# **HOSPICE CALGARY**

2021-2022 Community Report











# THE STRENGTH OF OUR TEAM DURING TRYING TIMES

#### Fiona McColl, Executive Director

We all know the toll the pandemic has taken on everyone, and much has been said and written about the impact on health care professionals and the subsequent burnout and increasing mental health needs. Naturally, the wellbeing of the Hospice Calgary team has been an ongoing priority this past year.

How does our team keep going? How do they persevere when they are just as tired as the rest of the world?

I recently read that the "antidote to exhaustion is not necessarily rest. The antidote to exhaustion is whole-heartedness" - doing work that aligns with your core values, having a strong sense of purpose and meaning, and being wholly committed to a mission. The Hospice Calgary team exemplifies this.

Our team, wholeheartedly motivated to improve our clients' quality of life, demonstrated on countless occasions how they were willing to go the extra mile to offer support, care, and advocate for the needs of the people we serve.

Our care providers, fund development, finance, and administrative teams proved they are masters of managing change and they continue behind the scenes to support all the programs and services we offer. I am immensely proud of our small but mighty team who have consistently shown up to wade through the waters of their work determined to make a difference for those who seek our help.

Hospice Calgary is powered by people; the Board of Directors, volunteers, staff and physicians, donors, and the community. I ask you to join me in celebrating all the people who gave so much of themselves, even when it was hard to do. Thank you for wholeheartedly championing Hospice Calgary in the many ways that you do; big and small.

You are making a difference. We are proud to include you in our Hospice Calgary family.



# HOSPICE CALGARY CONTINUES TO BE ADAPTIVE

#### **Michael Waite, Board Chair**

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 our staff and volunteers. Fiona and her team have provided exemplary service to our community through very challenging times. Our community is enriched by your efforts and on behalf of the Board of Directors I would like to express our profound gratitude.

Hospice Calgary continues to adapt to a changing world. The entire organization continues to face the challenges and uncertainties with positivity and enthusiasm. In the next year, Hospice Calgary will continue to implement the 2020-2023 strategic plan and will maintain our focus on four core requirements for long-term organizational effectiveness and sustainability:

**People first** - working to ensure staff and volunteers are engaged and supported

**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

**Post-pandemic response** – adapting to the challenges as they arise and applying those learnings to future programs and plans

After many years of dedicated service, Debra Corroll and Gordon Dibb have completed their terms and will be leaving the Board after this AGM. I can say without hesitation that the Board will not be the same without them. Sheila Risbud has also advised that she will be leaving the Board after the AGM. Hospice Calgary is better for the contributions of Debra, Gord and Sheila and we will miss them at the Board table.

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

#### **HOSPICE CALGARY**

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.

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

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

Our values: Compassion • Dignity • Empathy • Equality • Ethical Practice • Family-Centred Care • High Quality Service • Inclusiveness • Integrity • Respectfulness



### **BOARD OF DIRECTORS**

Michael Waite Q.C., Chair Governance Committee Chair

Debra Corroll, Vice-Chair HR Committee Chair

Angela Butler, Treasurer Finance Committee Chair

Gordon Dibb, Secretary
Marketing & Development Committee Chair

Usman Ali, Director

Sheri Allen, Director

Bill Brunton, Director

Ryan Hall, Director

David Loo, Director

Roxanne McKendry, Director Quality Improvement Committee Chair

Krista Pell, Director

Sheila Risbud, Director

Mylene Tiessen, Director

#### STORIES OF EXCEPTIONAL CARE IN 2021-2022

#### **OUR ROSEDALE HOSPICE TEAM - SHOPPED FOR WEDDING RINGS.**

The Rosedale care team showed that care has many dimensions and care plans aren't just about physical needs.

After talking with a patient, the team learned that wedding rings between the patient and spouse had never been exchanged because of lack of means. This was something the patient really wanted to make happen in their last days.

The team was able to have individual conversations with both husband and wife and learn what kind of ring each would want if they could have one.

Next, the team collaborated with another community non-profit (CAMPP) and together were successful in securing funding so that wedding rings could be purchased and rings were later exchanged between the couple!

#### OUR LIVING WITH ADVANCED ILLNESS CENTRE TEAM - RODE THE CITY BUS TO SCHOOL WITH A YOUNG CLIENT.

When working with a single parent with advanced illness, the team learned a teen in the family was in danger of significant consequences due to prolonged school absence. The teen had tried online schooling and it didn't provide enough structure for successful learning.

Their Counsellor participated in meetings with the family and school officials to discuss having the teen return to in-person schooling as well as to understand

bussing routes and potential transportation barriers in getting to school.

The Counsellor knew that if she could help the teen have a successful bus ride, it would create a good foundation for continued attendance and also reduce stress for their ill parent. So, the Counsellor rode the bus for the first time with the teen so they could learn the route and feel comfortable going forward on their own which the teen has now mastered.

#### **OUR CHILDREN'S GRIEF CENTRE TEAM - BOUGHT A FISH.**

Bringing children who share the experience of grieving together creates a sense of belonging and helps to reduce feelings of isolation. However during much of the year, it was hard to do that.

The team welcomed Bubbles the fish to the Children's Grief Centre – the star feature of the Bubbles Wonder Wall – a place where children can post their questions about grief. Children who visit are invited by their counsellors to ask any question they have of others who also visit.

Questions like, "How many people did you lose?", "In your culture what do you do if someone dies?", "How many years did it take to feel better?", and, "How would you describe your person?" are posted around Bubbles' tank and are answered by other children.

Creating a space with signs that there are other children like them, is a very powerful tool to help those grieving know they are not alone.

#### **OUR VOLUNTEER TEAM - STUCK WITH US.**

Over the course of the year as the conditions changed with the pandemic and public health orders, so did the conditions for being able to be onsite and volunteer. Our volunteers are nimble and dedicated and were greatly missed when they were unable to be onsite but always eager to be back when called.

# **OUR CENTRES OF EXCELLENCE ARE:**

CHILDREN'S GRIEF CENTRE is a place for children, teens, and their families to find grief-focused





## **LIVING WITH ADVANCED ILLNESS CENTRE**

is a place where individuals and their loved ones can find emotional and practical strategies to deal with an advanced illness diagnosis.





**3,793** People Accessed Hospice Calgary Services. A 28% increase from last year.



# **3963 hours**

of counselling support provided (in-person, group, telehealth video, email, and telephone).



# 1179 Participants

attended presentations, seminars, workshops. Up from 664 the previous year.



"I believe I have grown personally because of the group experience and the interaction with the counselor. I also feel that my weekly contact with a volunteer has been a safe place to be myself and express my worries and fears without judgement - invaluable."

- Living with Cancer Participant



# **ROSEDALE HOSPICE**

is a quiet, peaceful home where adults with cancer and their families can focus on quality of life, at end-of-life. It offers a life-affirming alternative to hospitalization or dying at home as patients are cared for in a supportive, responsive environment.



# HOW WE HELP FAMILIES WHO ARE GRIEVING KNOW THEY ARE NOT ALONE

Nadine Gariepy-Fisk, Director, Children's Grief Centre

We saw an increase in demand for grief counselling services at the Children's Grief Centre this past year. Our team worked tirelessly to be responsive to the children, teens and families seeking support after a death in their lives. Our commitment to provide the right support, in the right way, at the right time led us to:

- An ongoing and thoughtful management of in person and online supports through the COVID-19 waves and restrictions. There was enhanced consultation and supports for the team to sustain and equip them in their work.
- The development of a new Children's Grief Centre website to make access to children and teen grief resources easier and more appealing. We know that grief takes a toll on physical and mental energy. Our new website takes the work out of seeking guidance and validation that can offer a lifeline in times of grief.
- Custom-made illustrations by a local, Calgary-based, artist complement the new look and feel of our resources.
- The development of the Grief in my Backpack school resource. A community assessment in the spring of 2021 confirmed the need for a comprehensive resource for schools and their personnel.

- Grief in my Backpack is an online resource with six (6) modules that aim to help school communities support students who are grieving. Grief in my Backpack will go live in 2022.
- We offered a very different online Common Ground group experience for our teens. We heard teens share how much they were struggling with their grief in the context of a pandemic. February-March 2022 groups were focused on psychoeducation and exploring ways to manage grief and stress.
- In September 2021, we launched the Parent Lunch & Learn Series, a new program for parents and caregivers as they support the children and teens in their lives who are grieving. We offered a total of 14 lunchtime sessions. Recordings from all our sessions now feature as resources on our website. Topics include:
  - When Grief Goes to School,
  - Grief in the Body,
  - How to Talk to Children about Death and Grief,
  - When Grief in Complicated,
  - Different Shapes of Adolescent Grief



The *Ask Bubbles* station encourages indirect interaction with other kids, prompting the sharing of thoughts, ideas and feelings.





948 Children + Teens
826 Parents + Caregivers
supported before and after a death
at the Children's Grief Centre.



360 Registered Attendees for our Parent Lunch & Learn series with over 250 views of the recordings on YouTube.



59% of children and teens were grieving the loss of someone from suicide, overdose, or other sudden event.



"I have felt alone parenting my girls in their grief with my own grief. Our loss had a lot of judgement and stigma. I was surprised how supported I felt logging in to the Lunch and Learn."

- Participant, Parent Lunch & Learn



# INTRODUCING THE...

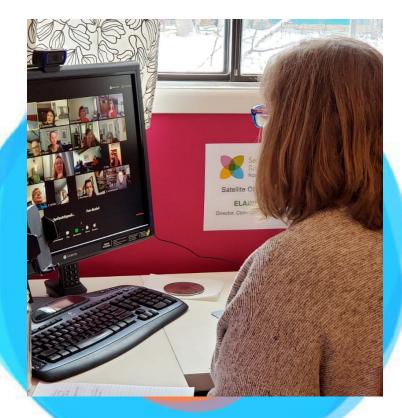
### LIVING WITH ADVANCED ILLNESS CENTRE

**Jill Fink, Senior Director of Operations** 

Formerly known as Community Hospice Services, our Living with Advanced Illness Centre got its new name in the fall to make it easier for people to find us when they need us! Stakeholders told us that they wanted a name that focuses on living well and that emphasizes people can be active participants in their lives right up to the very end. One person described the services as "a place to live, a place to surround yourself with life and understanding."

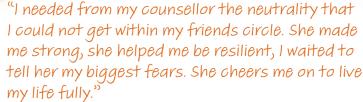
Our Living with Advanced Illness Centre is a place where:

- People can find emotional and practical strategies to deal with an advanced illness diagnosis.
- People can have tough discussions about illness with peers and professionals who understand and aren't afraid to talk about the hard stuff



- People can find hope and connection in the stories of others and learn strategies for coping.
- Compassionate communities are built through knowledge sharing and expert consultation services.





- Living with Cancer Participant



Elaine Munce (left), Director of Living with Advanced Illness Centre, retired after nearly 19 years with Hospice Calgary as director, manager, and counsellor. Pictured with Fiona McColl (Right), Executive Director, on her last day.

## Highlights of the year include:

- Advocacy many meetings with government and Alberta Health to talk about the important mental health needs of patients, families, and caregivers to improve their quality of life.
- Education our series Dying to Know continued with 10 separate topics facilitated by Hospice Calgary staff and community partners. Each session saw repeat attendees as well as new ones from all over Alberta, across Canada, and even some from the US and Australia!
- Collaboration we hosted the hospice/AHS (Calgary Zone) online palliative care volunteer training in the fall of 2021.
- Program Expansion we began intensive work on developing a NEW program that will be launched in the fall of 2022. This Companion Program will match highly skilled volunteers with clients to offer emotional and practical support in the home.



506
individuals served
through the Living with
Advanced Illness
Center



Volunteer
Bereavement
Support Program
participants



83% of those supported are impacted by cancer



# WHEN ONE OF YOUR OWN COMES TO YOU FOR END OF LIFE CARE AT ROSEDALE HOSPICE.

Erin Forsyth, Director, Clinical Care, Rosedale Hospice

While all of the people who we care for at Rosedale are special, we had one patient this past year who had an extra special place in the hearts of many on our team and that was Heather Shantz.

Heather Shantz worked as a Clinical Nurse Specialist with the Palliative Care Consult Service Calgary Zone from 2001 to 2019. She was a mentor to many of the nurses and physicians at Rosedale through her extensive role in palliative education and preceptorship for advance practice nurses and physicians in palliative care in Calgary. She openly shared her lived experience with her colleagues, family and friends as she navigated living with a life limiting illness in the midst of preparing for her end of life.

When the time came for Heather to leave home and move to hospice, she made the decision that she wanted to come to Rosedale. While those of us who knew Heather had our own grief to manage as we admitted our friend and mentor into our care, it was also with a profound sense of gratitude as we knew she would receive the very best care possible during her stay. She was only with us for 7 days, but in that time she continued to teach us just as she had for the many years previous. Heather offered gentle coaching and encouragement to our student nurse who was completing his final practicum during her stay.

She embraced her end of life journey with true grace and peace. Heather identified the key pillars in her

life as her family, her faith, her career, and music. She was an accomplished pianist and took great joy in playing. However she had been unable to get downstairs to play her piano at home for some time due to increasing weakness.

One of her wishes when she arrived at Rosedale was to play our piano. Unfortunately our piano was housed in our Fire Side Lounge which was still closed to the public due to covid restrictions. One of her daughters identified that this was one of Heather's goals and asked if we could move the piano to a different space – this was a wonderful idea. Within minutes 3 of us worked together to wheel our piano down the hall and into our chapel.

The next day, staff helped Heather into a wheel chair and she was able to go down to the chapel to play the piano with her family around her.

We have left the piano in the chapel and it has been used by a number of other patients and families since that time. Just one more legacy left by Heather to help others in their end of life journey.

When Heather died, I was able to take part in her final care and had the honour of placing our dignity quilt over her body. While tears streamed down my face, I was so incredibly grateful to have such an opportunity to say this final goodbye to a woman who was such an instrumental part in shaping my own career.

"I called around to 3-4 hospices because at that time you couldn't physically visit them. Rosedale was so friendly and approachable over the phone, they answered all my questions with compassion. We appreciated that they were always flexible with meals, it was the small things like this that made it homey and comfortable. The care was phenomenal."

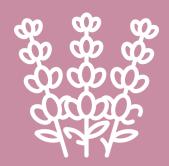




Individuals who received 24-hour care at Rosedale Hospice



of the 90 adults
admitted with cancer to
Rosedale for end of life
care came from home



**545**Family and friends of Rosedale Hospice
Patients also received support



### MY THOUGHTS ON BEING A VOLUNTEER

Carolyn Libin, Volunteer Gardener

I am a volunteer, passionate about what I do, committed to making a difference. I have been a volunteer gardener at Rosedale Hospice for the past seventeen years, having come to Rosedale upon graduation from the Calgary Zoo's Master Gardening program.

# To say that my involvement has enriched my life beyond measure is a profound understatement!

Taking care of a garden demands thought, patience and discipline. A garden encourages the ability to see beauty and connection. As a Rosedale Hospice volunteer gardener, I am grateful to work as one member of a team, trading volunteer hours for access to the wealth of knowledge that my fellow gardeners have and to the uplifting spirit and lifelong lessons of the staff.

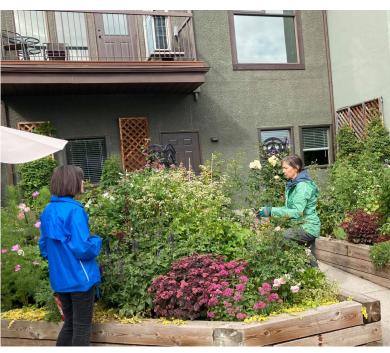
I am one member of a community, dedicated to creating beauty and solace for the patients, their families, and the staff at Rosedale.

While a garden can be inspiring with its constant change and challenges, our hope, as a gardening team, is that the gardens we nurture at Rosedale serves as an opportunity for all to find a welcoming space for meditation, conversation, and peace.

I am doubly blessed in that my volunteer experience also takes me inside the hospice where I am delighted to play the piano. This is my small contribution to the level of comfort that Rosedale Hospice provides.

It is said that the best way to find yourself is to lose yourself in the service of others. I thank Rosedale Hospice for the opportunity to serve.





7,695 hours volunteered by 255 volunteers

# SAME EVENTS, NEW EXPERIENCE

#### **HIKE FOR HOSPICE CALGARY**

This was our 16th annual Hike for Hospice Calgary. From May 1st to 10th, 2021, people participated virtually to "Hike Your Way"! Either walk on your treadmill or walk outside on your favourite path, and show your support for Calgary's grieving families. We had over 300 people participating – double the hikers we had in 2020 - and together we raised over \$120,000. We blew our goal of \$100,000 out of the park!

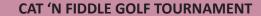
Thank you for helping make our event such an amazing success.



# SAGE SOIREE - REIMAGINED!

For the first time, our Sage Soiree was held virtually on November 4th, 2021. Guests could register for \$100 - which gave them access via Zoom, included an event box with delicious appetizers and desserts from our friends at An Affair to Remember, a bottle of wine, and a surprise gift (a booklet of stories of hope and inspiration). New this year, our WestJet prize raffle and silent auction were online. It was a resounding success!

Thank you for helping us raise over \$68,000. We could not have done it without you.



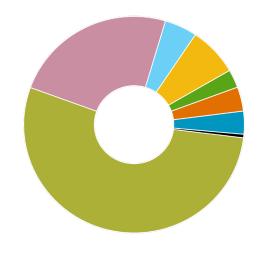
Once again, on the last Monday in August, the Cat 'n Fiddle held their 27th annual Golf Tournament at the Winston Golf Club, with proceeds supporting Rosedale Hospice and the Children's Grief Centre. This year, they hosted two tee times! Stephen Gillette, the owner of the Cat 'n Fiddle pub, his staff and all of the supporters, outdid themselves and broke all previous records, raising over \$63,000.

We are so grateful for their generous support.



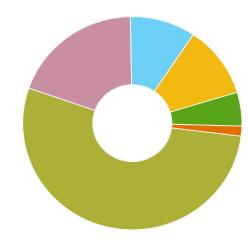
#### **FINANCIAL HIGHLIGHTS**

#### Statement of Operations for the Fiscal Year End March 31, 2022



### **REVENUE SOURCES BY PERCENTAGE (%)**

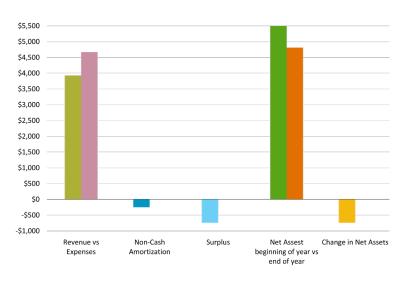




#### **EXPENSES BY PERCENTAGE (%)**

53.4	Rosedale Hospice
19.38	Children's Grief Centre
9.67	<b>Community Hospice</b>
10.93	Fundraising
5.11	Administration
1.51	Volunteer Management

# SUMMARY OF COMBINED STATEMENT OF OPERATIONS AND NET ASSETS (\$000'S)



\$3,923	Revenue
\$4,666	Expenses
- \$248	Non-Cash Amortization
- \$742	Surplus
\$5,557	Net Assest beginning of year
\$4,815	Net Assest end of year
- \$742	Change in Net Assets



#### **DONOR SPOTLIGHT - HARRY & BETTE WHEELER**

The story of Bette and Harry Wheeler began over 50 years ago! Harry a geologist and Bette a nurse, recognized the importance of Hospice care and the financial barrier many faced to receive this compassionate care. True to their philanthropic nature, Bette became a dedicated Hospice Calgary board member where she remained for many years. She is even known to make stuffed animals for raffles supporting Hospice Calgary.

Together Harry and Bette continue to support Hospice Calgary's mission of helping families achieve support through compassionate end-of-life and bereavement care.

"We are proud to have been a small part of helping people in their final days die in a kind, compassionate and as pain-free environment as possible."

- Harry and Bette Wheeler

## THANK YOU FOR YOUR GIFT...

#### **Our Government Partners**

- Govt of Alberta
- Govt of Alberta -Alberta Culture -Status of Women
- Alberta Health Services
- Alberta Health
   Services Addictions
   and Mental Health
- City of Calgary

#### **Monthly Donors**

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- Albert Francescut
- Alison Potter
- Allan Taylor
- Allen Kroeker & Steven
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- Amy Atkinson
- Ashley Drozdowski
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- Darcy Hirsekorn
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- Debbie Blenkhorn
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- Wayne P. ThomasYvonne Sellmer
- Zandra Delorme

#### **2021-2022 Supporters**

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- Albert Roel Barbon
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- Alex Ng
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- AltaLink
- Altitude
- CommunicationsAndrew & Anne
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- A. Ronald & Barbara Law

#### **2021-2022 Supporters** Continued

- Angela Butler
- Annabelle's Kitchen
- Annapolis Capital Ltd
- Associated Canadian Travellers
- Backlun Investment & Insurance Planning Ltd
- Bell MTS Div of Bell Canada
- Beverley & Robert Meyers
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- Bruce Herdman & Sarah Walker
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- Calgary Flames Foundation
- Calgary Foundation
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- Calgary Sports and **Entertainment Corp**
- Calgary Stampeders Football Club
- Carbert Waite
- Carmel & Jane Gatt Legacy Fund
- Carol Howes & **Duncan Robertson**

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- **Devon Cranstone**
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- Duane Maluga & Debbie Boylan
- Edmund Sardachuk
- Ekke Kok
- Elly & Ray McBeth
- Enbridge Inc
- Engineered Air -Resman Community Services
- **Enmax Corporation**

- Tara Schmidt, Volunteer, Rosedale Hospice

Estate of Gloria Johanna Steele

- Estate of Isabelle Pitkanen
  - Estate of Kenneth Wawruch
  - Estate of Karen Kroeger
  - Estate of Linda Mae Ellergodt
  - Estate of Randy O'Dell
  - Estate of Rose Marie Dale
  - Evan J Strong Funeral Services
  - Evolve Chiropractic & Wellness Centre Ewa & Samuel
  - Courvoisier-Grzywacz Fiona McColl & Peter
  - Ohirko
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  - Foundation Harry & Bette Wheeler
  - **Heather Culbert**
  - Heather Parr
  - Heather Williams & **Dennis Huber**
  - Helen Auramenko
  - Hendrik Kraay & Judith Clark
  - Henry Senko Hillhurst Odd Fellow Lodge No. 46 I.O.O.F.
  - Hong Chi Dong
  - Hope Raymond

- **Hospice Calgary** Winthers Walker Fund
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- Oswell John Croft
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- Lebsack Fund at the Strategic Charitable **Giving Foundation**
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- Michael Webb & Doris Weller
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- Mike & Susan Rose
- Mikkelsen Family Fund
- Monica Fitzmaurice Moumos Holdings
- Murray & Carol McCann
- Mylene Tiessen
- Nancy Johnston Nancy & Joseph
- Outcast Brewing
- Pamela Grigg Charitable Fund

Jeffray

- Pascall Management Services Inc
- Patricia MacDonald Patrick & Rose Feighan
- Paul Gagne Peak Health &
- Performance Persuasion
- Photography
- Peter Rowbotham
- Phyllis Konrad Pierre Alvarez & Jessie Sloan
- Bill Andrew
- Reanne Booker
- Rhodelle & Brian Ireland
- Riad Assaf Rickbeil Family Fund

Murphy

- Riddell Family Fund Rob Allendorf & Kelly
- Robert & Yolande Hall

- Robert & Beverley Meyers
- Robert MacDonald
- Robin's Fund at the Strategic Charitable **Giving Foundation**
- Rochelle Evans
- Roderick & Brenda McLeod

Roman Catholic

- Bishop of the Diocese of Calgary
- Ron & Norma Westcott
- Stanford
- Ross Mikkelsen Rotary Club of Calgary Downtown

Ron Winkelaar & Sue

- Rotary Club of Calgary North
- Sandi Kendall
- Schaus Family Fund Scott Cripps
- Scott Matheson & Theresa Kirkpatrick
- Sean & Linda Payne Sharon Martens &
- Robert Hllady Shaw Charity Classic

Shawcor Composite

- **Production Systems** St. Pius X Church
- Storage Vault
- Sue & Ron Landels Suncor Energy Foundation
- Susan Anderson Susan Dobie
- TBAC Investments I Ltd TC Energy Corporation
- Teine Energy Ltd TELUS Corporation
- The Berkhold Family Foundation

- The Blais Family Foundation
- The Donald & Eleanor Seaman Family Foundation
- The Foundation for Seniors' Care - Hearts of Excellence
- The Hotchkiss Family Foundation
- The McLeod Law LLP Fund The UFIR Family
- Foundation Thomas Oystrick &
- Barbara Zach
- Timothy & Karen O'Connor
- Vineyard
- Toni Marasco
- Tradex Supply Ltd
- Valerie Munro
- Valerie Prather
- Villages Calgary
- Wayne Gill
- Wilfrid & Gave Talbot
- William & Deborah Boswell
- & Spirits WMJ Metals Ltd
- Zymewire

"Volunteering at Rosedale Hospice is amazing! To be surrounded by fun caring compassionate staff, volunteers, families and patients is so very good for my soul. It allows me to feel human, to see the good in people even when life can be at its toughest moments."

- Tim Henry
- Tinhorn Creek
- Tourmaline Oil Corp

Tom & Rita Woertman

- Trevor & Karen Jensen
- Viewpoint Foundation
- ViTreo Group Inc
- Wendy Ross
- William & Marie Langford
- Willow Park Wines

William Holbrow

 Woods Edward **Engineering Ltd** 

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