay home as community resources closed and fear of infection rose, but also in order to maintain contact with family and friends since visitation was extremely limited in care settings. As a result, caregivers were faced with greater responsibility in providing physical care that may have otherwise been provided outside the home.

Over the past year, our Community Hospice Services counselling team has seen an increase in the need for emotional and practical support for exhausted and highly stressed caregivers and for newly bereaved family members. Their grief has been compounded by the inability to access their circle of support due to the pandemic restrictions. People grieving a death have been unable to share tears and loving embraces. Counselling services and our *Living with Cancer* support group have been offered virtually on Zoom since April 2020 in order to enhance client support networks.



**425** individuals accessed in-person and virtual counselling



**174** individuals accessed our Volunteer Bereavement Support Program

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**“Living with cancer and living with dying are difficult. But the cadre of friends who became a family for us at the Living with Cancer Program, supported (my wife) in ways physical, mental, spiritual and musical, not to mention with humour and compassion and hugs.”**

-- Living with Cancer Program Caregiver



# Children's Grief Centre

**For almost 30 years, we have supported grieving families. Through the COVID-19 pandemic, we understood that grief and loss do not wait.**

This year, we expanded our counselling capacity through introducing Zoom Telehealth. Young clients who struggled to connect with our grief counsellors through online counselling could use donated therapy box supplies for their virtual play therapy.

In July 2020, we began backyard visits for clients who were not comfortable talking on camera or who didn't have the privacy to do so. And in September, we welcomed clients back to the Children's Grief Centre. Our outdoor patio, the Dibb Family Garden, was used for on-site visits when possible.

## Mila's Story

Because of the visitor restrictions in hospitals, seven year old Mila wasn't able to visit her dad in hospital before he died. When Mila first connected with a grief counsellor over Zoom, she was shy and said very little. Over time, she started looking forward to her counselling sessions where she and her counsellor would set up a picnic blanket, a few precious and comforting objects, and a snack. Little by little, Mila integrated stories of her dad in the play and in the conversation. She grabbed objects in her house that reminded her of dad and that helped her to share her feelings of loss and grief.

Mila's counsellor and her mom both talked about how valuable the option of counselling online was. The online connection offered opportunities for Mila to introduce and integrate her home world in sessions through objects, visual reminders, and the comfort of her home environment at a time when she needed the support.



**1607** clients received support through the Children's Grief Centre

**385** teens, **493** kids & **729** parents



**42** participants attended our groups\*

\*limited group offerings due to the pandemic

”

**Mila, while still grieving for her dad, has returned to the energetic, funny, and outgoing child she was before her father's death. Her mother reported that the cuddles they now share are comforting and happy instead of the desperate and fear-filled ones they once were.**

-- Mila's mom

## Volunteer Story



Nadia Kolesnikova became connected to the Children's Grief Centre following the tragic loss of her brother. Since 2016, Nadia has used her own experience with grief to support families and teens in our family drop-in group, *The Village*. When asked about her volunteer role, Nadia lit up and exclaimed, "If I can make a kid laugh for a couple of hours of an evening then I've done my job and it makes me very happy."

# Education

**Since the 1980's Hospice Calgary has been a leader in community education. In 2019, our monthly *Dying to Know* Education program was launched on-site at Sage Centre, and in April 2020, we shifted the workshops online.**

The original aim of these interactive workshops for those impacted by advanced illness was to expand the reach of our professional education and build capacity, strengthen confidence, and support compassionate communities. In the past year, we exceeded our expectations in educating caregivers, volunteers, and professionals. Offering education online means people can register from anywhere in the world! We've had registrants from as far away as Australia.

In addition to the *Dying to Know* series, we also provide custom educational sessions to professionals and community members on topics related to hospice, palliative care, and end of life concerns.

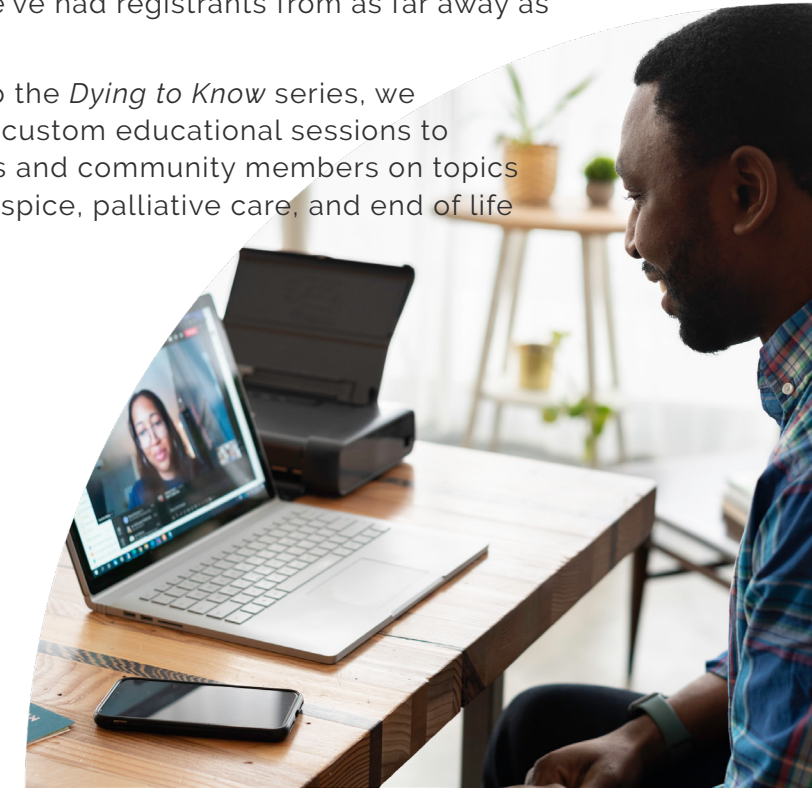


**664**

**664** participants attended presentations, seminars and workshops

**17**

**17** presentations, seminars, workshops provided to the community





# Events

## Virtual Hike for Hospice Calgary

Preparations for our annual fundraising event, *Hike for Hospice Calgary*, usually begin several months in advance. In March of 2020, when the pandemic arrived in Alberta, we had to make the last minute decision to move our 15th iteration of this event to a virtual format. Despite the challenges, **160 registered hikers** and sponsors were able to raise nearly **\$80,000** and make our very first *Virtual Hike for Hospice Calgary* a success.

## Virtual Behind the Scenes Live Event

On November 19, 2020, seventy-eight attendees joined us for the first virtual *Behind The Scenes at Hospice Calgary* event. This year, with the absence of Sage Soiree, it was especially important for us to share the stories of Hospice Calgary patients, clients, and families. Our team delivered packages of wine, tea, and desserts for the event. Hospice Calgary Ambassadors, Rob Cote and Jennifer Monaghan emceed and several clients shared their stories with the audience. We are thankful to all of our stakeholders for making our services possible and thank you for allowing us into your home for *Behind The Scenes at Hospice Calgary*.

## Community Events

We want to extend a special thank you to our community members who were able to host golf tournaments, art auctions, and online fundraising events on our behalf in the midst of the COVID-19 pandemic. THANK YOU!

“  
Thank you so much for hosting the event last night. The stories were incredible and really inspiring – a testament of how important you and your awesome team truly are to our community.

-- Behind the Scenes guest



# Organizational Milestones

## Text & Chat

In 2019, donors took a chance by investing in our innovative Children's Grief Centre *Text and Chat Online Services*.

In March 2020, we publically launched the program as another support for grieving teens and families. Unfortunately, this launch also coincided with the height of the COVID-19 pandemic.

While we initially thought that the timing would mean we would see significant interest in this new online resource, sadly this was not the case. In reality, very few people accessed this new program.

Though we have heard from community members that there is a need for the service, the usage over the past year does not justify its operations at this time. We believe wholeheartedly in using our donor's gifts in the areas where they are most needed and as such, we made the difficult decision to suspend our *Text & Chat Program* effective March 31, 2021. We are still working to understand why the resource wasn't accessed in the ways we expected it would be.

## Spring 2020

- Counselling, group programs, and education services immediately transitioned online (Zoom)
- Bereavement Telephone Support Volunteers began working from their homes, contacting bereaved family members from Rosedale and the *Living with Cancer Program*
  - Sage Centre & Children's Grief Centre underwent capital improvements with accessible access to washrooms and renovated family friendly reception area
  - Held *Hike for Hospice Calgary* as a virtual event for the first time

## Summer 2020

- Visitor guidelines to Rosedale Hospice were eased in July after advocacy to have the government recognize hospices as unique settings that need different visitor restrictions
- Outdoor music performances were held at Rosedale Hospice
- Tablets for each patient room at Rosedale Hospice to access email, Calgary Public Library, and virtual communications with families
- Work began on developing the Community Hospice Growth Plan thanks to a donation from a major donor
- Outdoor and in-person visits for counselling clients

## Fall 2020

- Held first ever virtual AGM
- Volunteers were welcomed back at Rosedale in limited capacity (at reception)
- Held first *Behind the Scenes* virtual event hosted by ambassadors of Hospice Calgary (Former Calgary Stampeder, Rob Cote and Jennifer Monaghan)
- Fundraising casino held during very short window they were open

## Winter 2021

- Rosedale Hospice staff were eligible to receive the Covid-19 vaccine
- External launch of Hospice Calgary's publication *Life's Last Chapter* to 140 hospice societies and rural hospitals has resulted in very positive feedback with 300 copies sold across the province in the first 3 months
- Held multiple meetings and tours with government officials to advocate for Hospice Calgary's role in palliative care in the province





# Letter from our Treasurer

**It goes without saying that the past year was a challenging one for everyone – at work, at home, and in our communities.**

The team at Hospice Calgary worked tirelessly to continue to provide excellent care and maintain the highest safety standards for staff, volunteers, patients, clients, and their families. The team rose to the challenge of delivering in these extraordinary times.

We are extremely grateful to our donors who stuck by us during a time of great uncertainty. While we saw the number of donors decline, we were still able to meet our targets through the generosity of our supporters. Support from government continued through our partnership with Alberta Health Services and Family & Community Support Services, and we were able to participate in the Canada Emergency Wage Subsidy program that provided support due to the impacts of COVID-19.

Local organizations such as the Calgary Foundation and many other community groups created new grant opportunities to provide immediate support to charities where operations were, and continue to be, impacted by the pandemic.

Our donor community helped to create opportunities for the innovative use of technology and access to resources that supported the added costs of running Rosedale Hospice and allowed us to maintain the highest safety standards.

*Angela Butter*

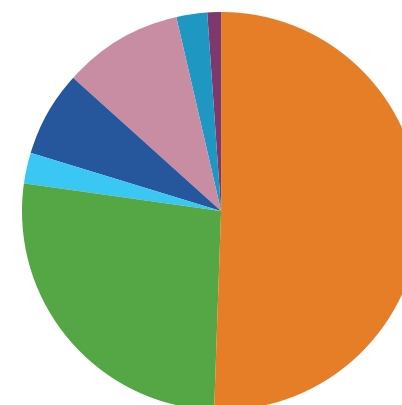


# Financial Highlights

## Statement of Operations for the Fiscal Year End March 31, 2021

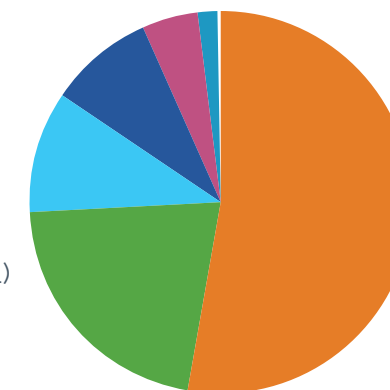
Hospice Calgary's financial statements are available on our website: [hospicecalgary.ca/news](https://hospicecalgary.ca/news).

### Revenue Sources



**50.58%** Alberta Health Services  
**26.66%** Donations, Contributions, and Gifts-in-Kind  
**2.53%** Special Events  
**7.03%** FCSS, City of Calgary  
**9.84%** Government Funding (Federal)  
**2.47%** Earned Revenue  
**0.89%** Bequests

### Expenses



**52.90%** Rosedale Hospice  
**21.60%** Child & Family Grief  
**10.30%** Community Hospice  
**8.70%** Fundraising  
**2.90%** Administration  
**1.70%** Volunteer Management

### Fiscal Highlights

Summary of Combined Statement of Operations and Net Assets (\$000's)

<b>Revenue</b>	\$4,098
<b>Expenses</b>	\$4,375
<b>Surplus/Deficit</b>	-\$276
<b>Non-Cash Amortization</b>	-\$260
<b>Change in Net Assets</b>	-\$276
<b>Net Assest beginning of year</b>	\$5,833
<b>Net Assest end of year</b>	\$5,557



# Our Supporters

## Special Thanks

A special thanks to The McCann Family Foundation for their gift of the building that houses Rosedale Hospice.

## Our Government Partners

Alberta Gaming & Liquor Commission

Alberta Health Services

Alberta Health Services Addictions and Mental Health

City of Calgary - Family and Community Support Services

## 2020-2021 Supporters

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Dave & Debbie Kyle

David Gibson & Sharon Love

David Smith

Debbie Blenkhorn

Debra Corroll & Rory Bogner

## Donor Spotlight

**The Dr. Elisabeth Wagner Fund was established by Mike and Tasha Backus in honour of Dr. Elisabeth Wagner, beloved friend and Calgary-based OBGYN who passed away from breast cancer in 2018.**

**We are very fortunate to be a recipient of the fund, one that contributes to both our Children's Grief Centre and Community Hospice Services. This fund is a beautiful tribute to Dr. Wagner through the support for families facing advanced illness and grief.**

Derek & Penny Payne

Dick & Nancy Wilson

Dick and Nancy Wilson Fund

Don & Betty Anne Graves

Don Chynoweth

Donald and Eleanor Seaman Family Foundation

Donna Maxwell & Ian Davidson

Doris Weller & Michael Webb

Doug & Cathy Jones

Doug & Karen Haughey

Douglas Feltham

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Edmund Sardachuk

Edward & Laura Connolly

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Estate of Phyllis D Kennedy

Estate of Randy O'Dell

Evamy Family Fund-Donor Advised

Evan J Strong Funeral Services

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Garry Sutherland

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Isabel Evelyn Hardwick Calow Fund

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LAN Solutions Corporation

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Maitland Family Foundation

Margaret Boeda

Margaret Stanfield

Marie & Fred Kernaghan Family Fund at Private Giving Foundation



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McCann Family Foundation

McInnis &amp; Holloway Funeral Homes

Melvin Pasternak

Mercuria Commodities Canada Corporation

Meredith &amp; Adam Eakins

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Meteoros Fund

Michael &amp; Barbara Morin

Michael &amp; Margaret Perlette

Michael &amp; Renae Tims

Michael &amp; Shelley Waite

Michael &amp; Tasha Backus

Michael Webb &amp; Doris Weller

Mike Gindl

Mike Mikkelsen

Mikkelsen Family Fund

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Omega Properties

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Pamela Grigg  
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Place2Give Foundation

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Sue Auvigne

Suncor Energy Inc.

Susan &amp; Stephen Pankiw

Susan Watson

Tara Pipella

Terry &amp; Elaine Drummond

*Donor Spotlight*

**Mercuria Commodities Canada Corporation has been a supporter of Hospice Calgary since 2017. As a group, they make it a point of improving lives in their communities.**

**Because of Mercuria Commodities' investment in Rosedale Hospice, those facing end-of-life will know they have somewhere to turn during a difficult time.**

Tim Henry

Tom & Elaine  
CrowellTom & Rita  
WoertmanTom & Shannon  
Palmer

Toni Marasco

Tradex Supply Ltd.

Travis &amp; Stephanie Hamonic

United Active Living Inc.

Victor &amp; Marie Wong

Viewpoint Foundation

Wayne Rosen & Laurie  
Lemieux

Wendy Ross

Wilfrid &amp; Gaye Talbot

William &amp; Marie Langford

WMJ Metals Ltd.

Woodridge Ford Lincoln

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Allan Taylor

Allen Kroeker

Amy Atkinson

Barbara C. Wallace

Barry Symborski

Beth Coumont

Bonnie Weaver

Brett Kowalchuk

Bruce Meyer

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Christopher Wyman

Danelle Hames

Darcy Hirsekorn

Dave Kyle

Debbie Blenkhorn

Debra Corroll

Dennis Gaumont

Diana Hanevelt

Dianne Fox

Dr. Roseanne Penner  
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Erin Forsyth

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Jane Spelitz

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**Leslie Lebsack is a treasured member of the Hospice Calgary family. She has been a longtime supporter of Hospice Calgary for over twenty years.**

**Leslie originally connected with us in 2000 when her husband Gerry was at the end of his life spending his final days at Rosedale Hospice. She has been championing the work of our organization ever since. While we wish that people like Leslie never need to access our services, it means the world to us when past clients choose to give back in support of the very services they once needed.**





## Sage Centre & Children's Grief Centre

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403-263-4525

[info@childrensgriefcentre.ca](mailto:info@childrensgriefcentre.ca)

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