

2018-19

GRATITUDE REPORT

PUTTING YOUR GENEROSITY TO GOOD USE



Matthews House
Hospice 

YOU'VE CHANGED LIVES.

We are pleased to present our 2018-19 Gratitude Report, highlighting the impact of your support for individuals and families dealing with life limiting illness.

Thanks to you, our generous community of donors, volunteers and friends, we were able to provide sanctuary and support for 2,674 families at Matthews House Hospice.

You've had a positive impact for each family.

In this Gratitude Report, you can read about the wide range of services that we provide, and how you powered that work with your support.

Please review our financial summary so you can see how we put your funding to use.

You truly change lives with your support of Matthews House Hospice.

THANK YOU.



THANK YOU! | AND THE FUTURE...

What a year! This year we finished and moved into our beautiful site at 131 Wellington Street East, Alliston—no small feat for our volunteers and staff AND our supporters who made it possible—Thank you!

Last year's Annual General Meeting was in September and at that time we were full of renewed ideas and possibilities about how we might move forward to increasing and improving everything that is good and great about the supports we provide in all of our communities. There has been some learning along the way about what it takes to be THAT hospice in South Simcoe—the final mission of our strategic plan—"to be the HUB and a Centre of Excellence" powered by our stakeholders. Since our meeting in September, we've been consciously making choices and learning together with the Matthews House Family about what, exactly, that means.

A Quote from Jim Collins, Author of Good to Great (2005): Understand "What you can be the best in the world at, what you are deeply passionate about, and what best drives your economic or resource engine."

In December, 2018-we admitted a resident-without family, without resources and with no preparations made for end of life and no financial resources—although not typical of the current system—our hospice team rallied around this individual compassionately, we were able to do so due to community members who pay it forward everyday with gifts of both time and money. Ah ha...our supporters enable us to be atypical!

More recently, over the new year, several families have contacted us with stories related to a complicated healthcare system including, delays related to service intake, rules about information sharing, lack of avail-

ability of services, and lack of knowledge with regards to what's available in our community. Basically, a red-tape nightmare for our families. Our team's response, based upon needs, has been to what we've begun coining the phrase as, "Hospicing Up". What does this mean? It means assisting families, compassionately, to access supports they need; assisting to reduce the red tape entwining them. And we've been able to do so, because of the generosity of our communities paying it forward with donations to our operations. Ah ha...our supporters enable us to "work outside the box".

To us, powered by our supporters who are paying it forward, the ability to provide care to our most vulnerable and to reduce the hassles of a complicated system for our families so that they can live life to the fullest until they die IS what being a Hub for hospice

"This mission is not only for our clients, but also includes their care-givers, family and friends who are taking the journey with our clients."

palliative care is all about. This mission is not only for our clients, but also includes their care-givers, family and friends who are taking the journey with our clients. Palliative and hospice care includes pain control and, sometimes, pain is social, emotional and very often experienced by the caregiver as well as the client.

And now the question, moving forward, how can we all help and what possibilities does the next year hold? As you may have seen in the news, the Ontario

Ministry of Health and Long-term Care is revamping the way healthcare is delivered throughout the province and we are actively participating in the process to ensure that hospice palliative care retains its significant role in the delivery of healthcare services in Ontario and that Matthews House Hospice continues to be recognized for its cutting-edge programs and services. The direction of the Province is to create patient-centric healthcare teams to provide a continuum and seamless delivery services. Ensuring our physicians take a pivotal role in hospice care not only supports the Province's vision but allows Matthews House to work more closely with primary care professionals allowing for that seamless delivery of services. We anticipate a significant update to our current strategic plan once the Province's vision of healthcare delivery is clear. We will keep you posted on dates and times for this update.

This is what Matthews House Hospice has been devoted to for this past year. You might ask "What can I do to support these activities?" Of course, continue to volunteer, donate when you can, and support our mission, vision and core values is an amazing start. But another opportunity exists...

spread the word of our work. Let your family and friends know that Matthews House Hospice is not just about dying. Its about living life fully until the day you die and having a good death when that time comes, pain-free and with your family and friends at your side. Talking about dying includes talking about living life fully. The end of life's journey can happen at any age, under many different circumstances. Matthews House can help families, children and youths deal with a loss through our compassionate counselling services. Our services are available both in our beautiful new home or in the client's home. Let's all keep the conversation going to remove the stigma of hospice palliative care and open people's eyes and hearts to the services available throughout our communities.

We are committed to doing what we do best, what we are deeply passionate about, and our economic engine which makes it possible—our stakeholders and our supporters. Thank You all for allowing us the privilege of serving this great region of South Simcoe!

Kim Woodland
CEO

Margo Cooney
President



HERE'S WHAT YOU MADE POSSIBLE

HOSPICE



151

Children & Youth

2,674

Residents and Clients

1,038

Seniors

COMMUNITY PROGRAMS

624

Families received support



23

Caregivers received support



SUPPORT



Pain & symptom management



Advocacy



Meals & groceries for families



Meaningful living & workshops



Counselling and case management



Supportive children & youth programs

PLACE OF LIVING & DYING



236

Persons died at home



158

Persons died in residence



2,280

Survived and learned how to live fully.

THE NEED: LIVING LIFE FULLY UNTIL YOU DIE

Families come to Matthews House Hospice with life limiting illness; to learn about how to manage their pain and symptoms; to learn about hospice care and to learn how to live fully until they die.

We began operations at 131 Wellington Street East, Alliston in July 2018.

We supported 2,674 individuals in 2018–19.

Of families who came to Matthews House Hospice in 2018–19:



307

Received grief & bereavement services

225

Caregivers & families received support at home from our volunteers

976

Participated in day programs & education



You give hope.

Your donations provide direct support for residents, families and community members to live fully and meaningfully every day.

WHERE COMPASSION MEETS COMMUNITY

Matthews House Hospice is a charity, substantially supported by our local communities, easing the burden on acute care, cost effectively, by providing desirable, holistic care for people and their families.



“Thank you for your care, patience and kindness. The open doors help with dealing in situations of such tragedy and loss. Keep up the wonderful work in helping so many families like ours.”



“You fulfilled my husband’s wishes to die in hospice. At first, I was very reluctant to relinquish being his primary caregiver, however once there, I realized we had made the right decision; his final act of love and compassion for his family. Thank you so much for making that possible.”

HOSPICE FACTS

1. Palliative and hospice care include pain control—sometimes pain is social, emotional and very often experienced by the caregiver.
2. It's never too early to get started—make plans in Advance.
3. Our physicians take a pivotal role in hospice care—whatever the future holds—we share our knowledge and seek their knowledge for a perfect blend for our stakeholders.
4. Most hospice care is provided in the community—let's create together a compassionate community where hospice and palliative care is available to everyone.
5. Receiving palliative and hospice care enables everyone to live well until they die—there is no defeat in that.
6. You are never too young to receive hospice and palliative care, or to participate in your compassionate community.
7. Hospice is a resource not a location—services are provided in many settings including home wherever that may be—residential hospice provides a “homelike” surrounding when home is not possible.
8. Talking about death and dying includes talking about living and living fully.
9. Palliative and hospice care is about living well until you die.
10. Children and youth can receive hospice services especially when dealing with a loss.



Matthews House Hospice is not institutional. We provide care at home or in our home like setting, where people would rather be.

Care people want and need, where they want and need it.

Many people come to residential hospice in the last few weeks of life directly from home, keeping them out of hospitals.

Some people are discharged from hospital to hospice, when hospital care is not needed but home is not an option.

**Whatever the situation may be,
Matthews House Hospice is
here for you.**



YOU'RE HELPING COMMUNITY MEMBERS



Support for
158 families



Open **24/365**



48 community
programs
provided

\$365
per day

VS

\$1,100
in hospital

ALL AT NO COST
TO FAMILIES

**SANCTUARY
AT HOME**

Helping families to live fully
at home until the end of life.

**END OF LIFE
CARE BEDS**

A home like environment
when home is not an option.

**WELLNESS
PROGRAMS**

Workshops on topics such as
disease self-management,
advance care planning, story
telling, meditation and Reiki.



INSPIRED BY VOLUNTEERING

Eileen Haris began volunteering at Matthews House Hospice in 2004.

“Spending time here has taught me about what truly matters.”

Inspired by the residents and families she connects with, Eileen is an important part of the volunteer team.



LOCAL PARTNERS BUILDING COMMUNITY

Local business partners like Honda of Canada Mfg support us to create positive change. In March 2019, Honda donated a 2019 Odyssey so we can pick up community members for programs and deliver compassionate care in home.



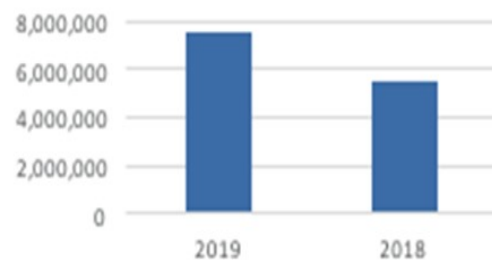
Let your family and friends know that Matthews House Hospice is not just about dying. It is about living life fully until the day you die and having a good death when that time comes, pain-free and with your family and friends at your side.

TREASURER'S REPORT

Respectfully Steve Aelick

The past fiscal year from a Treasurer's perspective has been a roller coaster. Starting in April 2018 with minimal cash in the capital campaign account, suddenly receiving funds from the Province to help with the build in May, then needing to borrow funds from Operating reserves in June to continue the building, borrowing funds from a lender in July to finish the building, receiving full operating funding for the 10 beds in August and then receiving pledges and donations for the capital campaign through the fall and winter to finish with no debt and some of the Operating reserves replenished by the end of the year on March 31, 2019. Some fun! And it was fun! Some days a little scary but a generous community built a building for the community. We finished the year on a strong financial footing to launch into fiscal 2019–20 with enough financial support to continue to grow programs and services where the community is telling us they need us to help. We continue to work on more funding for the community programs and Kim, Andrea and the team are making progress. The needs of clients in the community continue to grow and it is through the community programs where we can do the most to help people live their lives to the fullest. Our budget in the coming year is bigger than ever before but so are the needs. Our team of volunteers, staff and donors are up to the task and we are confident they will more than meet the challenge.

Net Assets



Sources of Revenue



- Donations
- Trillium and New Horizons
- LHIN-Community
- LHIN-Residential
- Community Fundraising & Events

Financial report *(Audited)*

STATEMENT OF OPERATIONS and CHANGE IN NET ASSETS FOR THE YEAR ENDED MARCH 31, 2019

	<u>2019</u>	<u>2018</u>
REVENUE		
Donations	\$1,183,942	\$ 937,062
Trillium and New Horizons grants	19,743	-
Central LHIN Funding-community programs	70,577	45,338
Central LHIN Funding-residential programs	1,267,577	437,871
Fundraising	524,531	439,342
Other income	2,800	2,091
	<u>3,069,150</u>	<u>1,861,704</u>
EXPENSES		
Advertising and promotion	9,387	13,037
Amortization	393,593	16,614
Building occupancy	92,277	26,609
Fundraising expenses	94,258	120,112
Insurance	22,501	16,053
Interest and bank charges	35,206	9,899
Office expenses	107,279	52,631
Professional fees	16,863	5,677
Program expenses	45,072	11,108
Residence - operating expenses	92,551	100,931
Salaries, wages and benefits	1,569,398	1,317,660
Travel	3,418	1,030
Staff training	11,109	14,503
Volunteer training and recognition	6,867	5,880
	<u>2,499,799</u>	<u>1,711,734</u>
EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS	<u>569,371</u>	<u>149,970</u>
Gain on disposal of assets	<u>317,844</u>	<u>-</u>
EXCESS OF REVENUES OVER EXPENSES	<u>887,215</u>	<u>149,970</u>
NET ASSETS, beginning of year	<u>1,484,209</u>	<u>1,334,239</u>
NET ASSETS, end of year	<u>\$ 2,371,424</u>	<u>1,484,209</u>

Audited STATEMENT OF FINANCIAL POSITION (AS AT MARCH 31, 2019)

	<u>2019</u>	<u>2018</u>
ASSETS		
Current		
Cash and term deposit	\$ 581,900	\$ 5,324
Accounts receivable	233,438	528,590
Prepaid expenses	56,234	49,048
	<u>871,572</u>	<u>582,962</u>
Capital Assets (Note 3)	<u>6,710,259</u>	<u>4,894,848</u>
	\$ <u>7,581,831</u>	\$ <u>5,477,810</u>
LIABILITIES		
Current		
Accounts payable and accrued liabilities	\$ 99,269	\$ 633,818
Withholding taxes payable	16,797	37,621
Deferred revenue (Note 6)	<u>331,655</u>	<u>60,589</u>
	<u>2,244,361</u>	<u>644,987</u>
Long Term Liabilities		
Deferred Revenue (Note 6)	<u>4,762,686</u>	<u>3,261,573</u>
	5,210,407	3,993,601
NET ASSETS		
Unrestricted net assets	<u>2,371,424</u>	<u>1,484,209</u>
	<u>2,371,424</u>	<u>1,484,209</u>
	\$ <u>7,581,831</u>	\$ <u>5,477,810</u>

MATTHEWS HOUSE HOSPICE YEAR IN REVIEW 2018 - 2019

2,674

INDIVIDUALS & THEIR FAMILIES SERVED FROM NEW TECUMSETH, BRADFORD WEST GWILLIMBURY, ESSA, ADJALA-TOSORONTIO, INNISFIL AND SURROUNDING AREAS.



3,231

SESSIONS OF **VALUABLE SERVICE** PROVIDED BY TRAINED VOLUNTEERS



12

TRAINING SEMINARS PROVIDING VALUABLE INFORMATION ON A VARIETY OF INTERESTING SUBJECTS



48

FEEL GOOD FRIDAYS FEATURED ENGAGING CONVERSATION, COFFEE, TREATS AND HUNDREDS OF PUZZLE PIECES



8

LUNCH AND LEARNS ALWAYS FEATURING EDUCATIONAL AND ENLIGHTENING INFORMATION.



5

CELEBRATION OF HOSPICE PALLIATIVE CARE WEEK WITH THE RAISING OF COMPASSIONATE CARE FLAGS IN FIVE MUNICIPALITIES



\$6M

RAISED THROUGH OUR CAPITAL CAMPAIGN TO BUILD SOUTH SIMCOE'S NEW CENTRE OF EXCELLENCE.



12

ACTIVE BOARD MEMBERS WORKING TOGETHER TO OVERSEE THE GROWTH AND SUSTAINABILITY OF MATTHEWS HOUSE HOSPICE.

done.

30,000

CONSTRUCTED 30,000 SQ FT CENTRE OF EXCELLENCE IN ALLISTON ONTARIO. **DOORS OPENED JULY 12**



39

CLIENT AND COMMUNITY PROGRAMS INCLUDING **YOGA, MEDITATION, BEREAVEMENT SUPPORT, CAREGIVING AND MORE.**



2

HOSTED TWO IMPORTANT **REMEMBRANCE EVENTS, BUTTERFLY RELEASE AND HOPE FOR THE HOLIDAYS.**



3









HOSTED **3 MAJOR COMMUNITY FUNDRAISING EVENTS** ATTENDED BY APPROXIMATELY 1,118 SUPPORTERS COLLECTIVELY



MATTHEWS HOUSE HOSPICE

AT A GLANCE

Matthews House Hospice walks together with families through the journey of illness and grief. We offer a variety of programs to the community of South Simcoe.

-  **We Offer Residential Care.** Our residence offers 24/7 symptom care & management for palliative individuals. The average stay in our residence is 21 days and family, friends and children are welcome to visit their loved one anytime.
-  **We Offer In Home Support with our Sanctuary @ Home Program.** Many palliative individuals choose to die at home and we are here to provide comfort measures so that this process can be as peaceful and comfortable as possible.
-  **We're Here for Caregivers.** We see caregivers as true heroes, but we know they need rest too. We offer caregiver relief, grief counselling, bereavement counselling and support groups for those taking care of loved ones.
-  **You Don't Have to Be Dying.** Many participants in our community programs are living with a diagnosis of illness. We offer a variety of wellness programs like yoga, meditation and therapeutic arts to help you get the most out of life.
-  **We're Here For the Whole Family.** Illness and grief affects everyone and we offer programs for all stages and ages of life. From children to seniors, parents, siblings, spouses, friends, extended relatives. Everyone is welcome to take part in the programs we offer.
-  **Education is Everything.** You don't have to go through this journey alone. We will help prepare you and educate you on what to expect, how to plan and how to become educated in the process of illness and grief.
-  **There Is No Cost To You.** We are supported by community gifts and some government support and don't ask a penny for our program and residence participants.
-  **Keep in touch.** Sign up for our newsletter at www.matthewshousehospice.ca



Thank You!

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Matthews House
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