



# MAKING MOMENTS MATTER



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

Community Report 2019

# A Proud History of Care

Twenty-three 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 Waterloo Region with much needed hospice care for those facing a life-limiting illness.

In the years since both homes opened, **over 4,000** residents spent their last days surrounded by their family and cared for by a team of compassionate nurses, PSWs and volunteers.

At Lisaard and Innisfree Hospice, our volunteers and staff put our residents and their families first as they guide them on their end-of-life journey. This compassionate, whole-person approach to care is made possible thanks to our community's ongoing and generous support.

## Our Vision

People have a right to die with dignity, free from pain, surrounded by their loved ones in a setting of their choice.



## Our Mission

Lisaard and Innisfree Hospice provides quality palliative care in a home-like setting for adults facing an end-of-life-diagnosis and dying of a life-limiting illness. Both houses welcome residents **without charge**, offering support for individuals and their families throughout the end-of-life journey.

## We Value

- Excellence in hospice/palliative care;
- The benefits of a peaceful, natural environment;
- Our professional staff and dedicated volunteers;
- The generosity of our donors;
- The uniqueness of each individual family;
- Our residents right to privacy.
- We believe that death is a normal part of life.

# Our motto is to Make 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.*





## A message from our Executive Director

As a nurse for almost 40 years, when I think back about the patients that I've cared for, the ones that stand out the most in my mind over the years and touched my heart and helped shape who I am, are the ones that had a life-limiting illness.

Personally, I find it to be extremely rewarding to work in hospice care and to support people during their end-of-life journey. I feel that it's taught me the true meaning of caring as nurse. So, when the opportunity presented itself to join Lisaard and Innisfree Hospice as their Executive Director in 2019, I followed my passion to help others by joining Waterloo's leading hospice residence.

**Over this past year, we have had the great honour of caring for 425 residents and their families.** This is the highest number of individuals and families that Lisaard and Innisfree Hospice has ever cared for in a year and notably, a lot of this growth came in the last three months of 2019, as we worked to further build relationships with our partners to meet the growing needs of our community.

We held an outstanding Hearts for Hospice Rustic Gala in the Spring of 2019 where guests supported the completion of our Legacy Garden at Innisfree House. Our Legacy Garden is a beautiful place for residents and their families to connect with nature and refresh their spirit. A Hoyer lift and bladder scanner were purchased to increase our residents' comfort and care. Significant advancements that donations from our generous community all helped to make possible.

In addition, we also successfully achieved our one year accreditation goal (which we are working to extend to three years in December 2020).

In my short time in my new role as Executive Director, I've had the profound privilege of witnessing and being a part of some of the most incredible, magical moments you could ever imagine. At our homes we've had weddings, birthday parties, christenings and vow renewals. We've celebrated anniversaries and listened in reverence to recordings of a dying loved one's voice sharing a lasting message. These are emotional moments that inspire our work to relieve suffering, provide dignity and guide individuals and families through the end-of-life journey.

We are setting ourselves up for 2020 as Lisaard House turns 20 and Innisfree will be 5 years old. We are very proud of the care that has and continues to be provided to our residents and their families in the Region of Waterloo. Our gratitude to our donors, community partners, staff, and volunteers, make all we do possible. Everyone's generosity and commitment is the strength behind our care philosophy to **always put our residents and families first** as we guide them on the end-of-life journey. And together with valued donors and community partners like you, we are doing all we can to ensure everyone gets the care, dignity and support they deserve.

Andrea Binkle, Executive Director  
Lisaard & Innisfree Hospice

“Everyone's last breath  
is as sacred as their first.”

*Andrea Binkle*



## A message from our Board Chair

Twenty three 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.

It was a dream that many of us shared, and at the time, Sheila asked me to join the Lisaard Board of Directors to help shape the future of hospice care in the Waterloo Region. Today, almost 20 years later, it's incredible to see the significant milestones and growth that we've achieved together, as we continue to build on this **proud history of care** of supporting our residents and their families through the end-of-life journey.

This past year, we saw many new additions to our clinical and leadership team, including welcoming Andrea Binkle as our new Executive Director. Andrea brings a wealth of experience to our leadership team and has been a key driver in helping to build and strengthen new community partnerships. And we also achieved our one year accreditation goal, a significant accomplishment that brought together and strengthened all areas of our team as we came together to demonstrate our commitment to providing the highest standard of palliative care.

We are truly fortunate to have such a strong leadership, clinical and administration team here at Lisaard and Innisfree Hospice. And in the upcoming year, we look forward to exploring new opportunities to innovate our services for the benefit of our residents and expand our programs, all while continuing to navigate the many challenges in today's world of the COVID-19 pandemic.

During my many years on the Board, I've had the incredible honour of meeting many of our residents and

their families and **my heart will be forever touched by their stories**. I remember a resident who desperately wanted to go away on one last tropical beach vacation and how the staff and volunteers set up the sunroom and decorated it with beach decorations and drinks to make her dream come true. I've seen baptisms, anniversaries and weddings celebrated in hospices. I've witnessed staff bringing in a residents' beloved cat or dog to say one last goodbye and I've seen staff go above and beyond countless times to **make each moment matter** for our residents and their families.

Because above all else, our people are our strongest strength. Our dedicated clinical staff, administration staff, executive team, volunteers, community and government partners, Board of Directors and caring donors like you. **You are very much a part of our team**. And we simply couldn't do what we do without you, as donations fund 60% of our programs.

Once again, thank you for your commitment to providing the highest standards of end-of-life care. We are in awe of your generosity of spirit and deeply grateful for all you do.

*Sheila Ainsworth, Chair, Board of Directors  
Lisaard & Innisfree Hospice*



Thank you for being  
part of our team.  
We are deeply grateful.  
*Sheila Ainsworth*

## By the Numbers

### Our Residents in 2019

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**425** residents and their families  
(total cared for in both houses) –  
the most we've ever cared for!

**19%** were 65 years old  
or less

**81%** were older than  
65 years of age.



An average of

**35**

residents  
per month



**12**

days was  
the average  
length of stay.

**90%**

Occupancy Rate  
over 12 months

(the Ministry of Health and Long-Term Care requires all hospices across Ontario to have a minimum occupancy rate of 80% in order to maintain funding)

All residents we cared for had a life-limiting illness such as cancer, heart disease or lung disease.

And this is what  
they had to say:

“Your care and kindness will  
not be forgotten.”

“You gave us Hope,  
Strength and Comfort.”

“You are a blessing.

“Deeply Touched.”


“Forever Grateful.”

“Singing your praises.”

“You make people  
feel at home.”







“The end-of-life deserves  
as much beauty, care and  
respect as the beginning.”

*Anonymous*

## About Hospice Residence

Lisaard and Innisfree Hospice is a leading charity for people living with a life-limiting illness. Everything we do, from expert care to emotional and spiritual support and practical guidance, helps our residents and the people who love them, make the most of the time they have together. For our residents and their families, every day is precious. Whether it is for one day or several weeks, the time residents spend at the hospice is cherished by their families and loved ones.

Through our nursing skills, specialist support services, medical expertise and volunteers, our care encompasses the physical, emotional and spiritual needs of our residents. This holistic approach to care also supports family members and others close to the resident who is receiving palliative care. This support is offered during a resident's illness and into bereavement.

Hospice care is not designed to hasten death, but rather to help patients live the remainder of their lives as fully as possible. Those who deliver hospice palliative care aim to treat the whole person – mind, body, and spirit – and help them through their final days by providing:

- comfort;
- hope, dignity and choice;
- continuity of care;
- emotional and practical support;
- educational resources and community connections;
- sensitivity to personal, cultural and religious values, beliefs, and practices; and
- grief and bereavement support.

“ Lisaard and Innisfree Hospice is more than anyone can imagine. Everyone and everything felt like a miracle for us. You make such a difference. Thank You! ”

## Our Care Team - Ensuring Comfort, Dignity, Peace and Closure.

It has been said that it takes a special kind of person to work in hospice and here at Lisaard and Innisfree Hospice our staff and volunteers demonstrate this exceptional commitment to care every day – often going above and beyond – to ensure the right care, at the right time, in the right place, by the right provider, for every resident.

Lisaard and Innisfree Hospice are both staffed with a team of registered nurses, personal support workers and physicians who care for residents 24 hours a day, 7 days a week, supported by our wonderful team of over 264 volunteers. Rounding out the compliment of our care team are social work, spiritual care, and music therapy.

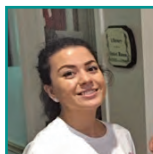
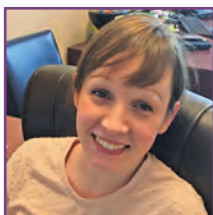
### Here's what our families have to say about our compassionate care:

"The team was amazing. I will forever hold a place in my heart for everyone who helped my grandmother."

"My family and I can say the experience of the support provided by the staff and the welcoming environment made this life transition for our mother comfortable and incredibly dignified. We are forever grateful to everyone there at Lisaard for their care and support in a very difficult time."

"The staff was so kind to my father. They treated him with respect and kindness as well as treating my mother and I with respect and kindness as well. Thank you so very, very, much to all the ladies who took care of my father at Innisfree. XO."

"Innisfree provided exceptional care to our precious family member in her latter days and indeed to all the family. We could not have asked for anything more nor expected any more supports. Thank you for helping us better understand options, how things might unfold and keeping our loved one so comfortable in the latter days of her life. Innisfree was a precious surprise and gift to us all during this time."







## Helping Families to Cope and Heal

Lisaard and Innisfree Hospice provides free grief and bereavement support to the families of those who have lost a loved one. Two of these services include:

### Family Time

Family Time is a group for family or friends who have had a loved one die at Lisaard House or Innisfree House. Family Time gathers twice a month for conversation and guidance. Groups meet at each house once a month. The groups are led by a social worker skilled in bereavement counselling. There is a chance for sharing, helping and learning after a loss. The groups have no start or stop date. One can join at any time after a loss and continue as long as it is helpful. Both groups run all year long. Members say it is very helpful to share with others who have had a loss.

### Coffee Time

Coffee Time is a new drop in group offering a space for friendly conversation and social connection with others who have lost a loved one at Lisaard Innisfree Hospice. Run by volunteers, this is a friendly, informal group where everyone at the table has been through the experience of losing a loved one.

*“This place has my heart.”*  
*Allister (Al) Taylor*



Al's wife, Harriet passed away at Innisfree early in 2018. Harriet and Al were together for 76 years (started dating in their early teens). He and his wife immediately experienced the warm of the loving kindness of the staff and volunteers when Harriet was admitted to Innisfree. After her death, he wanted to give back and support others at the Hospice. In the fall of 2019, he started volunteering to help in any way he could often, completing laundry and filling the various bird feeders. Al recently joined Coffee Time at Innisfree to share his experience and to socialize with others. Innisfree Hospice is so grateful for Al's time and commitment to his volunteerism. He is very much part of the Lisaard & Innisfree Hospice Family.





“It was one of the best memories we could have had with our Mom, in her final days.”



Heather Page, a loving wife and mother, living with terminal cancer came to Lisaard House in early 2017.

“We anticipated my Mom’s death was approaching so knowing the care she would get here; we were happy to get a spot for her. And it exceeded all of our expectations. It was a wonderful stay,” says Heather’s daughter, Rhonda.

“That’s what we wanted for her at the end of her life,” adds Heather’s daughter, Joanna. “We wanted for her to be comfortable and happy. But for it to still feel like home and it did. The nurses and care staff became like family to us to when we were here.”

At the time, Rhonda was newly engaged and more than anything she wanted to have her Mom attend her wedding.

“It was important to me to have my Mom present at the wedding. So, my finance and I talked about how that might look. My Mom was quite sick, so for her to leave to go anywhere would have been quite challenging,” says Rhonda.

“Once we saw the sunroom, suddenly we realize, ‘this would be perfect’. We didn’t want a big wedding anyway, so we just thought ‘what better place to get married’. The staff was so wonderful. They took it on so well and made it such a memorable experience. My mom came even more alive that day. Up until that time, she wasn’t wearing makeup or doing anything with her appearance. I did her make up, we put a nice dress on her. She was herself again that day. It was really, really nice,” continues Rhonda.

“You could tell how important it was to her to be there,” adds Joanna. “It was one of my favourite days of my life. Being there with my sister for her wedding and obviously having Mom there. It was one of the best memories we could have had with our Mom, in her final days.”

**Thank you for helping to make cherished memories like this possible for our residents and their families. We are deeply grateful for your generosity.**





“With the utmost care and exceptional dignity my Mother felt loved and safe. Everyone there from the front desk to physical care to emotional support and medical care were so much appreciated from my Mom and all of us. Her 91st birthday was made so extra special with the attention given to her the day. Her full shower, hair washed, blown dried & styled, nails painted. Thank you for the memories for her last birthday with her family.”



“I cannot adequately express how grateful we are that our Mom/ Nana spent her last days at Innisfree. It was everything we hoped for and so much more. Peaceful, warm environment created by all staff was so comforting for all of us and most of all, Mom. We will always have those cherished memories, thanks to all of you at Innisfree. Thank you all, so very much!”



“I recommend hospice for end of life care. The respect you showed my mom and family was amazing. We appreciate everything you did for her. Hope you are all hanging in there right now.”



“We are incredibly grateful to have been able to access Hospice care for my Father. The care and attention provided to my Father, & the support given to our family during this very difficult time was absolutely outstanding. Thank you so very much from the bottom of my heart.”

“Although my husband was only there for a day before he passed, the care he received was exceptional. I am truly grateful to everyone at Innisfree.”

“If anyone says there are no such things as angels... they can find them at Lisaard Hospice. My Father's passing was so hard but the Angels at Lisaard helped immensely. Thank you.”



# Our Volunteers

Volunteers support every aspect of our organization.

We have volunteers who do: direct resident care, reception, cooking/baking, cleaning, grocery shopping, maintenance, gardening, laundry, filling the bird feeders, decorating for the holidays, administration, music, pet therapy, special projects, and so much more.

Many of our volunteers have been through the experience of losing a loved one at Lisaard House, Innisfree House or elsewhere and choose to give back in this deeply meaningful way to help others get through a very difficult journey that they themselves know personally.

We are exceptionally grateful for the support of our volunteers. They are the glue that holds everything together and we are deeply grateful for everything that they do.

## Volunteers by the Numbers

**17012** total number of volunteer hours

**264** total number of volunteers

**16** new volunteers in 2019

**100** house volunteers completed the 10 hour training program

**10** Board of Directors

**21** Ancient Mariners (to tend the Lisaard House Gardens)

**80+** Community/Corporate Volunteers (Air Cadets, Apostolic Christian Church, Bethel Praise Choir, Ancient Mariners of Cambridge, Christ Embassy Kitchener, Farrow, Grant Thornton, JC Mortgages, Just Energy, Lone Wolf Tech, Manulife, McAfee, PepsiCo, St. Michael's Parish)



## In the words of our volunteers:

"I'm really missing my volunteering and sending hugs to all of you who continue to be there for the residents. God bless you and stay safe."

"We miss you guys and our shifts as well. Hoping that all of you on the front lines stay well - you are God's angels!"

"Our staff are heroes. I look forward to being able to do something for them soon to make their lives easier."

"The staff is always on my mind and in my heart."

## The Heart of Our Hospice Family

We are very fortunate to have wonderful people working with us at Lisaard and Innisfree Hospice. Our nurses, personal support workers, volunteers and physicians provide expert care for people living with a life-limiting illness, and their family members.

Our volunteer services team help to recruit, recognize and retain caring people to help us deliver programs and services. Our development team ensures sustainability for the organization with a goal to raise more than \$1.5 million each year.

Our administrative and leadership teams work to ensure Lisaard and Innisfree Hospice continues to be a leader in hospice palliative care for our region.



“When action  
meets compassion,  
lives change.”

*Anonymous*

## How your support makes a difference

Donations fund 60% of our programs and services enabling us to provide the very best possible round-the-clock care, support and pain management for residents nearing end-of-life.

### Hike for Hospice

On Saturday, June 1, 2019, more than 300 people came together at Kitchener's McLennan Park and raised more than \$80,000 in support of Lisaard and Innisfree Hospice.

### Hearts for Hospice Rustic Gala

The annual Hearts for Hospice Gala took place Saturday, February 9th and raised an amazing \$112,000.

### 3rd party events

Many individuals and groups held fund-raisers in support of Lisaard and Innisfree Hospice.

Corporate groups supported Lisaard and Innisfree with both cash donations and in-kind donations.

*Thank you to all of our sponsors, event guests and participants, 3rd party event coordinators, and corporate volunteer groups. We receive each gift with gratitude.*



# Consolidated Financial Report

For the year ended December 31

2019

2018

## OPERATING REVENUE

Donations and fundraising (Note 8)	1,601,422	2,501,392
Government grant	1,909,554	1,863,093
Investment income (Note 9)	1,216,356	(43,009)
	<b>\$4,727,332</b>	<b>\$4,321,476</b>

## OPERATING EXPENDITURES

Salaries and benefits	2,877,160	2,829,909
Amortization	272,105	277,126
Building expenses	221,987	199,736
Marketings	109,604	48,560
Physician costs	52,710	111,706
Professional fees	39,993	57,667
Resident expenses	36,336	32,369
Office	25,569	20,523
Telephone and cable	14,447	11,884
Memberships	9,517	3,332
Travel	4,816	6,115
Insurance	4,365	3,747
	<b>\$3,668,609</b>	<b>\$3,602,674</b>

Excess (deficiency) of revenue  
over expenditures for the year

**\$1,058,723**

**\$718,802**

## ASSETS

Current	Cash (Note 2)	712,346	597,279
	Short-term investments (Note 3)	8,311,808	7,328,019
	Accounts receivable	8,863	116,020
	HST recoverable	98,518	46,865
	Prepaid expenses and deposits	109,728	126,580
		<b>\$9,241,263</b>	<b>\$8,214,763</b>
Tangible capital assets (Note 4)		5,625,968	5,695,167
		<b>\$ 14,867,231</b>	<b>\$ 13,909,930</b>

## LIABILITIES AND NET ASSETS

Current	Accounts payable and accrued liabilities	97,548	198,970
	Deferred operating contributions (Note 6)	147,508	147,508
		<b>\$245,056</b>	<b>\$346,478</b>
Net Assets	Unrestricted	4,052,491	2,970,220
	Internally restricted - tangible capital assets	5,625,968	5,695,167
	Externally restricted and held for endowment	4,943,716	4,898,065
		<b>\$14,622,175</b>	<b>\$13,563,452</b>
		<b>\$ 14,867,231</b>	<b>\$ 13,909,930</b>

# Consolidated Financial Report



## Revenue Sources

Donations & Fundraising  
\$2,817,778

Government of Ontario  
\$1,909,554



## Portion of Spending by Expenses

Human resources  
(clinical staff & volunteers) 85%

House Expenses 7%

Operating Expenses 5%

Resident Supplies 3%

**Revenue  
Sources for  
every \$1 spent**



**\$0.60**  
needs to be  
raised from the  
local community

**\$0.40**  
is funded by  
the Ontario  
Government

# 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

**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

**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

## Board of Directors

Lisaard and Innisfree Hospice Board of Directors is comprised of volunteer leaders from the community.

Sheila Ainsworth, *Chair*

Kevin Mullan, *Vice Chair*

Lara Banks

Ken Bell

James Bennett

Kate Innanen

Tea Pupica-Terzic

Louise Sims

Melissa Tummon

Don Wildfong

*We dedicate this report to our founders, Sheila and Val O'Donovan. Thanks to their vision and generous foundational funding, we are proud to have served more than 4,000 residents and their families since welcoming our first resident in 2000.*

## Lisaard and Innisfree Hospice

### 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

Visit our website at [www.lisaardandinnisfree.com](http://www.lisaardandinnisfree.com)

Follow us on social media



**“If there ever comes a day when we can’t be together,  
keep me in your heart. I’ll stay there forever.”**

*A.A. Milne*

