



LISAARD &
INNISFREE
HOSPICE



Community Report 2022

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



PLEASE TAKE THIS
COMMUNITY REPORT
WITH YOU

Our Vision

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.

We Value

 Accountability

 Collaboration

 Compassion

 Diversity

 Excellence

We are Grateful for

Our peaceful, natural environment
Our professional, compassionate staff
Our dedicated volunteers
The generosity of our donors
The uniqueness of each individual family

We're Proud of our History of Care

Twenty-six 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 6,500 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, individualized approach to care is made possible thanks to our community's ongoing and generous support.

OUR MOTTO IS:

**MAKING
MOMENTS
MATTER**

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.

Lisaard & Innisfree Hospice

A Message from our Executive Director



**Andrea Binkle,
Executive Director**

After two and a half years of pandemic restrictions, 2022 offered significant opportunities for us to carefully step forward towards a return to normal in our Houses.

Along with the number of residents starting to approach pre-pandemic numbers, our in-house volunteers began to return to their roles at reception, in the kitchens, and providing direct service to residents and families. Their re-entry into our Houses really highlighted how much their time and talents had been missed for so long! We were able to begin hosting our Bereavement Services onsite again, with our Family Time and Coffee Time groups returning in-person. We grew our Psychosocial and Spiritual Care services, and we restarted tours of our Houses, inviting families, local media, and other interested community partners to come in for a visit.

Outside of our walls, we advanced our partnership with two local Ontario Health Teams (OHT). In the Cambridge North Dumfries OHT, we solidified membership on their Joint Board, Membership, Quality Co-Design, and Patient/Family Advisory Committees. In the KW4 OHT, we positioned ourselves on their Membership Committee, and as a contributing organization on the Grand River Hospital Palliative Care Review Steering Committee. We also developed new partnerships with Supportive Housing of Waterloo, Bridges Shelter in Cambridge, the Business Networking International (BNI) Ontario KW chapter, and worked with Region of Waterloo Paramedic Services and Cambridge Memorial Hospital to help reduce overcrowding in the Emergency Department.

And 2022 wasn't without its challenges. Maintaining ideal clinical staffing ratios — as it was throughout our entire healthcare system — was a challenge for much of the calendar year, and fundraising has been difficult in an economical environment that delivered a cost-of-living crisis, tightening financial conditions, inflation, and ongoing uncertainty.

Throughout it all, we remain grateful. The resilience and commitment of our staff, volunteers, and physicians in supporting our residents and families has been outstanding. The generosity of our donors and sponsors has been incredible. Most of all, for the unconditional passion we all share for supporting our neighbours at a very difficult and sacred time in their lives is our privilege — and I thank you.

What's all the *Buzz* about?



In partnership with beekeeping experts at Alvéole, in the summer of 2022 we created a honeybee habitat at Innisfree House!

We're fostering bees

We're playing an important role with our local bee community in the region — the hives at Innisfree

House will host colonies of bees that require safe temporary housing before finding their permanent home. For example, if a local beekeeper determines their hives need splitting to regulate some of the busier bees, part of that colony will quickly and expertly be delivered to Innisfree House.

Bees play a crucial role as pollinators, and hosting these hives is an investment in our environment. We are repurposing some unused space on our property, and thousands of our tiny new colleagues began pollinating our gardens and marshland. At the end of each season, we'll have honey for guests and for use in our kitchens that was produced right in our own back yard.

With the support of skilled beekeepers maintaining their stay and ensuring they have enough forage, the bees will be in our care until the next leg of their travels — a poignant reflection of the work we do supporting our residents on their end-of-life journey.



MAKING MOMENTS MATTER



AN UPDATE ON OUR **COMPASSIONATE CARE FUND**

Our Compassionate Care Fund is a special program we introduced that helps ensure access to our care is equitable for every individual that comes through our doors. We welcome residents who are end-of-life, including those from vulnerable and/or underserved populations. And while our hospice care is free of charge, there are some aspects of a resident's stay that may have an associated cost; this is where our Compassionate Care Fund becomes important.

Our staff are uniquely positioned to pick up cues that indicate a resident could benefit from our Compassionate Care Fund, and they will submit a request for leadership to review. Since introducing this program, we've been able to support residents and families with medical transfers to our Houses, special celebrations, medications not covered by OHIP, reusable tote bags for transporting residents' belongings, and cab fare and Grand River Transit passes (including MobilityPLUS) for family who don't drive.

It's an honour for us to be able support a resident's dignity in this way, and we are grateful to our donors who continue to give generously to this fund so that it's available for those who need a little extra help at a such a vulnerable time.

We Believe in **MAKING MOMENTS MATTER**



LISAARD HOUSE

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.

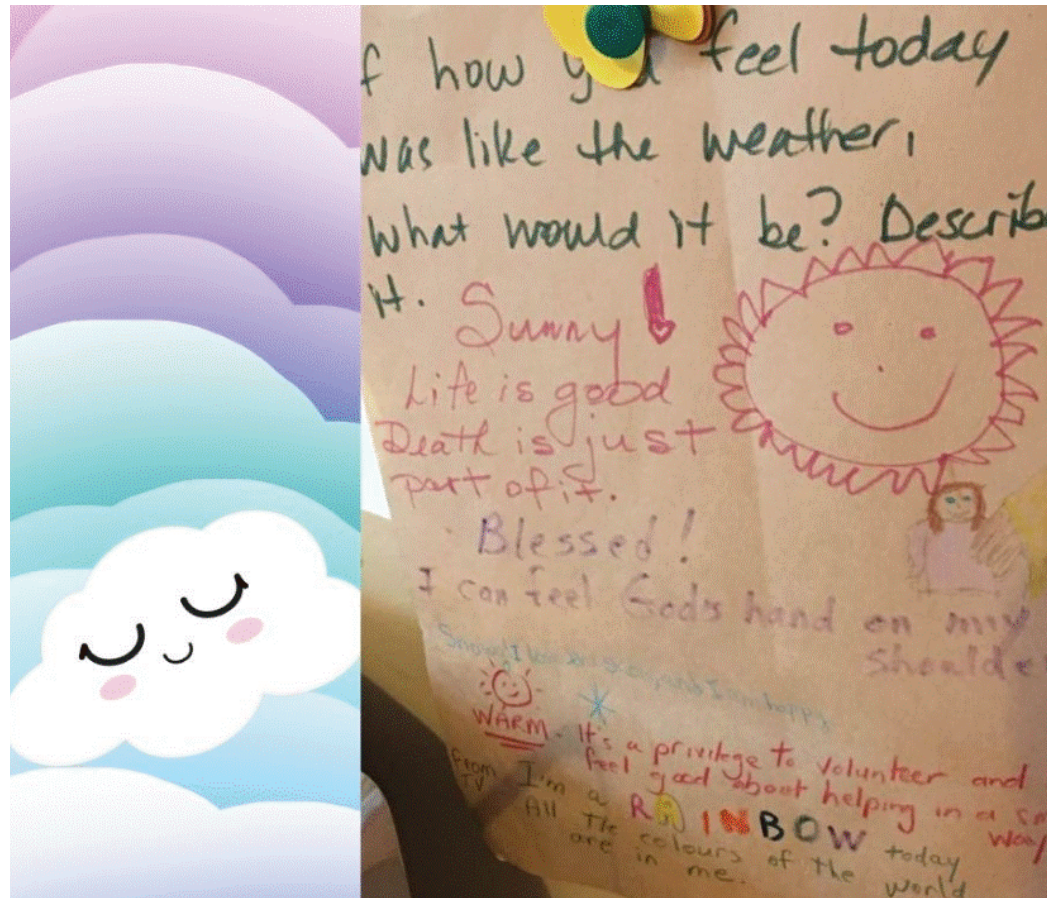
Although we have had big celebrations like weddings, anniversaries, and special celebrity calls with residents, **Making Moments Matter** isn't necessarily about the big moments; it's the care and compassion brought to every day — the relief of suffering, the provision of dignity, and the celebration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



INNISFREE HOUSE

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.

“While the world can look a little dark, there is a special place filled with special staff and volunteers – Lisaard & Innisfree Hospice. They truly are the light and the love needed most by families as loved ones complete their earthly journey. If you are unsure about hospice and what they do, reach out and ask – you will be happy you did. They are the angels that lift you up when your own wings need a boost.”



MAKING MOMENTS MATTER

INTRODUCING...

Our Forest of Memories



We are so pleased to announce that, together with **rare** Charitable Research Reserve in Cambridge, we have created an exceptional space where the new Lisaard & Innisfree Hospice Forest of Memories will live, offering another meaningful way to pay tribute to someone by having a tree planted on **rare**'s beautiful grounds.

The Forest of Memories has clear benefits to families and friends of our residents, including the fact that it will be a permanent part of the Reserve, and it also has benefits for the community at large – over time, the Forest of Memories will significantly contribute to increasing the local tree canopy through the plantings. And as it grows, the Forest of Memories will create a corridor that connects two existing woodland ecosystems, creating specialized habitat for many plants and animals, and increasing carbon retention.

A win for our families and our local portion of the planet!

How it works

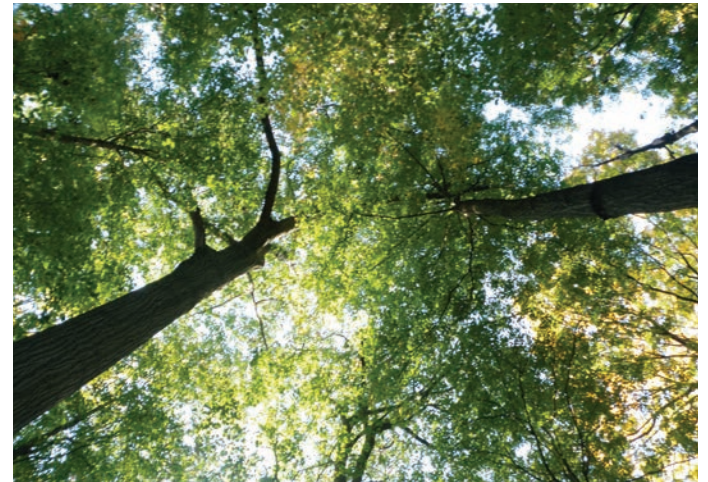
Each tree is a one-time donation of \$150 (with a full tax receipt issued), and four native species of trees are available. When we receive a request for a tree, we'll reach out to our partners at **rare** to determine the most appropriate tree to plant. This will create a mix of species in the forest, ensuring the Forest of Memories stays healthy and ecologically balanced into the future. If you're interested in finding out more, please email DS@lisaardandinnisfree.com.



LISAARD & INNISFREE HOSPICE | rare CHARITABLE RESEARCH RESERVE

ALONG WITH A MEMORY, YOU PLANT
HOPE WHEN YOU PLANT A TREE.

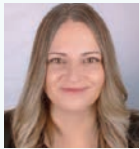
VISIT LISAARDANDINNISFREE.COM | CALL 519.208.5055 X262



Four of our Team Members are Award Winners

We are pleased and proud to share that two staff members and two volunteers accepted prestigious awards at the 2022 Hospice Palliative Care Ontario (HPCO) annual conference in Toronto.

ABOUT OUR AWARD WINNERS



Maria Empringham, Director of Clinical Services, accepted The Joan Lesmond HPCO Scholarship, an award

honoring the memory of a nurse, educator, mentor, and life-long learner. This award reflects Maria's excellence in supporting our team; as a former palliative nurse at the bedside, her guidance as a leader is influenced by her wealth of experience. Maria also demonstrates a personal commitment to continuous learning and mentorship, and places great importance on promoting excellence in our care through growth and education. Maria is passionate about the specialized care our palliative team delivers, and she prioritizes and enables a wide variety of learning opportunities for our team to help evolve both their individual practice and our service to residents and families.



Jackie Young, our PSW Lead at Innisfree House, accepted The Life and Death Matters Personal Support Worker Hospice

Palliative Care Scholarship. This award acknowledges the invaluable contribution Personal Support Workers provide in supporting excellent care for the dying and their families, and for helping to move the work of quality hospice palliative care forward. Every day, Jackie demonstrates her strong passion for palliative care in the direct service she provides to residents and their families, and the continuous learning she both engages in and promotes with our team. She excels as an educator, care provider, and mentor, and she supports our hospice well outside her role by working on committees, participating in fundraising events, and raising awareness about our work in the community.



Ray Robbins and **Marj Goodyear** were both inducted

into the June Callwood Circle of Outstanding Volunteers that acknowledges and thanks exceptional volunteers throughout Ontario. Our volunteers are incredibly special people who are vital to the efficient operation of our hospice Houses. Ray is an invaluable resource for us, sharing his time and many talents doing all manner of handywork inside and outside our Houses to keep things running smoothly. Marj is a warm welcome and a friendly, familiar face at Lisaard House, helping family and other visitors feel right at home when they arrive.

We are so proud of our award winners — we know what a great team of staff and volunteers we have, and it's wonderful to see it recognized in front of their peers in the wider Ontario hospice care community. Congratulations!

“Promise me not to hide yourself when you’re in pain. It’s unfair that we laughed together but you cried alone.”

— Daniel Chidiac

“To be rid of grief would be to extinguish the love that lives within us & that, as it should be, is not possible.”

— Alan Wolfelt

“Grief is tremendous, but love is bigger. You are grieving because you loved truly. The beauty in that is greater than the bitterness of death. Allowing this into your consciousness will not keep you from suffering, but it will help you survive the next day.”

— Cheryl Strayed

THERE IS NO NIGHT WITHOUT A DAWNING

— HELEN STEINER RICE

There is no night without a dawning
No winter without a spring
And beyond the dark horizon
Our hearts will once more sing...
For those who leave us for a while
Have only gone away
Out of a restless, care worn world
Into a brighter day.

“Grief is really just love. It’s all the love you want to give, but cannot. All that unspent love gathers up in the corners of your eyes, the lump in your throat, and in that hollow part of your chest. Grief is love with no place to go.”

— Jamie Anderson

“The holiest of holidays are those kept by ourselves in silence and apart:
The secret anniversaries of the heart.”

— Henry Wadsworth Longfellow

“Courage is difficult, but you will never regret being courageous.”

— Christina Rasmussen



IN THE MEANTIME

— TOM HIRONS

Meanwhile, the flowers still bloom.
The moon rises, and the sun.
Babies smile and somewhere,
Against all the odds,
Two people are falling in love

Strangers share cigarettes and jokes.
Light plays on the surface of water.
Grace occurs on unlikely streets.
And we hold each other fast
Against entropy, the fires and the flood.

Life leans towards living

And, while death claims all things in the end,
There were such precious times between,
In which everything was radiant
And we loved, again, this world.

“Goodbyes are only for those who love with their eyes. Because for those who love with their heart and soul there is no such thing as separation.”

— Rumi

“Where you used to be, there is a hole in the world, which I find myself constantly walking around in the daytime, and falling in at night.”

— Edna St. Vincent Millay

“All the art of living lies in a fine mingling of letting go and holding on.”

— Havelock Ellis



WHEN YOU MEET SOMEONE DEEP IN GRIEF

— PATRICIA MCKERNON RUNKLE

Slip off your needs
and set them by the door.

Enter barefoot
this darkened chapel

hollowed by loss
hallowed by sorrow
its gray stone walls
and floor.

You, congregation
of one

are here to listen
not to sing.

Kneel in the back pew.
Make no sound,

let the candles
speak.

By The Numbers in 2022

Our Residents

An average of
18
Residents
per month



23
days was
the average
length of stay



182
people over
the age of 65



174
Residents with a
cancer diagnosis



83
people from
home

Around Our Houses

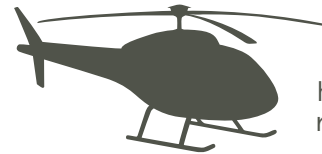


The Waterloo Warbirds performed a flyover at Lisaard House to honour a resident

A *tattoo* was inked
from a hand-holding
photograph



24,000
masks were distributed



Three residents were
helicoptered in from out-of-
region to be closer to family

Our Programs

Music Therapy

Top three songs requested:

"What a Wonderful World"

LOUIS ARMSTRONG

"Dream"

THE EVERLY BROTHERS

"Take Me Home, Country Roads"

JOHN DENVER



Legacy Art Therapy Projects

40 hand molds

41 fingerprint family trees

30 stuffies with recordings

63 hand-holding photographs



Spiritual Care



1826
hours
supporting
residents and
community
clients

Lisaard & Innisfree Hospice

Our Volunteers



7,721
volunteer
hours



99
volunteers for
both Houses

28
volunteers
onboarded



10
Board of
Directors

It's no surprise that volunteers are such an integral part of the work we do. 2022 marked the careful re-engagement and return of volunteers who had been in a holding pattern due to pandemic public health guidelines – and our whole team was so glad to see them again! We also recruited many new volunteers, who learned about – and now contribute to – our goal of Making Moments Matter for residents and families.

Our volunteers often come to us with a personal experience of hospice – either in one of our Houses or elsewhere – which motivates them to offer the same kind of care and support to others that they've experienced. Our compassionate volunteers are drawn to us because they want to give back to our community by serving our residents and families at a very vulnerable time in their lives, and to support our staff, guests, and each other in the day-to-day running of our Houses. Their collective commitment brings extra care and assistance to everyone they meet.

Our team of volunteers work tirelessly to assist with resident care, reception, baking, soup-making, maintenance, housekeeping, gardening, fundraising, special projects, technology support, bird feeding, bereavement support, grocery shopping, pet therapy, and so much more! The impact our volunteers have on supporting our staff, residents, and families is immeasurable – if you're interested in making an impact with us through volunteering, please reach out to us via email at VC@lisaardandinnisfree.com – we look forward to hearing from you!

Social Media

We increased our fans and followers



48%



16%



18%



Nearly
14,300
engagements
across platforms



Your Support Helps Us Make Moments Matter

DONATIONS



GIFTS



COMMUNITY FUNDRAISERS



In 2022 our community helped raise \$81,300 for us by hosting independent Community Fundraisers like golf tournaments, car washes, bowling leagues, and bake sales. They're a great way to bring family, friends, and coworkers together to support the important work Lisaard & Innisfree Hospice contributes to our community. Email FD@lisaardandinnisfree.com if you'd like to start your own, we're happy to help support you!



SIGNATURE FUNDRAISERS

We had amazing success with our Signature fundraisers in 2022!



The **HIKE FOR HOSPICE** was a hybrid of virtual and in-person hikers, and 32 hikers were able to take advantage of *rare* Charitable Reserve's beautiful trails for their hike.

- We walked separately with 32 teams and 170 total hikers, and raised over \$119,000.
- Hikers in Australia were definitely our farthest fundraisers.



We held our third **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 third Hearts for Hospice Telethon netted an incredible \$134,000.



Family Story

JULIE MANSKE SHARES HER EXPERIENCE WITH LISAARD & INNISFREE HOSPICE



When Julie’s mom was facing her final days in the hospital, she wanted to be at home, but she required more advanced care than could be provided there. Together with her family, she made the decision to move to Innisfree House, where she was in a home-like setting that

offered excellent round-the-clock care.

“My mom went to Innisfree House and spent two weeks less a day there. She was quite sick when she arrived, and it took about a day for her to really get settled. Once she did, I feel like she could have gotten up out of the bed and walked home — she felt so much better. I think part of it was not being in the hospital any longer, but most of it was the care, support, and beautiful surroundings she was experiencing here.”

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 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 for individuals and their families through the end-of-life journey.

“It’s hard to find the words for the miracle that happened with mom at Innisfree — the staff and volunteers swooped in and surrounded her with gentleness. They treated her like she was their own mom.”

Julie was impressed by the level of individual care her mom received, remarking that not only was the room beautiful with a gorgeous view, they could bring in photos and other mementos that

helped her mom feel even more at home. “I didn’t really understand what went on at a hospice, and that was sort of scary to think about. And I was amazed — you don’t feel like you’re walking into doom and gloom, even though it was a sad time. From the moment we arrived, we saw a person smiling at the front desk, beautiful artwork, birds, I heard someone playing the piano, and we even saw a deer in the yard!”



“We’re so grateful for the care my mom received at Lisaard & Innisfree Hospice — I think every person deserves this kind of personal attention and to be in a beautiful place like this at the end of their life.”

“I know there is some funding, but it’s not nearly enough to cover all the wonderful work that goes on here. I mean, spending those final moments with mom surrounded by love and care, not worrying about anything but being with her — that’s priceless.”

Julie and her family were able to sit down and enjoy their time with their mom without having to be her caretakers. “Here this woman is, coming into a strange place, and didn’t know anyone; she wasn’t feeling well, and within a day she felt calm and comfortable. Everything you can imagine is available at your fingertips — but it’s not just that, it’s also the quiet, the privacy, and the personal attention. The staff and volunteers are just incredible.”

One volunteer really stood out to Julie and her mom — Bev, who comes in every Wednesday to bake fresh cranberry scones. “The staff had told me about this volunteer who comes in at 6:00 am every week, and I said to mom, ‘wait until we can take you out to the kitchen to see her in action’ — it was amazing!”

Julie’s mom’s practical side did emerge her first week at Innisfree House. Julie remarks, “She actually said to me, ‘wow, Julie, who’s paying for all this? Can you afford this?’ and I was able to assure her that yes, everything was taken care of.”

For over 30 collective years, Lisaard & Innisfree Hospice has helped thousands of individuals in our community face a life-limiting diagnosis. Our staff and volunteers are committed to Making Moments Matter by providing attention far above and beyond what would typically be expected at home or in the hospital. 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.

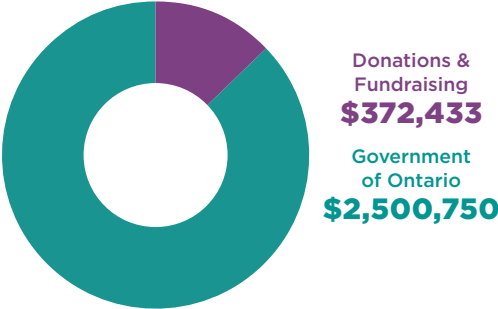


Consolidated Financial Report

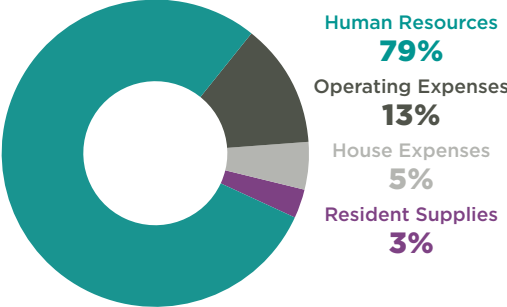
For the year ended December 31

	2022	2021
OPERATING REVENUE		
Donations and fundraising (Note 9)	1,151,822	1,454,689
Government grant (Note 6)	2,500,750	2,492,213
Investment income (Note 10)	(779,389)	1,277,006
	\$ 2,873,183	\$ 5,223,908
OPERATING EXPENDITURES		
Salaries and benefits	3,252,793	3,087,193
Building expenses	232,892	196,659
Amortization	247,771	249,251
Marketing	151,204	137,883
Resident expenses	60,672	60,909
Professional fees	87,645	78,313
Physician costs	40,750	36,710
Office	22,347	29,934
Memberships	8,301	5,765
Insurance	4,767	6,320
Travel	2,970	818
Special Projects	41,701	15,931
	\$ 4,153,813	\$ 3,905,716
Excess (deficiency) of revenue over expenditures before other items	\$ (1,280,630)	\$ 1,318,192
ASSETS		
Current		
Cash (Note 2)	1,526,286	1,979,020
Short-term investments (Note 3)	9,270,781	10,113,330
Accounts receivable	356,104	162,679
HST recoverable	49,643	103,428
Prepaid expenses and deposits	43,583	42,765
	\$ 11,246,397	\$ 12,401,222
Tangible capital assets (Note 4)	5,043,881	5,156,829
	\$ 16,290,278	\$ 17,558,051
LIABILITIES AND NET ASSETS		
Current		
Accounts payable and accrued liabilities (Note 5)	123,740	145,026
Deferred operating contributions (Note 6)	236,177	392,111
	\$ 359,917	\$ 537,137
Net Assets Unrestricted	4,260,347	5,237,952
Internally restricted —		
Operating contingency reserve	1,000,000	1,000,000
Capital replacement reserve	650,000	650,000
Tangible capital assets	5,043,881	5,156,829
Externally restricted and held for endowment	4,976,133	4,976,133
	\$ 15,930,361	\$ 17,020,914
	\$ 16,290,278	\$ 17,558,051

REVENUE SOURCES



PORTION OF SPENDING BY EXPENSES



REVENUE SOURCES FOR EVERY \$1 SPENT



Our Journey

Key Milestones

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

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

2015

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

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.

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

2022

First year executing against our refreshed strategic plan & priorities – a plan that's forward-focused while honouring our roots. Visit lisaardandinnisfree.com and search for 'strategic plan' for details.

Board Members

Chris Kottseff — Board Chair

Don Wildfong — Secretary

Sheila Ainsworth

James Bennett

Allison Costello

Robert Glass

Eleanor Groh

Louise Sims

James Topham

Melissa Tummon

We dedicate this report to our founders, Sheila and Val O'Donovan, whose vision and generosity have inspired us since our doors opened 22 years ago.

Lisaard House

990 Speedsville Rd. Cambridge ON N3H 4R6

T 519.650.1121 F 519.650.8058

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

FOLLOW US ON SOCIAL MEDIA



Ontario 

