



2017

Annual Report



6/21/2017

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 everyday 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 living with, or dying from, advanced illness, chronic illness or are bereaved.
- 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.



Matthews House Hospice is...

- On the move to 131 Wellington Street , East where we will continue to be reliant on the sharing, caring and compassion of 180 volunteers all of whom have received specialty training to provide caregiving, companionship, and compassion in our visiting hospice program.
- *South Simcoe’s only residential hospice*, with 4 beds (soon to be 10 beds) and is acknowledged as the hub of hospice and palliative care in South Simcoe County.
- A two facility service provider-the residence at Kingsmere Crescent and the community hospice for day programs at our original site on Hwy. 89.
- Dedicated to providing skilled doctors, nurses and counsellors who are trained and knowledgeable in pain and symptom management, grief and bereavement counselling.
- 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 1700 individuals a year through our residence, visiting hospice and day programs.
- Relying significantly on community support and fundraising to raise \$1,000,000 per year.

Leadership Reports

Words from Steve Aelick, President

One year ago, at Matthews House Hospice we had all time high revenue levels from fundraising and donations, volunteer hours, and number of clients. One year ago at Matthews House we did not have, government funding for our residential beds, a capital campaign to build our new Centre of Excellence and shovels in the ground to make that dream, a reality. Today we have all these things and more!

Never the less and most importantly, people still need more help. We are expanding our programs to meet client needs and fill gaps in the health care system. One of our newest programs is clinical in-home nursing support to supplement our volunteer-led in-home palliative care program.

As much as things change, things also stay the same. Volunteers are the centre of the culture at Matthews House. All of our roles evolve and change but most importantly we adapt for the sake of the client. Clients are the reason for us volunteering and our passion to meet their needs is reflected in what we achieve each and every day. Our team is not complete without our staff who are passionate about what we do and also embrace our culture.

Together Everyone Achieves More.

Teamwork, tried, tested and true. As one team we are moving together to create excellence in hospice and palliative care for South Simcoe. There is no I in team. Individually we are all dispensable but together we are indispensable.

We want to thank all of our volunteers, staff and donors. The capital campaign to build our Centre of Excellence is at two thirds of the \$6 million goal. We have benefitted from many donors and I want to thank you all! We have received many donations from Estates this past year. Please help us finish the race to hit our target of \$6 million.

The past year seems to have been busier than usual. I want to thank Frank and Sally for their continued visioning, Marv for his 110% dedication to getting the Centre of Excellence built and Margo for leading our Finance Team in preparation for our busiest year. I would be remiss if I did not thank Kim for her leadership as we have grown and for preparing for a year of tremendous activity as we build.

Help someone across the street.

Key Performance Indicators 2016-2017

241

deaths during the year
With MHH

10

days average stay

\$4169.60

Average cost of stay at
Residence

***Walk the Journey to 10 beds and more
community focus with us in 2017-2018
We are growing and learning together***

Leadership Reports

Words from Kim Woodland, CEO-On the note of helping someone-This year we introduced a new program powered by volunteers -the legacy program. What is legacy and why is it so important to the day to day of what we do?

Our Legacy Program provides for activities by both staff and by volunteers (our integrated team) to help our clients, residents, caregivers and their families’ live life fully and meaningfully-every day. It might mean going fishing. It might mean listening to music or Skyping/Facetiming with a relative in Australia. It might mean just being with someone, so their family caregiver can sleep or attend a support program at MHH. **Who can participate? Everyone.** If you think about it-Matthews House volunteers and staff have been doing so for years...we just didn’t label it so.

In complete alignment with our mission, vision and values, and the “new” program above- our volunteers and staff are compassionate and passionate about doing what needs to be done to make life better for the residents of South Simcoe as they deal with a life limiting condition. **Our next step?** *We are aiming for compassionate communities everywhere in South Simcoe. With the help of our team of volunteers, partners and staff, we will be creating/ borrowing/partnering to provide our group programs in spaces in all of our communities-Bradford, Bond Head, Beeton, Tottenham, Angus and beyond.*



Treasurer's Report-

respectfully submitted **Margo Cooney**

As you can see in our financial statements, fiscal 2016-17 was another very successful year as we continued our record of administrative best practices, sustainability and outstanding service to our community. This has also been a year of growth and diversity in both staff and programming to meet the expanding and increasing needs of our growing community. This period of transition has resulted in some additional expenses experienced in fiscal 2016-17 but has been essential to position Matthews House Hospice for the move into its new home and the many benefits that our expanded accommodation and programming within this new facility will deliver to our community.

- First and foremost, we can see from our statements that our capital campaign to build our new 10-bed facility is well underway with cash contributions totaling \$2,008,428 as at March 31, 2017. In addition to our cash donations received there are a number of pledged commitments bringing our total fundraising for our new building to just over \$4M. As result, our construction budget of \$6M is considered highly achievable and the Board of Directors is optimistic of exceeding this goal by the end of November, 2017. Along with cash contributions and pledges, a number of generous suppliers have indicated substantial in-kind goods and services to achieve our goal.

- MHH revenues grew 28% (23% in 2016) to \$1,306,734. Our primary events in 2016, included the Masquerade Gala, Annual Golf Tournament and Hike for Hospice. Each event generated significant net contributions to our bottom line. Donations continue to play a critical role in Matthews House Hospice operations at 34%

of total revenues and reflect a 31% increase over last year's total indicating the tremendous and growing community support for our organization.

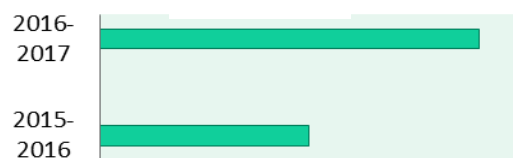
- This was our fourth year operating the residential hospice. This year's residential costs, operating costs including wages and benefits, were \$646,482, approximately \$191,543 more than the prior year, reflecting additional staffing required to meet Ministerial funding criteria and enable training for future program delivery.

- This year saw the inception of a greatly expanded Community Hospice resulting in the hiring of additional professional staff at an additional cost. These services will continue to expand over the following year as we implement a new program called Sanctuary at Home. More information regarding this program will be outlined in fiscal 2017-18 as the rollout is completed.

- As a result of the above, and thanks to the generosity of our donors and supporters, MHH generated a surplus of \$6,582. MHH is committed to fully utilizing its resources for direct program delivery to ensure we continue to meet the needs of our growing community.

- On behalf of the Board I assure you that we will continue to operate with the fiscal forethought our generous donors have come to expect from Matthews House Hospice as we look forward to yet another successful and very exciting year. Thank you for your support!

Net Assets

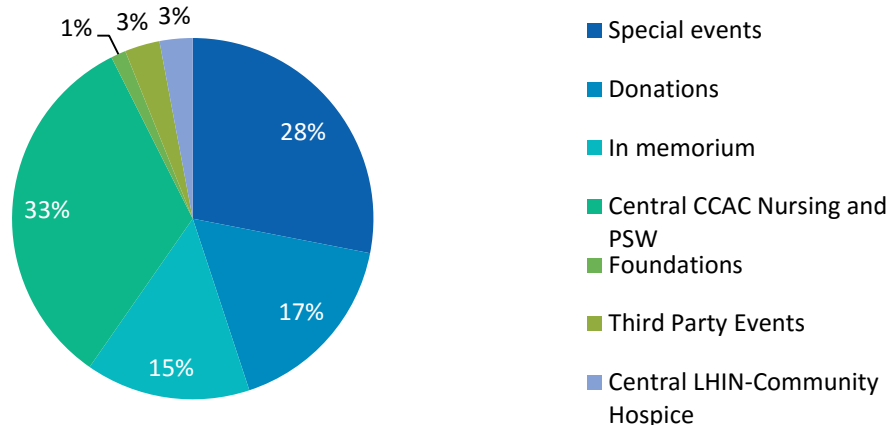


Financial report (Audited)

STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2017

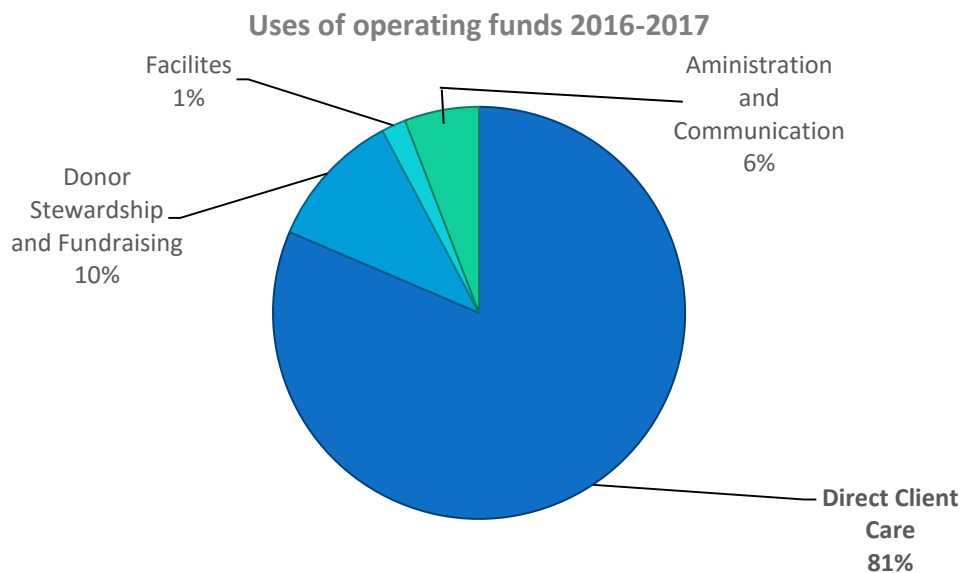
	2017	2016
REVENUE		
Donations	\$ 439,521	\$ 336,071
Trillium grant	11,650	47,300
Central LHIN	39,422	37,623
Central Community Care Access Centre	438,806	101,746
Fundraising	374,318	494,487
Other income	3,017	3,789
	<u>1,306,734</u>	<u>1,021,016</u>
EXPENSES		
Advertising and promotion	6,572	7,944
Amortization	18,934	20,630
Building occupancy	22,380	26,015
Fundraising expenses	101,065	99,049
Insurance	14,586	13,550
Interest and bank charges	8,330	7,376
Interest on long-term debt	870	1,557
Office expenses	47,886	46,247
Professional fees	3,602	4,654
Program expenses	17,494	9,286
Residence - operating expenses	103,496	92,025
Residence - salaries, wages and benefits	542,986	364,043
Community- salaries, wages and benefits	398,435	272,697
Travel	422	1,989
Staff training	10,399	6,869
Volunteer training and recognition	2,695	2,214
	<u>1,300,152</u>	<u>976,145</u>
EXCESS OF REVENUES OVER EXPENSES	<u>\$ 6,582</u>	<u>\$ 44,871</u>

Sources of operational funds



Audited STATEMENT OF FINANCIAL POSITION (AS AT MARCH 31, 2017)

	2017	2016
ASSETS		
Current		
Cash and term deposit	\$ 251,106	\$ 472,697
Restricted cash and investments (Note 5)	2,030,287	389,844
Accounts receivable	126,760	17,712
Prepaid expenses	43,263	23,460
	<u>2,451,416</u>	<u>903,713</u>
Capital Assets (Note 3)	<u>1,068,931</u>	<u>1,068,931</u>
	<u>\$ 3,578,600</u>	<u>\$ 1,972,644</u>
LIABILITIES		
Current		
Accounts payable and accrued liabilities	\$ 36,065	\$ 61,224
Withholding taxes payable	7,535	13,824
Deferred revenue (Note 5)	2,200,761	523,093
Current portion of long term liabilities	-	46,846
	<u>2,244,361</u>	<u>644,987</u>
Long Term Liabilities		
Mortgage payable (Note 4)	-	46,846
Less: current portion	<u>-</u>	<u>46,846</u>
	<u>-</u>	<u>-</u>
NET ASSETS		
Net assets invested in capital assets	1,080,338	1,022,085
Unrestricted net assets	<u>253,901</u>	<u>305,572</u>
	<u>1,334,239</u>	<u>1,327,657</u>
	<u>\$ 3,578,600</u>	<u>\$ 1,972,644</u>



You've been so **big-hearted and generous**

- Our 2337 donors who provided 62% of our operating budget last year
- Over \$196,000 was provided through donations in memory of family and loved ones

Support from the community is vital to our operations

Matthews House received only 38% of our operational budget from government sources last year and must raise \$1,000,000 for operations like nursing, grief and bereavement services and hospice programs this year. The community and our donors play a critical role in contributing the financial resources to *allow our community and residential hospice to provide its care and services to all families free of charge.*



Hike for Hospice The Annual Hike for Hospice was great fun and our volunteers stepped out to raise over \$88,000 towards our operational budget for grief, bereavement and visiting hospice services.

Golfing for Caring

The Matthews House 5th Annual Golf Tournament held on Wednesday, September 4th, 2016 at the Bear Creek Golf Club, generated \$22,000.



MHH's signature event raises much needed funds too

The 5th Annual Gala held on September 30th at the New Tecumseth Recreation Complex-Field House, raised \$170,000 net. A sold-out crowd of more than 430 guests attended the event featuring silent and live auctions, fine dining, music and dancing with NEW HOLLYWOOD BAND.

6th Annual Gala – Friday September 29th 2017- for a “Night out on the Town”-Join Us!

Come to our 6th Annual Golf Tournament – Wednesday, September 13th 2017 at Bear Creek Golf Course.

Thanks to our **VOLUNTEERS**

Matthews House could not function without its volunteers. Their activities and support have a direct impact on our operational costs. Volunteers are involved in almost every aspect of our operation.

Some of the duties performed at the community and residential hospice include:

- Board and Governance Activities
- Reception
- Visiting hospice-Provision of client and family care; and support
- Residential hospice-Provision of resident and family care; and support
- Finance and accounting guidance
- Assisting or providing respite for caregivers
- Companionship
- Kitchen food preparation & cleanup
- Serving snacks or meals
- Gardening
- Cleaning
- Laundry services
- Building Maintenance
- Reading
- Assistance with office administration
- Fundraising events and activities





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



With specialized training our volunteers are Care Providers & “living life large” champions!

Board, 2016-2017

PRESIDENT

Steve Aelick

VICE PRESIDENT

Marv Chantler

TREASURER

Margo Cooney

SECRETARY

Frank Taylor

DIRECTORS

Dave Head

Lorrie Reynolds

Jenna Varcoe

Robert Oaks

John Kidzium

Mike Brown

Rob Holiday

Catherine Cotton

Board Committees:

Audit and Finance

- Margo Cooney
- Steve Aelick
- Rychard Lardner

- Kim Woodland (non-voting)
- Kirsten MacLean (non-voting)
- John Kidzium

Risk and Business Continuity:

- Rob Holiday

- Frank Taylor
- Kim Woodland

A great big **Thank you** to Robert Oaks and Rob Holiday- retiring Board Members. Your dedication and volunteer work on the board over the last several years is much appreciated.



Walking the Journey with You

The Walking the Journey Together Campaign is about building and sustaining a Centre of Excellence and ensuring 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 will fill a gap in care by enhancing community care in South Simcoe.

Please Help-Just \$2,000,000 dollars to go!

Walking the Journey

with You: Andrea Roylance, Manager,
Gifts and Gratitude

Matthews House Hospice is creating a Centre of Excellence to help you, your family or your friends through those difficult times.

For the past 18 years, Matthews House has fulfilled its mission as a community organization dedicated to helping its clients live life fully every day. We have welcomed clients into our various day programs, visiting hospice programs and the residence with 24 hour nursing and medical services.

Our high standard of excellence requires ongoing investment to provide meaningful programs and services by qualified passionate staff; and recruitment and training of dedicated volunteers to support the programs.

Our community demographic is changing as more and more retiring urban dwellers are finding our community attractive. These baby boomers are aging, and the need for a hub to house the interprofessional team who provide outstanding chronic disease management, community palliative care and end-of-life care is growing.

Our government also recognizes these changes and is committed to providing financial support for the quality of community and residential hospices. But that is only 38% of our required funding.

We depend on our South Simcoe community to donate 62% of our operating funds annually to pay for wellness programs, grief and bereavement services and group programs.

In addition to our operating funds, our “Walking the Journey Together” Capital Campaign launched in November 2016. As

we all know, **we live in a very generous and philanthropic community.**

To date, the Walking the Journey Together campaign has **raised just under \$4 million** but we still have quite a way to go and have set an aggressive goal of reaching our \$6 million goal by November of this year. Your continued support is greatly appreciated.

The success of this new integrated facility will depend on engaging our entire community in this special project by everyone **Walking the Journey Together.**

The Capital Campaign Committee has been working hard to make connections, nurture and develop relationships that will last a lifetime connected to Matthews House Hospice.

Our menu of **Naming Opportunities** offers a connection to Matthews House in perpetuity, so that generations to come will recognize the legacy work involved in creating the Centre of Excellence.

As a Matthews House Hospice donor, you can **support an individual room** in Matthews House Hospice. Families often find comfort in sponsoring a room to allow others to experience the same comfort and care they received.

Gifts of securities offer another way to make a meaningful investment in the future of Matthews House Hospice.

In addition, **Estate gifts** can offer substantial tax benefits as part of a long-term financial plan, regardless of age or financial situation. A future gift to Matthews House Hospice can be made through a bequest in a will, or by designating Matthews House Hospice as a life insurance policy beneficiary.

We know you want to help. Let us show you how.

A growing focus on Quality of Care...

In August 2016, Matthews House Hospice received a promise from the Provincial Government to provide up to \$1,000,000 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 2016-2017 to work**, paying for new nursing services. When our new facility is built-we hope to receive the remainder to provide excellent hospice palliative care.

It was a call to action to get moving on our Strategic Plan 2015-2019



The Results So Far on the Strategic Plan:

- 1. Develop a hub** for hospice palliative care providers : Progress made on
 - Visiting Hospice Services;
 - Case Management;
 - Care coordination & navigation;
 - Advanced care planning;
 - Grief & bereavement support;
 - Care giver support;
 - Psychosocial and spiritual support;
 - Volunteer management/training
 - Residential Hospice Services
- 2. Expanded programs and services** this year included:
 - Legacy Program-expansion of services to bring meaning and quality to life
 - Nursing Outreach
 - Certification for selected staff and volunteers
- 3. Become the Centre of Excellence** in South Simcoe
 - On line training available for staff and Learning Seminars
- 4. Financial sustainability:**
 - Provincial funding ↑ to 38%
 - Capital Campaign Launched
- 5. Improve volunteer program** lunch and learn program & on line training-more coordination

PLUS 1 more in 2016-2017...**Build our new integrated home on Wellington** –Capital Campaign Launched, Site Plan Approval Granted, and Architecture Complete!



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 30 hours of training for new volunteers - 38 volunteers trained**

Education Subjects for Staff, Caregivers and Volunteers 2016-2017

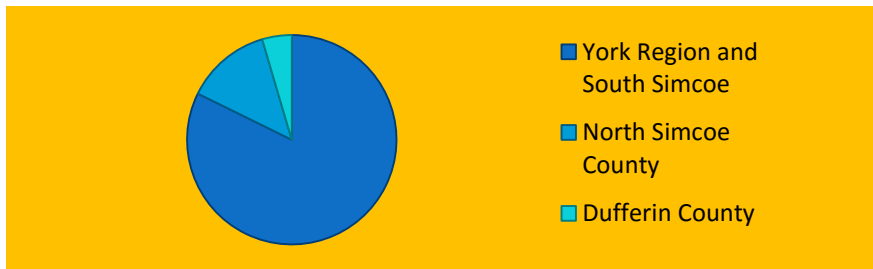
- Privacy
- Moving residents safely
- Best practices in pain and symptom management
- End-of-Life Care and cognitive signs and symptoms related to delirium
- Compassionate Communities
- Paediatric Palliative Care
- Legacy programming

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: the Residence

Our temporary home on Kingsmere Crescent 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.



Our Residents Come From Surrounding communities

Matthews House Hospice: the community day programs and visiting hospice

The Six SERVICE STREAMS ARE Now AVAILABLE:

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-MHH coordinates and provides self-help programming to influence the quality of life of those living with chronic disease.

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.

Professional Counseling and Support: Support groups are 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.

***New-Nursing Outreach –** 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

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 to our capital campaign**



For More Information about how you can help:

Matthews House Hospice
705-435-7218
6028 Highway 89, P.O. Box 10060,
Alliston, ON, L9R 0B7

www.matthewshousehospice.ca

