



HOSPICE
HALIFAX

ANNUAL IMPACT
REPORT

FISCAL YEAR 2020-2021

#HalliHeart



Hospice Halifax is a compassionate and supportive community of staff members, volunteers, and donors dedicated to making dying and living as comfortable and as meaningful as possible at the end of life.



Mission

A community of compassion and care dedicated to providing the best end of life possible for patients and their families.

Vision

Offering the best end of life possible.

Values

- Community
- Inclusion
- Knowledge
- Advancement



Mom died peacefully at Hospice Halifax. She was not in pain. She was safe and secure. She was nurtured, cared for, and most importantly she was honoured and respected by a team of compassionate and professional caregivers."

-Ally Garber



"Angels from heaven work and volunteer here. I do hope that you don't have to visit a loved one here but if you do they are very well equipped. They will treat you and your loved ones with the utmost respect and love"



"I am so grateful for the bereavement support group. It has been so helpful in my grief experience. The online format is very convenient and the volunteers are incredibly supportive. It is a safe space to be with people who are going through similar grief experiences." - Michelle S.



Phil Otto

Chair of the Board

I was delighted to be elected Chair of the Hospice Halifax Board following the AGM in June last year. This has been a year of growth, successes, and challenges. For our community who suffered through many tragedies in 2020 and were unable to gather to mourn the loss of loved ones, we tried to offer support. I'm pleased that we've been helpful to the hospice movement in Nova Scotia to grow rapidly, with the Valley Hospice opening last fall, and Cape Breton Hospice due to open later this year.

During the year we cared for 108 patients and 851 friends, family and community members, delivering on our mission to provide the best end-of-life care possible for patients and their families. Our team was able to safely navigate the COVID-19 pandemic, remaining fully open, with 92% occupancy at the residence. Although we had to introduce many restrictions to protect patients, families, visitors, staff, and volunteers, we continued to provide the hospice palliative care our community needed. This included continuing with group participation in bereavement support, grief counselling, and many therapies we deliver. In moving some services to virtual delivery, we were able to offer programs to people throughout Nova Scotia.

Despite COVID restrictions, we were able to increase our revenues, supporting the expansion of our services, particularly with grief and bereavement programs. We paid off our mortgage on the hospice residence before year-end, a major accomplishment given that the mortgage was \$5 Million less than 2 years ago!

Our social enterprise - The Compassionate Closet was forced to close due to COVID-19 and then reopened under restrictions. The community supported the store with loads of donated clothing. Our Compassionate Closet volunteers remained steadfast in their commitment, and we had great support from our customers. We're very grateful for all of this community support.

I wish to thank the hundreds of volunteers who gave their time to work on our reception desk, help in the kitchen, staff our store and work on our Board and volunteer committees. We wouldn't be able to serve our community without you. In particular, I wish to thank outgoing Board Members Bob MacKinnon and Paul Bent who both worked for many years to see the hospice residence become a reality. Your efforts are greatly appreciated!

To our staff at the hospice and the store, you worked through very challenging circumstances to keep the organization moving forward. I know you endured long days of fear, anxiety, and stress in very challenging circumstances. Thank you for your outstanding efforts!

Looking forward, we have ambitions to provide more services for those facing the end-of-life and the loss of loved ones. We are working hard to raise the needed funds to do more; continuously improve our team and the quality of our services, and increase capacity in our community for end-of-life care.

Gordon Neal

CEO

Looking back on last year what stands out for me is resilience. Resilience from our province, our organization, our team, and our community. We have prevailed and found ways to work within the confines of a crisis, while being without so many comforts. We are incredibly grateful that we did not have to shut down, or completely pause visitation at Hospice Halifax.



Despite having to cancel Feeling The Love - a party we so look forward to - we found other ways to engage our community. Our Hike for Hospice went virtual, with participants walking in their neighbourhoods and it was our most successful hike to date! We even shared the love with the #haliheart and candy grams. But the most touching fundraising event we held was Kate's Ride. Our very own Kate, RN, rode 1km for each patient that died at Hospice in 2019. I had the pleasure of riding part of the way with Kate and was thrilled with her tremendous efforts. Outside of fundraising, we held a meaningful memorial for the families of patients who died at Hospice Halifax in 2019. It was a beautiful sunny day on the lawn looking out over the Arm.

Our community has continued to fill us with awe - the support we received during such a hard year meant so much to us and helped us continue to deliver on our mission. We had over 8,000 community members donate their time and money to Hospice Halifax. We intentionally reduced our volunteer numbers and the shifts available, but had a committed group provide over 2300 hours of volunteer work at the house, 1700 hours at The Compassionate Closet and numerous hours on the Board of Directors and event committees.

This next year will be pivotal as we work towards bringing more hospice beds to our community, finding ways to provide respite care and caregiver support, expanding our bereavement support, expanding community support, and providing more education on grief, death and dying to our community. To provide the best end-of-life care we must adapt and change to match the needs of our community.

There are so many people I wish to thank for all they have done - starting with our hospice team. They have shown a continued commitment to providing exceptional care. Our community of supporters is second to none - from organizations to individuals who donate their time, money, advice, and who spread the word about what hospice care is - we are so grateful for you.

Thank you.



Jonathan Caldwell

Treasurer

In a year in which we were all beset by an unprecedented set of circumstances, I have been thankful and amazed at the persistence, courage and compassion that the great team at Hospice Halifax has displayed over the past year. While we are still very much a new organization, we were able to demonstrate the perseverance and flexibility of a more mature organization.

The finances of Hospice Halifax were just as challenged as the operations in 2021. Historically, much of our fundraising that is essential to us being able to sustain the level of care that we have quickly become known for has come from fundraising events and campaigns that needed to be cancelled during the year. This represented a great challenge to the Hospice Halifax team, who responded by being industrious and imaginative in coming up with new avenues to raise money in these challenging times. As a result, the organization was able to operate at a surplus for the year despite traditional fundraising initiatives being cancelled. We are so very grateful for all of you who have continued to support Hospice Halifax during this trying period. The Organization was diligent in applying cost constraint where possible, but never at the expense of the care and service being provided.

In late March, after only two short years, we were able to completely repay the remaining portion of our outstanding mortgage on the Hospice building! This is a remarkable feat and a reflection of the generous and steadfast support we have received from the community. The support for the Hospice movement in Halifax is growing more quickly than many of us had anticipated and this milestone is extraordinary confirmation that so many of us view the Hospice as a critical pillar in our community already.

While 2021 was another successful year, the beat goes on in 2022 to continue to secure funding to ensure the long-term viability of Hospice Halifax and hopefully to expand the impact our people can have in our community. In all likelihood in-person events will be off the table again in 2022, and government COVID support programs will surely diminish as we move ahead, which once again will challenge us as an organization, a challenge however I know we will overcome. Time and time again our people and this City and Province have proven that they are up to the task, and I couldn't be more proud to be a part of it.



Stephanie Connidis Medical Director

Stay open for patients and families and keep everyone safe.

During COVID these two objectives were at times at odds with each other and it is due to the tremendous efforts of patients, families, staff, and our volunteers that we were able to achieve those objectives.

Hospice Halifax did stay open, with an occupancy rate of over 90% throughout COVID. We cared for our 200th patient and continue to see the growing need to care for more.

We did stay safe, although restricting visitors was one of the hardest decisions we had to make. In a truly compassionate way, we came together to safely allow at least one chosen support person to be at each person's side as they lived their days and weeks at Hospice Halifax.

At Hospice Halifax, we continually review the quality of the care we are giving and regularly meet with our Maritime Hospice partners to build strong clinical practices and strong voices for Hospice based care. Over the past year, I had the opportunity as the Medical Director to support the opening of Valley Hospice in Kentville, Nova Scotia. It is through work that we do together, that we build a community that allows all Nova Scotians to live with dignity and comfort every day.

It is a clinical team dedicated to this meaningful, palliative approach to caring - one that has continued to innovate and pivot, to ensure we are providing the best end of life care possible, and in doing so are caring for our community at the Hospice and beyond our walls.

On a personal level, I cannot thank everyone enough, for the kind and caring way they support me and each other.

We stayed open, stayed safe and stayed together.

THE compassionate closet

32 Glendale Ave, Lower Sackville



Melissa Carroll General Manager

This was The Compassionate Closet's first full year of operations. Despite challenging and changing COVID-19 restrictions, our team worked hard and came together to provide a safe place to shop, donate and support local while giving back to our community. The Compassionate Closet contributed over \$150,000 to offset Hospice Halifax's operating costs.

The Compassionate Closet team also created an additional retail space to capture revenue from donations that were previously being re-donated. We would proudly like to introduce...

THE walk-in



This additional ~ 2,000 square feet will enable us to target a larger group of customers, turn over inventory faster, and increase sales!

I want to thank our community and our loyal shoppers for their support and all our volunteers and team members for all their hard work each and every day. We couldn't have done it without you. Thank you!

This is HOSPICE Care



Surveyed families said they were...

100%

Satisfied/completely satisfied with the experience of care

98%

Satisfied/completely satisfied with symptom management

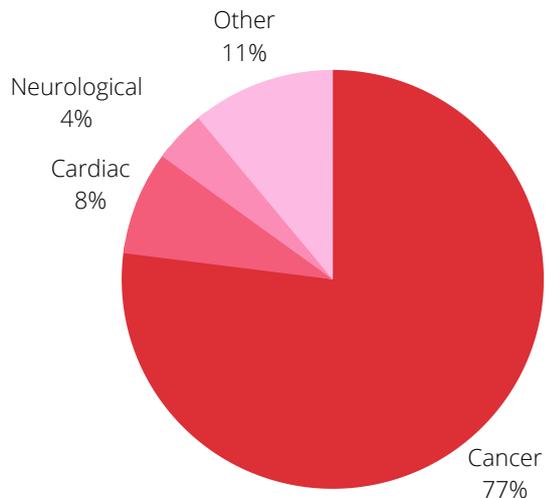
Hospice Halifax is an option for people with end life care needs that can't be met at home and who don't need to be in the hospital.

We care for the whole person and the family. Our team focuses on symptom management, support for families, planning for end of life, and helping people achieve the best quality of life possible.

108

Patients admitted to Hospice Halifax this year

Patient Diagnosis



We could do more...

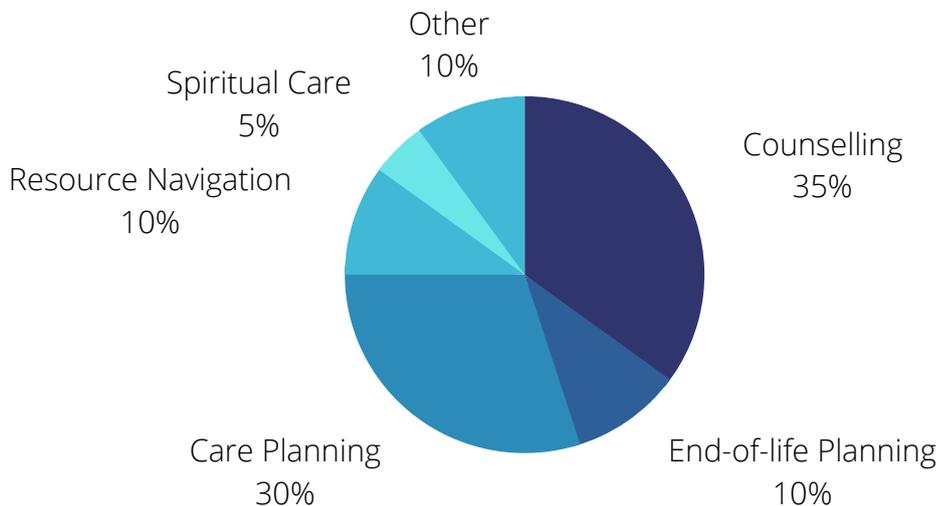
153

Patients were referred but not admitted since opening. We can do more! We will continue to grow to meet our community needs.



Our support services team spends a large amount of their time planning for a patient's care, having supportive conversations, helping navigate resources, and assisting with end-of-life planning.

Hospice palliative care embodies an interdisciplinary approach in its care of patients and their families and friends - considering physical, emotional, social, spiritual, and mental wellness.



Patient-family centered care works to consider how we at hospice can tailor our approach to each individual's needs, wishes, and goals. This helps the Hospice Halifax team focus on providing the best end of life possible for each person.



Services in addition to clinical care

- Social work assistance for patients and families
- Grief and bereavement counselling
- Group grief and bereavement support sessions
- Spiritual care
- Music therapy
- Complementary therapies: reiki, massage, aesthetics, haircuts, pet therapy, yoga, and photography

278

Music therapy sessions with our Music Therapist

43

Virtual bereavement support groups

226

one-on-one sessions with a Bereavement Counsellor

Our objective is to make hospice care equitably available to all members of our community regardless of their setting of care. This includes end-of-life care, bereavement services, and education for our patients, their family and friends, and our community. Hospice Halifax expanded our programs to include the following bereavement services for our community:



Walk and Talk Grief Group

The Walk and Talk Grief Group offers adults grieving the death of a loved one a confidential time to share their concerns, triumphs, and day-to-day experiences while spending time outdoors. Trained facilitators guide discussion during the walk.



One-on-One Counselling

Unfortunately, counselling services are not easily or equitably accessible to Nova Scotians. Hospice Halifax is one of the very few organizations to offer free bereavement counselling services and to provide phone, video, or in-person bereavement counselling services by a licensed professional free of charge in our community.

We could do more..

We are committed to decreasing financial and geographical barriers to accessing professional bereavement services. Pivoting to virtual services due to the COVID-19 context has increased the accessibility of Hospice Halifax's bereavement services, allowing individuals from across the province to participate. Hospice Halifax will continue to look for ways to expand our capacity to meet our community's needs.

\$2.5M

In yearly operating costs

- \$135,000 Food Services
- \$155,000 Occupancy Costs
- \$1,250,000 Clinical Team
- \$55,000 Medical Equipment and Supplies
- \$250,000 Palliative Support, Social Work, & Therapy
- \$150,000 Facility maintenance and cleaning

By donating to Hospice Halifax you're helping us expand our services & provide quality end of life care for more people in our community.

In order for us to continue to provide the best end of life care free of charge, reaching our fundraising goals is imperative.

“If Halifax is going to be the best community in which to live in, it must be the best community in which to die.”

- Mayor Mike Savage

Our objective is to make hospice care equitably available to all members of our community regardless of their setting of care.

Many people ask us how they can support Hospice Halifax. All gifts to the hospice, no matter the size, help us reach our fundraising target of \$1 million a year. If you would like to make a donation, please visit our website hospicehalifax.ca/donate or phone us at 902-446-0929.



ways to give

- Make a legacy donation in your will
- Transfer or gift of securities
- Host an event that supports hospice
- Make an in-memoriam donation
- Donate monthly through payroll, credit, or debit transactions
- Participate in Hospice Halifax events
- Donate to or shop at The Compassionate Closet
- Volunteer at the hospice or our store

We could do more...

Our future objectives

- More hospice beds in our community
- Provide respite care through day hospice, respite beds, and caregiver support
- Expand individual and group grief and bereavement support
- Expand in-home community support and education
- Provide accessible education on grief, death, and dying to our community.

221

Active Volunteers



11

Volunteers hit a 100 hour milestone

4,000

Volunteer Hours



This year's theme for National Volunteer Week was "The Value of One, The Power of Many". Hospice Halifax grew out of the passion and dedication of a group of volunteers who recognized the need for hospice care in Nova Scotia. This legacy of volunteerism continued throughout the years leading up to Hospice Halifax opening, and since then, hundreds of volunteers have donated their time and experience. From volunteering at the house, to The Compassionate Closet, to committees and events to help us fundraise - our volunteers are top notch. They adapted as we made necessary changes, and they continue to offer what they can, however they can - thank you, wela'lioq, merci for all that you do!!!

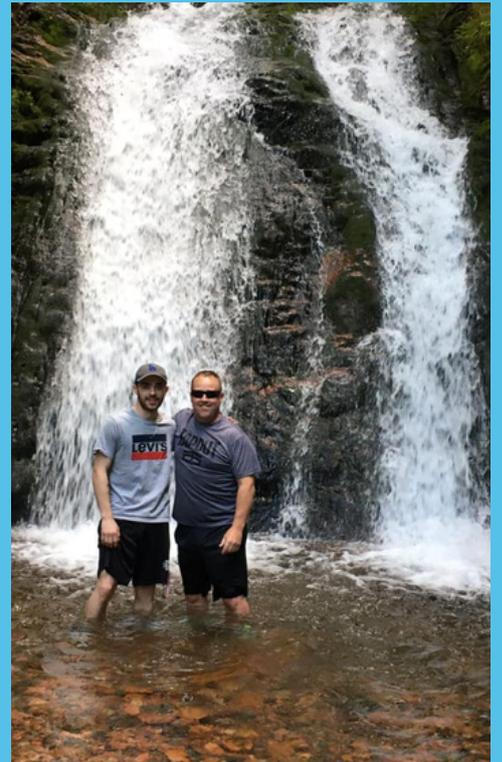
Hike — for — HOSPICE HALIFAX

Hike for Hospice is an energizing, family-friendly community walk to support all the great work happening at Hospice Halifax! In light of COVID-19, and to ensure we all stayed safe, last year's walk was VIRTUAL.

Well it was a real walk, and a virtual gathering. Supporters could sign up to participate, and fundraise amongst their peers for Hospice Halifax as done in the past, but come event day on June 27, participants (and their quarantine family) went for a walk, run, or bike within their own neighborhood. We had lots of participants and staff share all their community happenings on social media and our website!



over
\$80,000
fundraised



Kelly's Story

Kelly was a person who would light up a room the moment she walked in the door. She loved life. She loved her family. She loved her work and the joy that she could bring to her colleagues for a job well done.

When Kelly started to become easily confused and forgot the details of the task at hand, her family knew something was wrong. In her early 40s, something changed in Kelly and she eventually was diagnosed with early-onset dementia. When it became clear that Kelly needed end of life care, her doctor contacted Hospice Halifax and arranged for Kelly's family to see the Hospice for themselves.

Sue and David, her parents, were greeted at the door by the nursing and medical staff. After a tour of the Hospice Sue and David were shown 'Kelly's room'. Already hers, it was a place for her to be loved. Ready to help the family and ensure that Kelly would be looked after, like family, in her final days.

This is Hospice Care.

Not long after Kelly came to the Hospice she attended a party in the garden. She had her hands massaged. The nurses remembered to leave her music on in the night so she wouldn't wake up confused or feel alone. **This is Hospice Care.**

Joanne, the Housekeeper, would keep an eye on Kelly as she cleaned her room. When the nurses were looking after Kelly they would take the time to explain what they were doing — changing her bedlinen, washing her hair, checking her medications. This is Hospice Care. Kelly's parents were offered massage therapy. After months of being full-time caregivers to Kelly they were both tired — physically and emotionally — and full of tension. With Kelly at the Hospice, Sue and David went back to being just her parents, not her caregivers.

This is Hospice Care.

Thank you

\$116,000



Kate's Memorial Ride
 In Honour of our Patients




"On any given day at Hospice, there is an intense mix of emotions but underneath it all is love. As a nurse at Hospice Halifax, I wanted to do something to commemorate and honor the patients I have cared for. This ride is deeply personal for me and will give me time to reflect as well as fundraise for hospice in place of our pre-COVID event schedule. This will be a challenge for me (because I am not an athlete!), but I know I'll get the same love and support from the community that I get to experience every day at Hospice Halifax."

- Kate Mason, R.N



\$28,000
 fundraised



One of Hospice Halifax's incredible nurses, Kate Mason, stepped forward with the idea to go on a memorial bike ride. Kate peddled 127 kilometers from Lunenburg to Hospice Halifax along the Rails-to-Trails in honor of the 127 patients who died at Hospice Halifax during the first year of operations.

Hospice Halifax offered fun and unique ways for people to donate and support our mission. The list included anything from sponsoring a kilometer to throwing a pie in our CEO's face. Kate's event raised \$28,000 with 38% of donors being new!

Thank you to our sponsors!

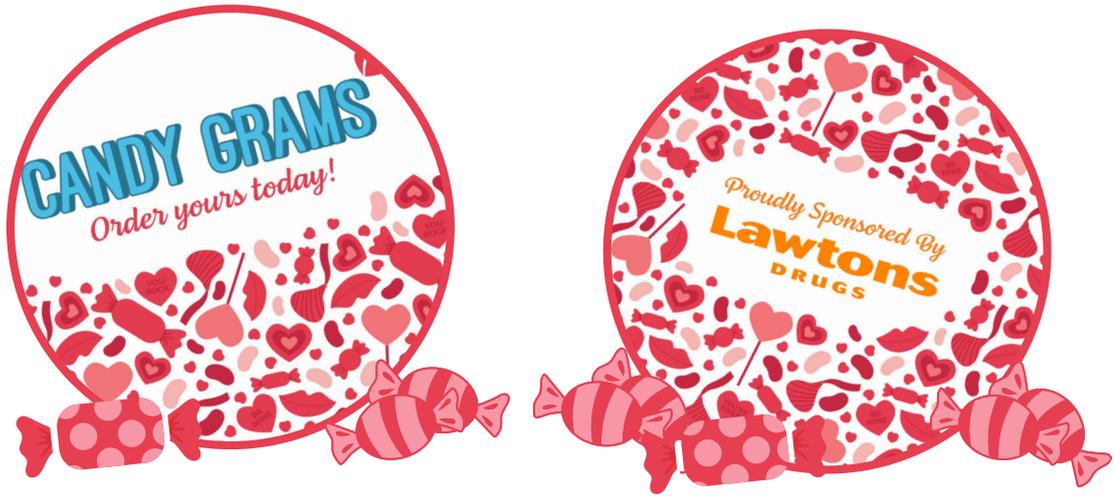


The #HaliHeart is Hospice Halifax's valentine to our community!

The #HaliHeart was designed to connect us all during the cold winter months and raise awareness for Hospice Halifax. The #HaliHeart seeks to engage with the city at multiple scales, both as an iconic object in the streetscape and a billboard for Hospice Halifax.

The three dimensional articulation of the iconic 'heart' form allows for various photographic and expressive opportunities.





A Candy Gram is just like the ones you remember from school; a small packet of assorted candy and chocolate designed to be sent through the mail, so that you can send something SWEET to warm the heart of someone you care about in this cold month of February!

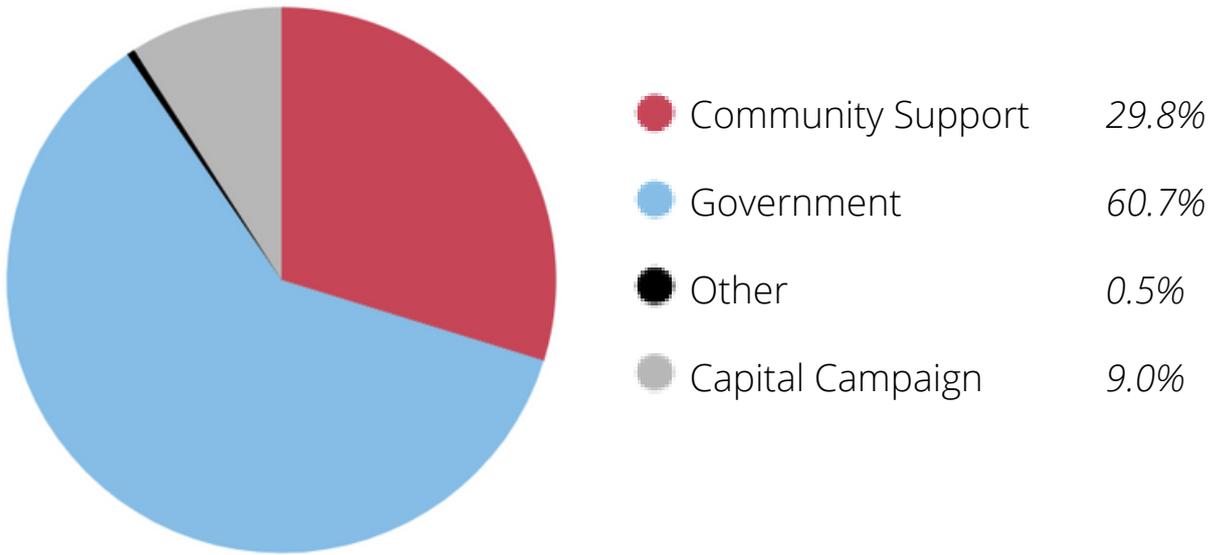
This was our first year for the Candy Gram campaign and we sold over 650 Candy Grams and 55% of participants were new donors!

\$15,000

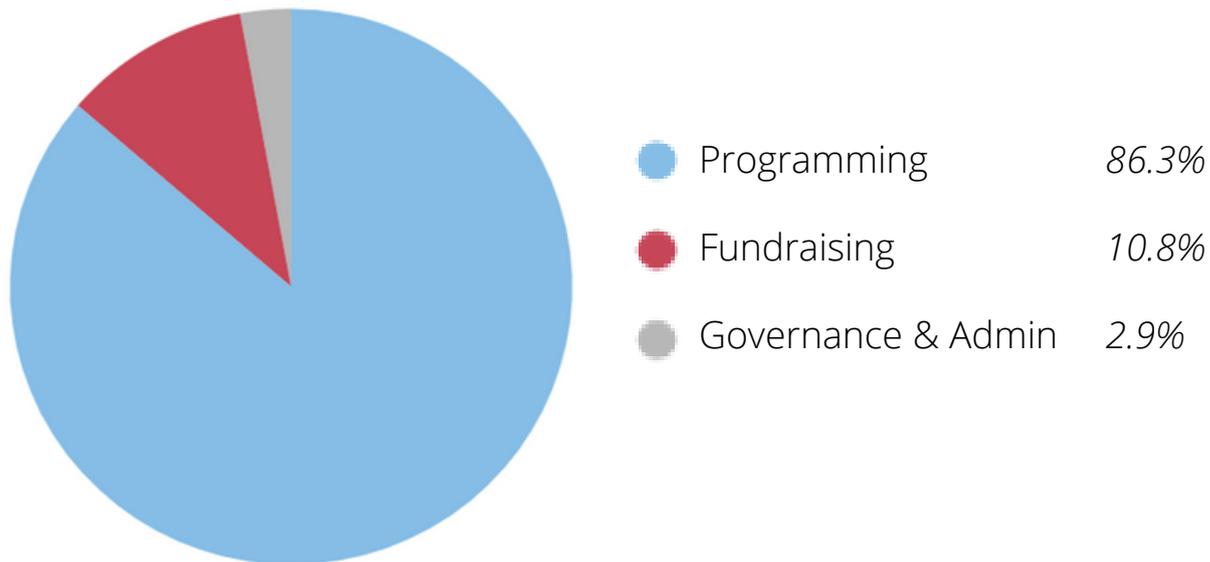
fundraised



Sources of Revenue



Your Gift in Action



EXPENSES

Programming	\$2,222,171.00
Fundraising	\$277,626.50
Governance & Administration	\$75,068.50

To view Hospice Halifax's full Financial Statements visit:

www.hospicehalifax.ca/annual-reports/



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