







# Community Report 2021

Providing comfort, dignity and care for the end-of-life journey.







We are a compassionate community in which everyone has access to high-quality, seamless palliative care, where end-of-life choices are respected, and supports are readily available.

Our Mission

We provide compassionate palliative care and supports in our hospice and community for individuals and their families through the end-of-life journey.



Accountability

Me Value



Collaboration



Compassion



Diversity



Excellence

Our peaceful, natural environment

Our professional staff Our dedicated volunteers

The generosity of our donors

The uniqueness of each individual family

We are grateful for

# We're Proud of Our History of Care

Twenty-five years ago, Sheila and Val O'Donovan had a dream to create a hospice residence that would provide a pleasant, comfortable home for people with terminal cancer to spend their last days. Lisaard House welcomed its first resident in 2000 and, fifteen years later, Innisfree House opened its doors to continue to provide the Region of Waterloo with much needed hospice care for those facing a life-limiting illness.

In the years since both homes opened, over 5,000 residents spent their last days surrounded by their family and cared for by our team of compassionate staff and volunteers. At Lisaard & Innisfree Hospice, we put our residents and their families first as we guide them on their end-of-life journey. Our whole-person approach to care is made possible thanks to our community's ongoing and generous support.

**OUR MOTTO IS:** 



Making Moments Matter is our commitment to our residents and their families. We do this by providing exceptional care and compassion with the support of our community, partners, and donors.

We believe that death is a natural part of life.

# A Message from our Executive Director



Andrea Binkle, Executive Director

2021 was another challenging year as we continued to navigate the pandemic. Staff and volunteers graciously managed the ebbs and flows of the changing guidelines to provide the best care for our residents and their families. And for the second consecutive year, we maintained such stringent infection control that, again, we didn't have a single positive case of COVID-19 in either of our Houses — quite an accomplishment!

After a prolonged closure due to water damage in 2020, we were delighted to reopen Lisaard House. Getting everything set up and ready to welcome residents took great teamwork by our staff and volunteers, and Lisaard House was once again filled with warmth and welcoming like it was when we originally opened in 2000.

Our Spiritual Care Services celebrated their first anniversary, supporting many individuals and families in their homes and in our Houses with end-of-life discussions. They are a wonderful asset to our larger Psychosocial Spiritual Bereavement Team, helping our residents and families through the dying process by providing palliative care, theology, grief and loss support, and counselling services.

In 2021, we worked together with staff, volunteers, partners, and our community to create a strategic direction that will guide us moving forward over the next five years. Our overall goal is to support more individuals and their families in their end-of-life journey, both inside the walls of our hospice Houses, and

reaching outward into our community.

Considering all the wonderful work that was done in 2021, I know we could not have done it without the generosity of our donors and sponsors, and the incredible contributions of our staff and volunteers. I could not be prouder of the important work we are enabled to do for our neighbours at such a significant and vulnerable time in their lives — it is our privilege as a team to support our community.

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## SUPPORTING GRIEF DURING THE PANDEMIC

"Our family felt honored to be included in this event. Of course, it was very difficult, but we're thankful for the opportunity. It's such a wonderful idea and really helped us feel as though our Mom hadn't been forgotten. Thank you so much for putting it together, it was such a beautiful tribute to her and everyone else."

"I want to tell you how grateful I am for the service you put together for all of the loved ones who spent their last days in your team's compassionate care. The service was respectful, caring, authentic, and meaningful. I was honoured to pay my respects to other residents and their families, and to have them be a part of our tribute to our dad."

"The pictures, scenes, and music were so meaningful; I felt some sadness along with some good memories."

"It brought more closure and peace. It was an honour and very sobering to share in the names and tributes of other families."



Throughout 2021, our Psychosocial, Spiritual, and Bereavement Team (PSBT) recognized that some of our families were struggling to process their grief and mourning because of the inability to hold funerals, celebrations of life, or just gather with family and friends for support.

To better address this growing need, and knowing that we had technology

available that could help people feel less isolated, our PSBT created a safe space online for families and friends to gather as part of the larger community of bereaved individuals whose loved ones died in our hospice.

We Remember is a more intimate event than other types of collective memorials; we create space to recognize each family's loved one through a reading of names, and by giving a few minutes for each participant who wishes to personally acknowledge their loved one through music, readings, photos, or moments of silence. Our inaugural online We Remember was such a success in supporting our families, going forward it will be a twice-yearly evening of sharing and reflection in honour of loved ones who have died in one of our Houses.

# We Believe in MAKING MOMENTS MATTER

While it may be difficult to talk about, death is actually a normal part of life. When given choices about their end-of-life journey, a growing number of individuals requiring palliative care in our community express similar wishes — to be comfortable, surrounded by family, and treated with dignity and care.

Lisaard & Innisfree Hospice offers a tranquil, home-like alternative for people whose death is approaching, and we've helped thousands of individuals in our community face a life-limiting diagnosis.

We are committed to **Making Moments Matter** for our residents and their families
by providing attention far above and
beyond what would typically be expected.

# And we do it all with no cost to residents or their families.

We know we are only able to do this important work because of the generous support of our community; while we do receive some government funds, we have to raise nearly \$2 million annually.

We greatly appreciate the support we receive from our generous donors that help ensure that we can provide all typical care needs (physical and medical) and beyond —including social work, spiritual care, music therapy, pet therapy, and bereavement and counselling services.

Although we have had big celebrations like weddings, anniversaries, and special celebrity calls with residents, **Making**Moments Matter isn't necessarily about the big moments; it's the care and compassion brought to every day — the relief of suffering, the provision of dignity, and the celebration of life.

We believe that the end-of-life deserves the same attention, care, and respect that is offered at the beginning of life, and that each person's final breath is as sacred as their first.



"When we lose someone we love, we must learn not to live without them, but with the love they leave behind."

~ Anonymous

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# By The Numbers in 2021

## **Our Residents**

An average of

Residents per month



days was the average length of stay

**(65)** 

204 people over the age of 65



169 of the Residents in our care had a cancer diagnosis



people from home

## **Around Our Houses**



520
pounds of butter used to cook and bake



Average of

11,000
steps in a 12-hour
clinical shift — nearly
nine kilometres



4,500 cans of ginger ale consumed



# **Our Support Services**

## **Family Time**



124 family members

supported



**3,120** hours of group grief therapy

## **Legacy Art Therapy Projects**

fingerprint family trees
fingerprint family trees
stuffies with recordings
hand molds



## **Spiritual Care**



~ Emily Dickinson



## **Social Media**

We increased our fans and followers

**120%** 

371%

**104%** 

Nearly
10,000
engagements across platforms



## **Our Volunteers**



**4,807**volunteer hours



volunteers for both houses





10 Board of Directors "What a blessing it is to be at someone's side as they die. It is honestly the most powerful, pure space that exists on our earth."

"Lisaard & Innisfree Hospice is a place where families can be families again, where time together is about making more memories instead of being constantly overwhelmed by caretaking and grief. There are still tears — yes. But there is also laughter and time to reminisce — time to just be present.

"Hospice is a place where love lives and where love lives on... that's why I choose to volunteer here."

"There is a divine reason that I'm called to help lend a hand here, and we are all here to help support the residents, their families, and each other."



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"I can't thank you enough for the loving care you gave to my best friend. Any time you came into the room to give care or just chat, it was always with such love, comfort, respect, and sincerity. Even when she was sedated, you talked to her and held her hand so she would know she still mattered. She departed from your home in style and dignity, and for that I am very grateful. You will always be in my thoughts for the love and comfort you give to those in our community who are dying – you are all special people!"

#### THE LAKE ISLE OF INNISFREE

- WILLIAM BUTLER YEATS

I will arise and go now, and go to Innisfree, And a small cabin build there, of clay and wattles made; Nine bean-rows will I have there, a hive for the honey-bee,

And live alone in the bee-loud glade.

And I shall have some peace there, for peace comes dropping slow, Dropping from the veils of the morning to where the cricket sings; There midnight's all a glimmer, and noon a purple glow, And evening full of the linnet's wings.

I will arise and go now, for always night and day I hear lake water lapping with low sounds by the shore; While I stand on the roadway, or on the pavements grey, I hear it in the deep heart's core.

"Saying thank you doesn't come close to expressing our family's gratitude for all of you. Mom was the glue that held our family together and losing her has been the hardest thing we've ever gone through. Through these hard times, each of you welcomed us in and showed us great support, compassion, and warmth. You guided us through the process and gave Mom a level of care that we couldn't. We knew she was in great, caring hands."

"My son's passing was so hard, but your team of staff and volunteers helped immensely."

NOT ALL SUPERHEROES WEAR CAPES "If anyone says there are no such things as angels, they need to look no further than inside Lisaard & Innisfree Hospice."

"My husband could not have been in a more kind and compassionate home setting with the best of care for our entire family. Innisfree House is a beautiful home which we were truly grateful for in our time of physical and emotional need."



#### **UNDER THE HARVEST MOON**

- CARL SANDBURG

Under the harvest moon,
When the soft silver
Drips shimmering
Over the garden nights,
Death, the gray mocker
Comes and whispers to you
As a beautiful friend
Who remembers.

Under the summer roses
When the flagrant crimson
Lurks in the dusk
Of the wild red leaves,
Love, with little hands,
Comes and touches you
With a thousand memories,
And asks you
Beautiful, unanswerable questions.

#### **WE LET YOU GO**

- RUTH BURGESS

Into the freedom of wind and sunshine We let you go

Into the dance of the stars and planets

We let you go

Into the wind's breath and the hands of the star maker We let you go

We love you, we miss you, we want you to be happy Go safely, go dancing, go running home.



"My Dad went to Lisaard House, and was in this magical, beautiful, loving place for 11 days. The staff and volunteers were beyond amazing. Their love, care, and deep respect for residents and families is incredible. They not only support residents but also the whole family. We will be forever grateful for the angels that work here."



"My mother taught me everything except how to live without her."

#### **MY MOTHER**

- JANN ARDEN

I picture my mother's frail body – Filled with tiny birds.

Their lilting songs pouring out through her ribs – Into a sun-drenched room.

She's waiting to go - Biding her time.

Tidying up the beautiful bows that once wound around her lovely life.

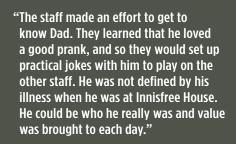
"While we were only there for five days, it was an amazing experience. My wife's quality of life in the days after being admitted improved substantially. She was very well cared for, and I was able to be her loving husband again after years of being her caregiver. Thank you."

"Each of you are truly in your own unique way a gift and a blessing in this world and to the many lives you touch. I have the utmost gratitude and incredible respect for each of you — thank you a million times over."

#### **SEPARATION**

- W.S. MERWIN

Your absence has gone through me Like thread through a needle. Everything I do is stitched with its color.



#### YOU DON'T JUST LOSE SOMEONE ONCE

- DONNA ASHWORTH

You lose them over and over, sometimes many times a day.
When the loss, momentarily forgotten, creeps up, and attacks you from behind.
Fresh waves of grief as the realisation hits home, they are gone.

You don't just lose someone once, you lose them every time you open your eyes to a new dawn, and as you awaken, so does your memory, so does the jolting bolt of lightning that rips into your heart,

they are gone. Again.

Losing someone is a journey, not a one-off.
There is no end to the loss.

there is no end to the loss, there is only a learned skill on how to stay afloat, when it washes over.

Be kind to those who are sailing this stormy sea, they have a journey ahead of them, and a daily shock to the system each time they realise, they are gone. Again.

You don't just lose someone once, you lose them every day, for a lifetime.



# Your Support Helps Us Make Moments Matter

## SIGNATURE FUNDRAISERS

We broke records **again** with our two Signature fundraisers in 2021!



The **HIKE FOR HOSPICE** was virtual and socially distanced again this year. We walked separately with 50 teams and 230 total hikers, and raised over \$119,000.













We held our second **HEARTS FOR HOSPICE TELETHON**.

A large number of people in the region and across Canada and the US joined in to talk, perform, and share their stories. Our second Hearts for Hospice Telethon netted an incredible \$191,000.













"What we have once enjoyed deeply we can never lose.

All that we love deeply becomes a part of us."

~ Helen Keller

## **THIRD PARTY EVENTS**

## **DONATIONS**













## **FUNDRAISERS**









## **GIFTS**











"I was snow. I melted in your rays. The earth drank me: mist, now, and pure spirit I climb back to the Sun."

~ Rumi

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# Family Story

## CAROL MARSHALL SHARES HER EXPERIENCE WITH LISAARD & INNISFREE HOSPICE



"I first had contact with Lisaard House in 2007, when my Mother-In-Law was a resident," remarks Carol. Then, in the spring of 2020, Carol's sister was facing a terminal illness, and was welcomed to Innisfree House to spend her final days in our comfort and care.

At Lisaard & Innisfree Hospice, we believe that people have the right to die with dignity, free from pain, surrounded by their loved ones in a setting of their choice. We provide quality hospice palliative care in a home-like setting for individuals with a life-limiting illness, all the while supporting the individual and their family through the end-of-life journey.

"Four members of my family have died; two at home, one in hospital, and now my sister who died at Innisfree House. I fought to get my sister into your hospice because I knew the care was excellent, and it was a much more dignified place for her to be at the end of her life."

Carol was amazed by so many aspects of the care her sister was provided at Innisfree House, and the great care that was taken to get to know her sister as a person and an individual. "It was so different than the experience she had in the hospital — and it's no fault of the hospital, it's just the way they're set up — they don't have the space or time to deliver the incredible quality of care that your staff and volunteers can."

It was many of the small touches that meant so much—the beautiful rooms, the outdoor spaces with gardens and birds, and the smiling staff and volunteers ready with a helping hand. "My sister was very meticulous about her surroundings, and she particularly liked the built-in shelving and storage in her room. The quilts were gorgeous, we could personalize her room with photos and mementos, and she was really pleased that the meals were served with nice flatware, matching linens, and even a fresh flower in a bud vase."

And the care Carol's sister was provided was incredible. "Like I mentioned, she was particular about things, and her personal care was attended to so well. She was always refreshed and tidy, even at the end. When she needed anything — help, a snack, or someone to talk to — she would ring the bell, and instantly one or two staff would be there to see what she needed and to take care of her."

Carol's sister stayed with us for six days, and after she had passed away, Carol was again struck by the care that was taken. "The dignity and respect that was shown to my sister and us was amazing — all the staff and volunteers stopped what they were doing and stood at the entrance for an honour guard as she travelled from her room to the front door. It was so respectful, it makes me cry when I think of it — the procession, the candlelight, the music, the special quilt — that really impressed me. It was such a lovely tribute for her."







Lisaard & Innisfree Hospice provides grief and bereavement support free of charge to the families of those who have lost a loved one — and there are no time limits to these services. Families can participate in our facilitated Family Time group sessions or drop-in for Coffee Time chats as long as they find them helpful and meaningful.

Because of her personal experiences, Carol has a unique and genuine view about the end-of-life process. "As part of the aging Baby Boomer generation, I know all of us are going to come to this at some point, and there is not enough importance placed on the service Lisaard & Innisfree Hospice provides to our community. People need to be able to die with dignity and respect, and being here is a much nicer way to end your life."

"I fought to get my sister into your hospice because I knew the care was excellent, and it was a much more dignified place for her to be at the end of her life."

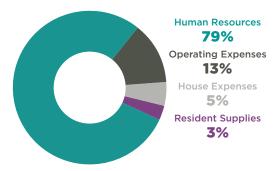


# Consolidated Financial Report

For the year ended December 31	2021	2020
OPERATING REVENUE		
Donations and fundraising (Note 9) Government grant (Note 6) Investment income (Note 10)	1,454,689 2,492,213 1,277,006 <b>\$ 5,223,908</b>	1,550,831 1,869,370 661,027 <b>\$ 4,081,228</b>
OPERATING EXPENDITURES		
Salaries and benefits Building expenses Amortization Marketing Resident expenses Professional fees Physician costs Office Memberships Insurance Travel Special Projects	3,087,193 196,659 249,251 137,883 60,909 78,313 36,710 29,934 5,765 6,320 818 15,931 \$ 3,905,716	2,623,362 286,945 262,574 133,828 68,816 50,549 31,832 14,769 6,340 3,892 2,466 0
Excess (deficiency) of revenue over expenditures before other items	\$ 1,318,192	\$ 595,855
ASSETS		
Current Cash (Note 2) Short-term investments (Note 3) Accounts receivable HST recoverable Prepaid expenses and deposits	1,979,020 10,113,330 162,679 103,428 42,765 <b>\$ 12,401,222</b>	1,237,711 8,910,033 105,873 108,416 21,330 <b>\$ 10,383,363</b>
Tangible capital assets (Note 4)	5,156,829 <b>\$ 17,558,051</b>	5,354,118 <b>\$ 15,737,481</b>
LIABILITIES AND NET ASSETS		
Current Accounts payable and accrued liabilities (Note 5) Deferred operating contributions (Note 6)	145,026 392,111 <b>\$ 537,137</b>	102,747 156,248 <b>\$ 258,995</b>
Net Assets Unrestricted Internally restricted — Operating contingency reserve Capital replacement reserve Tangible capital assets Externally restricted and held for endowment	5,237,952 1,000,000 650,000 5,156,829 4,976,133 \$ 17,020,914 \$ 17,558,051	5,171,636 — 5,354,118 4,952,732 \$ 15,478,486 \$ 15,737,481

# Donations & Fundraising \$2,731,695 Government of Ontario \$2,492,213

### **PORTION OF SPENDING BY EXPENSES**



# REVENUE SOURCES FOR EVERY \$1 SPENT

48¢ is funded by the Ontario Government



needs to be raised by the local community

#### 2000

Recruitment of executive director and clinical staff

Open House for donors and government representatives

Lisaard House opens doors to its first residents, becoming one of only two hospices in the province

#### 1999

Revenue Canada grants Lisaard House registered charitable status.

Ground breaking begins at 990 Speedsville Road, Cambridge

#### 1998

Lisaard House is incorporated in Ontario and Letters Patent received

#### 1996

Discussions begin with the O'Donovans and Dr. Charmaine Jones about need for a local hospice

#### 2021

First of three consecutive years of Accreditation by Hospice Palliative Care Ontario (HPCO) — the first standalone hospice residence to achieve this designation in the 15 years HPCO has supported this process.

#### 2005

Funding approved by MOHLTC

#### 2007

Funding accepted by Lisaard House for staffing model featuring RNs and PSWs

## 2011

Board decision made to move ahead with a second house

Initial meeting with Conestoga College to explore leasing land for new house

Capital Campaign for Innisfree House launched

#### 2014

Innisfree House ground breaking ceremony

## 2020

25 Collective years proudly supporting Waterloo Region

Lisaard House celebrates 20th Anniversary

Innisfree House celebrates 5th Anniversary

## 2019

Achieved one year accreditation

Completed Legacy Garden at Innisfree House in Fall 2019

Cared for 425 residents and families, the most ever in our organization's history

## 2015

**Our Journey** 

**Key Milestones** 

First staff cohort begins training at Conestoga College

Innisfree House welcomes first residents

Conestoga College and Lisaard and Innisfree Hospice recognized as the Best Corporate/Not-for-Profit Partnership at the third annual Cambridge & North Dumfries Community Awards event

## 2016

Appreciation and recognition event for staff completion of educational programs with Conestoga College

Lisaard and Innisfree Hospice presented with Conestoga College School of Health & Life Sciences and Community Services Leadership Award

#### 2018

Commitment to full accreditation by fall 2019

Began construction of Legacy Garden at Innisfree House

Expansion of Innisfree parking lot, adding 21 additional spaces

Community Report 2021

# **Board Members**

Ken Bell, Chair Lara Banks, Vice Chair Sheila Ainsworth, Past Chair James Bennett Kate Innanen Chris Kotseff Jackie Smola Louise Sims Melissa Tummon Don Wildfong

We dedicate this report to our founders, Sheila and Val O'Donovan, whose vision and generosity has helped us serve more than 5000 residents and their families since our doors opened 21 years ago.

## **Lisaard House**

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## **Innisfree House**

2375 Homer Watson Blvd. Kitchener ON N2P 0E9 T 519.208.5055 F 519.208.5455

Charitable Registration #87274 9536 RR0001

## www.lisaardandinnisfree.com

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