

Matthews House  
Hospice



2018

# Annual Report



## **Vision**

Matthews House Hospice offers caring and compassionate services for individuals, their loved ones and caregivers, who are taking a journey of a life limiting illness or grieving a loss.

## **Mission**

Matthews House Hospice is dedicated to helping our clients live life fully every day by offering volunteer-based services in home, in the residential hospice and throughout the community.



## **Matthews House Hospice Core Values:**

- **Respect and Compassion (dignity)**
- **Responsive (welcoming, friendly, secure)**
- **Accountability (leadership, financial responsibility, sustainability, education)**
- **Commitment (changing needs of a growing community)**
- **Community (focus & volunteered based)**

# With a committed focus on living life fully

## Hospice Palliative care is...

- Relieving pain, suffering, and other symptoms, and improving the quality of life for persons who are surviving, recovering from, living with, or dying from, advanced illness or chronic illness
- Providing comfort and dignity for the person living with the illness as well as the best quality of life for both this person and his or her family. A *“family”* is whoever the person says his or her family is. It may include relatives, partners and friends.
- Relieving psychological, social, cultural, emotional and spiritual needs of each person and family whether surviving, recovering dying or bereaving.



## Matthews House Hospice is...

- Settling in to 131 Wellington Street, East where we continue to be reliant on the sharing, caring and compassion of 170 volunteers all of whom have received specialty training to provide caregiving, companionship, and compassion in our visiting hospice program, wellness programs and in “the house”.
- *South Simcoe’s only residential hospice serving Innisfil, Essa, Adjala-Tossorontio, Bradford West Gwillimbury and New Tecumseth and Neighbouring Dufferin County* with 10 beds
- Acknowledged as the hub of hospice and palliative care in South Simcoe County.
- Providing both residential and community hospice services.
- Dedicated to providing skilled doctors, nurses, counsellors and volunteers who are trained and knowledgeable in pain and symptom management, grief and bereavement support, and wellness services
- Bringing meaning and quality to life for our clients, residents and their families.
- *Providing its services without charge* to residents, clients and their families.
- Reaching 1720 individuals a year through our residence, visiting hospice and day programs.
- Relying significantly on community support and fundraising to raise \$1,200,000 per year.

## Leadership Reports

This past year has been an extraordinary time for Matthews House Hospice! The ribbon cutting and opening of our new Centre of Excellence on July 12th marked the end of one chapter in our journey of service and began a new chapter of continued, and broadened, community service within our South Simcoe region.

Our beautiful new building allows us the opportunity of operating our state-of-the-art, 10-bed, residential hospice alongside our exceptional community hospice. We are finally one family of caring, compassionate services sharing one inviting and highly functional space.

Our new home would not have been possible without the amazing support of our provincial government, our corporate community and you, our dedicated and generous community. Not only did we experience incredible patronage for our capital campaign, but our annual donations, in support of our day-to-day operations, exceeded our expectations. Matthews House Hospice is forever grateful for the generosity of so many who make our services possible.

There have been a number of changes adopted as we move into a new home and new chapter of servicing our community. However, one fundamental pillar of our organization will never change and that is the importance and reliance on our dedicated, compassionate *and* passionate volunteers. They truly are the backbone of Matthews House Hospice and are at the core of our ability to meet the needs of our clients whether they are our guests in residence or out in the homes throughout our community. 

## Words from Margo Cooney, President

In conjunction with our volunteers, Matthews House Hospice is so fortunate to have a staff of capable, committed individuals who embrace the core values of MHH in their day-to-day responsibilities. Their dedication and “pitch-in” attitude ensure the smooth operations of our organization. Together, with our volunteers, they provide a welcoming, supportive environment for our clients and guests.

As we move forward, we will continue to evolve to meet the changing needs of our ever-changing and increasingly diverse population. New people, new programming and new opportunities will ensure that Matthews House continues to meet the needs of our South Simcoe community well into the future. We shall always remain client focused and happily adapt to a continually changing environment.

As always, this past year has been very busy and I would be remiss if I didn't mention the tremendous efforts of Marv, VP, and the fundraising committee for their herculean efforts on our capital campaign and special events; Steve, our Treasurer, a big thanks for keeping our finances well managed and on a solid foundation; Lorrie, our Secretary, for keeping our records current; our Board of Directors for their commitment to Matthews House and last, but not least, to Kim our CEO for her exceptional leadership, tireless efforts and ongoing advocacy for exemplary care of the most vulnerable members of our community.

We hope you will join us on the next leg of our journey. Please visit us and share a smile.



After all, Matthews House is our home and yours.



**121**

deaths during the year

**11** days

average stay in  
Residence

**\$416.96**

Average cost of stay

***Walk the Journey with us- 10 beds and  
community focus in 2017-2018***

***We are growing and learning together***

## **Leadership Reports**

**Words from Kim Woodland, CEO- "Our home and yours" What does it mean?**

Our new hospice has been built for the community, by the community in 2017-2018. The Centre of Excellence at Matthews House Hospice hopes to lead the hospice's teaching, learning and research initiatives, to ensure we are walking the journey fully with those dealing with life-limiting diagnoses; and for their families; and for their neighbourhoods; and our communities which we serve.

In 2017-2018-we worked on designing and building spaces and programs to meet the needs of our growing neighbourhoods. Some of these ideas and services will come to fruition in 2019-Resulting in expansion of services to support survivors, caregivers, visiting hospice to include wellness programs and extending our reach for child, youth and seniors' programming. Look for use of technology like the Ontario Telemedicine Network to promote communication and education amongst our team in our client's homes and on site; and the use of virtual reality as well as video to both tell and experience the legacy and celebrate stories of individuals, families and communities. Recall our traditions continuing like community events-Butterfly Release, Hope for the Holidays, Heart to Heart and Hike for Matthews House Hospice.

In complete alignment with our mission, vision and values-We are aiming for compassionate communities everywhere in South Simcoe. With the help of our team of volunteers, partners and staff, we are creating/ borrowing/partnering to provide our group programs including wellness programs and day programs in spaces in all of our communities-Bradford, Bond Head, Alcona, Beeton, Tottenham, Angus and beyond. Our home and yours

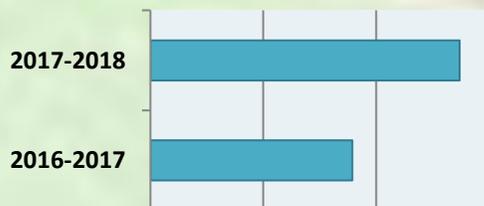
# Treasurer's Report-

respectfully submitted Steve Aelick

Fiscal 2017 – 18 was a good year but challenging. As an organization we were fundraising for two purposes, operations and capital. We were successful on both fronts. We met our Capital Campaign goal of \$6 million dollars and we met our Operational funding needs and had a surplus of \$149,000 for the year. That being said, we have significant dollars pledged for the capital campaign and we will receive the bulk of these funds over the next three years. To complete the new facility at 131 Wellington, we borrowed from our operating reserves to bridge the receipt of the pledged money yet to come.

This will make cash flow tight for the next 12 months. Over the coming years the pledged capital funds will replenish the operating reserves that we have used.

## Net Assets



It is amazing how generous our community has been in funding both the new facility and our operating funding needs. We cannot express enough how grateful we are to everyone for their support! It is only through the support from the community that we are able to help so many people. In the past year we had revenues of over \$1.8 million and donations and fundraising accounted for over \$1.4 million. The balance came from government sources. In the coming fiscal year our government funding has increased to \$1.1 million but our total budget has increased to almost \$2.2 million. As you can see, we still need to continue to fundraise and rely on the generosity of our donors.

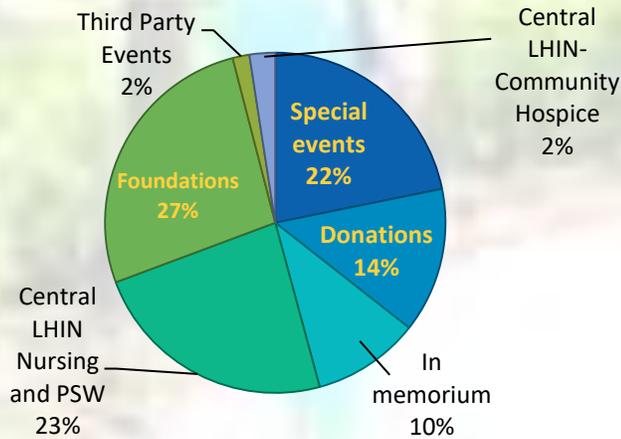
On an operating basis the new facility will allow for economies of scale on the staffing side and be more efficient with everyone under one roof. We continue to see the needs of the community of South Simcoe grow and all of our programs are seeing greater participation by clients and their families. We are in both a growing demographic as boomers age and in an area in which more people are moving to live. We must continue to meet the needs of the community in order to receive their support.



# Financial report (Audited)

## STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2018

	2018	2017
<b>REVENUE</b>		
Donations	\$ 937,062	\$ 439,521
Trillium grant	-	11,650
Central LHIN	45,338	39,422
Central Community Care Access Centre	437,871	438,806
Fundraising	439,342	374,318
Other income	<u>2,091</u>	<u>3017</u>
	<u>1,861,704</u>	<u>1,306,734</u>
<b>EXPENSES</b>		
Advertising and promotion	13,037	6,572
Amortization	16,614	18,934
Building occupancy	26,609	22,380
Fundraising expenses	120,112	101,065
Insurance	16,053	14,586
Interest and bank charges	9899	8,330
Interest on long-term debt	-	870
Office expenses	52,631	47,866
Professional fees	5,677	3,602
Program expenses	11,108	17,494
Residence - operating expenses	100,931	103,496
Residence - salaries, wages and benefits	765,672	542,986
Community- salaries, wages and benefits	551,988	398,435
Travel	1,030	422
Staff training	14,503	10,399
Volunteer training and recognition	<u>5,880</u>	<u>2,695</u>
	<u>1,711,734</u>	<u>1,300,152</u>
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<u>\$ 149,970</u>	<u>\$ 6,582</u>

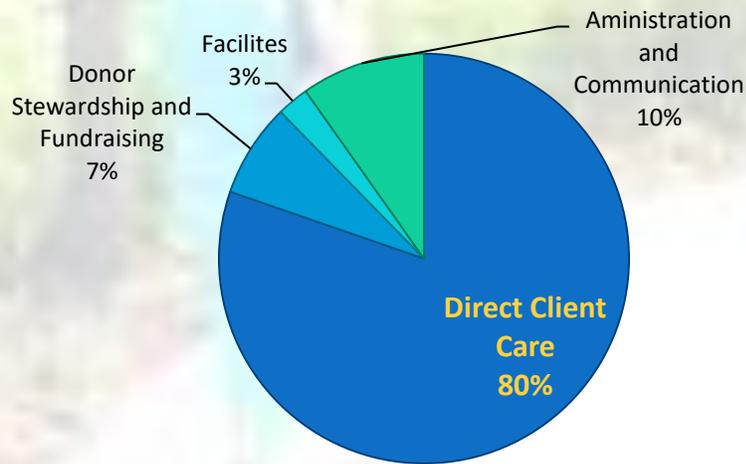


## Sources of Revenue

### Audited STATEMENT OF FINANCIAL POSITION (AS AT MARCH 31, 2018)

	2018	2017
<b>ASSETS</b>		
Current		
Cash and term deposit	\$ 5,324	\$ 251,106
Restricted cash and investments (Note 5)	-	2,030,287
Accounts receivable	528,590	126,760
Prepaid expenses	49,048	43,263
	<u>582,962</u>	<u>2,451,416</u>
Capital Assets (Note 3)	<u>4,894,848</u>	<u>1,127,184</u>
	<u>\$ 5,477,810</u>	<u>\$ 3,578,600</u>
<b>LIABILITIES</b>		
Current		
Accounts payable and accrued liabilities	\$ 633,818	\$ 36,065
Withholding taxes payable	37,621	7,535
Deferred revenue (Note 6)	60,589	5,566
	<u>732,028</u>	<u>49,166</u>
Long Term Liabilities		
Deferred revenue (Note 6)	3,261,573	2,193,195
	<u>3,993,601</u>	<u>2,244,361</u>
<b>NET ASSETS</b>		
Unrestricted net assets	<u>1,484,209</u>	<u>1,334,239</u>
	<u>1,484,209</u>	<u>1,334,239</u>
	<u>\$ 5,477,810</u>	<u>\$ 3,578,600</u>

## Uses of operating funds 2017-2018



## Our community is **generous**

- Our **2677 donors** who provided **74%** of our operating budget last year
- Over \$189,780 was provided through donations in memory of family and loved ones

**Support from the community** is vital to our operations

**\$931,497**

**Total** Raised

**16**

**Foundations**

450 guests

**Gala**

Hike for MHH

**\$82,855**

In Memory  
Of Our Loved  
Ones

**\$100,700**

**156**

**Event**

**Volunteer gifts  
of time  
\$417,090**

**180  
Golfers**

**Fundraising Staff-2  
Volunteers-71**

volunteers. Their activities and support have a direct impact on our operational costs. Volunteers are involved in every aspect of our operation.





Our volunteers run our events and contribute their talents to the success of third party events and fundraisers-donor stewardship



With specialized training our volunteers are Care Providers & "living life large" champions. **We say Thanks!**

## Board, 2017-2018

### PRESIDENT

Margo Cooney

### VICE PRESIDENTS

Frank Taylor/Marv Chantler

### TREASURER

Steve Aelick

### SECRETARY

Lorrie Reynolds

### DIRECTORS

Dave Head

Sally Taylor

Jenna Varcoe

Mike Brown

John Kidziun

Catherine Cotton

Kate Vander Zaag

### Board Committees and Subcommittees:

#### Finance and Audit

Steve Aelick

John Kidziun

Rychard Lardner (Consultant)

Kirsten MacLean  
(Staff)

Kim Woodland  
(Staff)

#### Board Governance

Catherine Cotton

Lorrie Reynolds

Frank Taylor

#### Board Development

Catherine Cotton

Lorrie Reynolds

Margo Cooney

#### New Build

Marv Chantler John Kidziun

Frank Taylor Kim Woodland  
(Staff)

#### Quality and Risk Management

Kate VanderZaag

Mike Brown

Jenna Varcoe

Kim Woodland  
(Staff)

#### Strategic Planning and Vision

Margo Cooney Frank Taylor

Sally Taylor

David Head

#### Fundraising

Marv Chantler

Kim Woodland  
(Staff)

Andrea Roylance  
(Staff)

**A great big Thank You to Sally and Frank Taylor- retiring Board Members.**



## **We Walked the Journey With & for You**

**In 2017-2018-Our Walking the Journey Together Campaign built a building and a Centre of Excellence to ensure the on-going viability of a vital and cost-effective component in our local health care delivery.**

The new Matthews House Hospice Centre of Excellence is filling a gap in care by enhancing community care in South Simcoe.

Thank you all for your help!

## Walking the Journey with You: Andrea Roylance,

Manager, Gifts and Gratitude 

### Gifts and Gratitude Report

This year marked the successful completion of the “Walking the Journey Together” Capital Campaign. With the goal of raising \$6 million, the Board of Directors along with the Gifts and Gratitude team and the community raised glasses in celebration to mark the end of their successful campaign. Kicked off in November 2016, the goal of \$6 million was reached in Spring 2018 and culminated in the Grand Opening of the new Centre of Excellence in July 2018.

Gifts and Gratitude at Matthews House Hospice made significant gains in fund development in 2016-17. Revenues increased by 26% over the prior year reflecting growth in funding from both public and private sources. While private donations still make up the majority of dollars raised by the Hospice to fund its operations, we are pleased to report that the rate of funding from The Ontario Ministry of Health (Long Term Care) increased slightly this year in recognition of our increase from 4 to 10 beds.

## Increased revenues have made a direct impact on our ability to provide services to our clients.

During this coming year, Matthews House Hospice will extend service delivery by **5160 additional hours of care, a 16% increase** over the prior year.

This is having a significant impact on our ability to channel volunteer resources to funding activities and to manage the stewardship of our funding stakeholders.

We significantly enhanced our ability to manage our donor database during the year and have invested in donor research to ensure that we are getting our message out to the right audience. Income Highlights from the year included an extremely successful Hike for Hospice raising a whopping \$111,000, our upcoming Golf Tournament – sold out for the first time ever and our upcoming Evening in Paris gala.

These three signature fund-raising events remain a wonderful opportunities to bring our volunteers, staff and Board members together to meet our generous donors and key corporate sponsors.

The core of fund development is our ability to reach out and communicate our message clearly to the valued donors who already provide vital support to our programs and to reach out to new sources of funding. This is a shared responsibility of staff and volunteers from the Matthews House Hospice community. We engage our donors and share our enthusiasm with them for the exemplary work that is carried out by our compassionate and incredible staff and our tireless and amazing volunteers as they interact with individuals facing life’s most difficult challenges.



In August 2016, Matthews House Hospice received a promise from the Provincial Government to provide up to \$1,050,000 toward services to be provided by a new 10-bed facility and hub for hospice palliative care services in South Simcoe and a centre of excellence. **We put the \$420,000 received for fiscal 2017-2018 to work**, paying for residential hospice services.

In March 2017, we received 1.2 Million Dollars towards our New Build-Thank You Ministry of Health and Long Term Care



## The Results So Far on the Strategic Plan

- 1. Develop a hub** for hospice palliative care providers : Progress made on
  - Advanced care planning;
  - Grief & bereavement support;
  - Care giver support;
  - Psychosocial and spiritual support;
  - Volunteer management/training
  - Residential Hospice Services
  - Complimentary Therapies
- 2. Expanded programs and services** this year included:
  - Sanctuary at Home-Outreach
  - Wellness drum circle
  - Bradford Grief and Bereavement
  - Compassionate Communities
  - Certification for selected staff and volunteers
- 3. Become the Centre of Excellence** in South Simcoe
  - On line training for volunteers and advanced training for staff
- 4. Financial sustainability:**
  - Capital Campaign Completed
  - Advances made in community hospice service support
- 5. Improve volunteer program** lunch and learn program & on line training-more coordination; more roles available



**PLUS 1** more in 2017-2018...Build our new integrated home on Wellington



**Under Construction**



# A place to grow

Matthews House Community Hospice is a place of sharing, caring and compassion. Each year we partner with other local groups and agencies to provide a wide range of monthly learning seminars and opportunities to learn more about living life to the fullest. MHH also offers hospice and palliative care through our support groups and programs.

MHH is an important centre for palliative education, which takes different forms:

- Clinical practice experience for Personal Support Work, Nursing and Social Work students
- Continuous education for staff at every staff meeting
- Teaching by our skilled professionals for volunteers and new professionals

✓ **MHH**  
**Conducted**  
**training**

✓ **47 visiting**  
**hospice**  
**volunteers**  
**trained**

## Education Subjects for Staff, Caregivers and Volunteers 2017-2018

- Health and Safety for Volunteers
- Moving residents safely
- Best practices in pain and symptom management
- End-of-Life Care and cognitive signs and symptoms related to delirium
- Compassionate Communities
- Aroma Therapy and Simple Massage
- The Centre to Advance Palliative Care Training

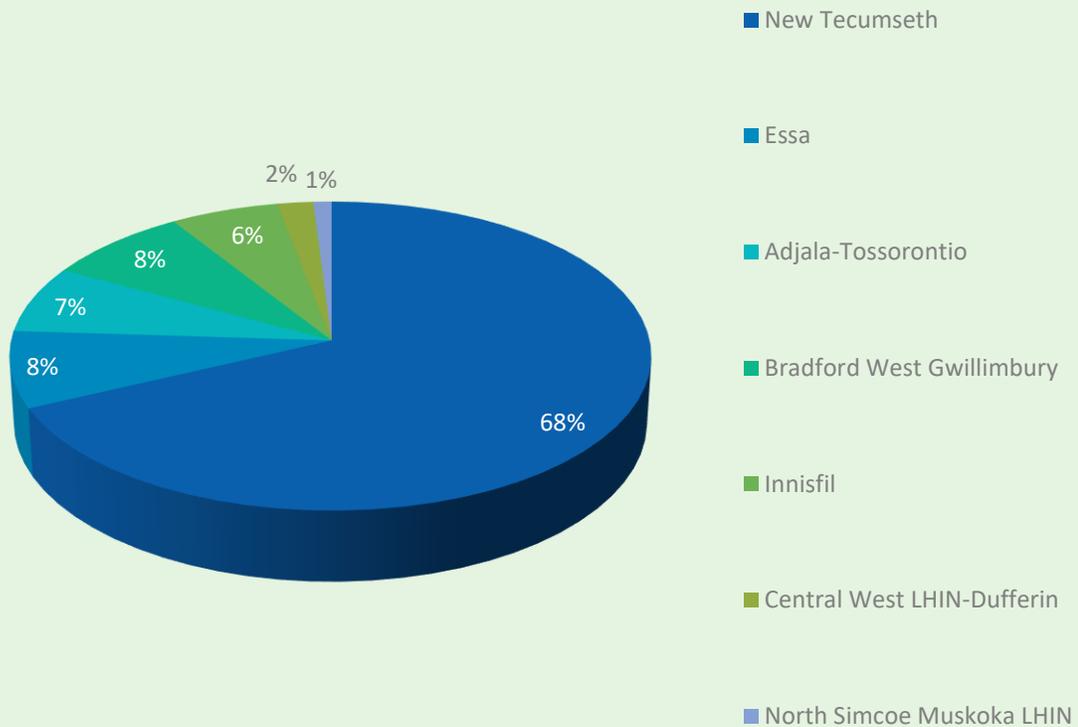
## Teaching by our professionals

Our CEO, Clinical Lead and counselling professionals conduct various teaching activities for students, professionals and our volunteers. They have been invited to speak at local hospitals, long term care homes, municipalities, schools, colleges and associations.

**Matthews House Hospice and Centre of Excellence**

Our new home at 131 Wellington St. East, provides skilled nursing and medical services AT NO COST for end of life care 24/7/365 days a year. Our interdisciplinary health team is now comprised of trained nurses, physicians, counsellors, personal support workers, and hospice volunteers. Six new registered nurses joined us this year. Counselors and facilitators are available for individual counseling and/or one-on-one support. Family members and residents are encouraged to connect with and call upon our support staff members, who are available during the family's stay.

## Communities Served



**Bradford West Gwillimbury, Innisfil and Dufferin County are our growth area**

## Eight SERVICE STREAMS ARE Now AVAILABLE in one Convenient Spot:

**Visiting Hospice:** Our dedicated volunteers provide non-medical visits in a client's home who is facing a life-limiting illness.

**Chronic Disease Self- Management:** In partnership with South Lake Regional Centre- self- help programming to influence the quality of life of those living with chronic disease.

**Spiritual Services:** **\*New\*** Meditate, Sing, Draw, Reflect or Chat

**Wellness Programs:** reduce stress and continue to develop positive coping strategies with Restorative Yoga, fitness, Playing with Colours (art), Art therapy, Meditation Group, and Gardening Group, and Wellness Drumming **\*New\***

**Professional Counseling and Support:** available for those facing a life-limiting diagnosis, for their caregivers, and for the bereaved and grieving

**Youth and Kids welcome** Individual and family counseling, advocacy and navigation are also available.

**Sanctuary at Home** – end of life services now provided at home

**Caregiver Support:** Our signature service for family caregivers to learn and find support with peers and in their community-**\*New\*** Powerful Tools for Caregivers

**The Residence**-end of life care in our home like setting-10 beds





# How you can help us

Sustainability is the most important aspect of our strategic plan and our operational fundraising program. There are many ways that people can help Matthews House Hospice to ensure that we will be here for clients and their families for decades to come:

- **Make a donation** or become a monthly donor
- Ensure our future with a **planned gift**
- Support or attend one of MHH's **events or a fundraising activity** organized by members of the community for our benefit
- **Become a Volunteer**
- **Tell friends and neighbours-** dispel myths about palliative care by helping **spread the word** about the work we do
- **Invite MHH to provide a learning or education opportunity** at your organization or in your community
- **Contribute**

For More Information about how you can help:

Matthews House Hospice  
705-435-7218  
131 Wellington Street East, Alliston, ON,  
L9R 1G7

[www.matthewshousehospice.ca](http://www.matthewshousehospice.ca)

