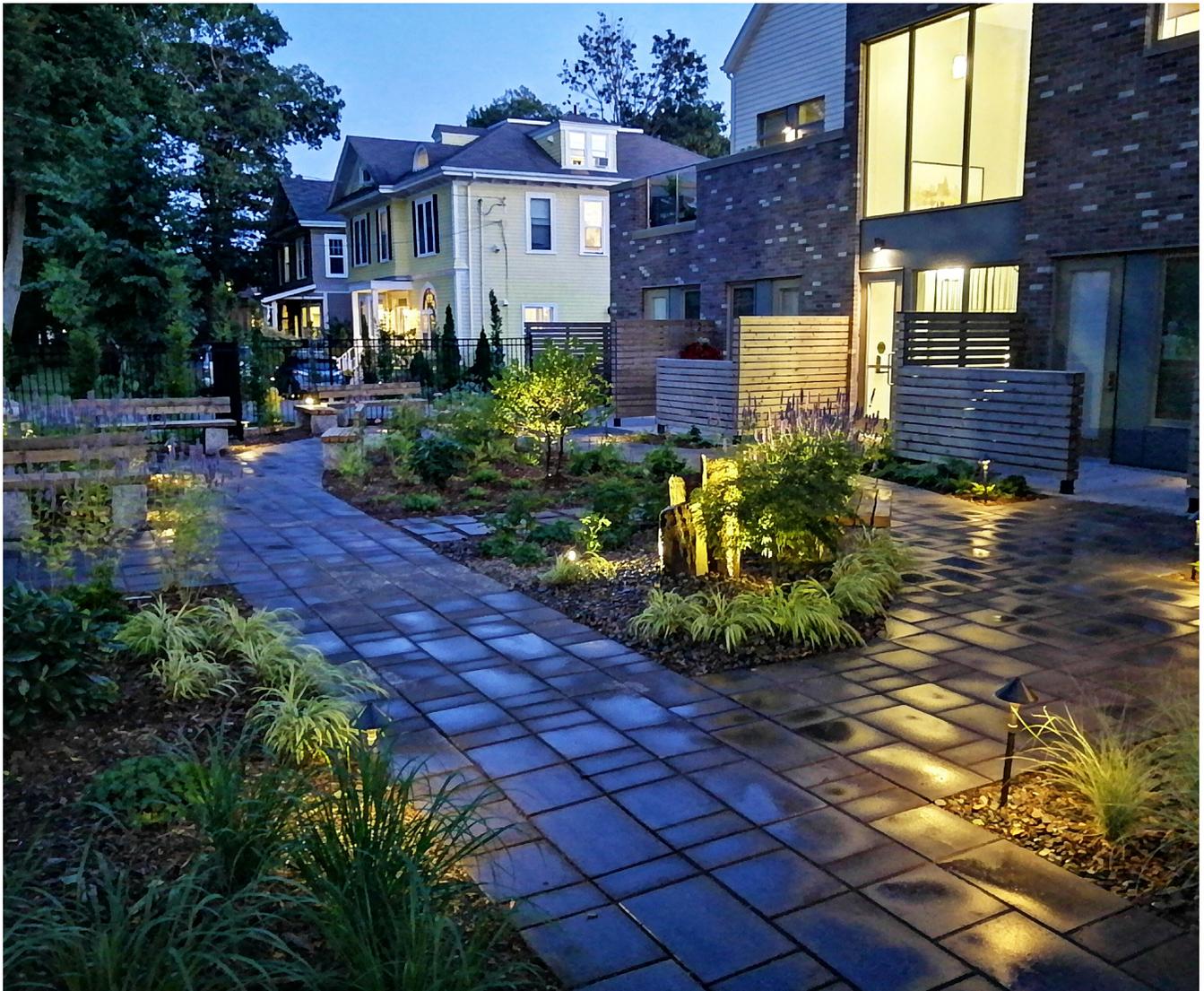


HOSPICE

HALIFAX

ANNUAL REPORT
PRESENTED AT THE ANNUAL GENERAL MEETING
JUNE 24 2020



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About Hospice Halifax



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

Our Mission

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

Our Values

Community

Community is the cornerstone of our success. We constantly strive to build a sense of community underpinned by trust, collaboration and mutual respect for our patients, their families, volunteers, donors, and each other.

Inclusion

We welcome patients', families', and community members' diverse identities.

Knowledge

We believe knowledge strengthens our community. Education and awareness about end of life care options give patients, families, volunteers, community members, and donors peace of mind surrounding death.

Advancement

We continue to always question the way things are done and how we can improve the experience that patients, their families and our community of supporters have with Hospice Halifax.

Messages from Loved Ones

"Thank you to everyone for making our mom's last weeks comfortable and dignified. We truly couldn't have asked for better care or nicer people."

"Thank you to everyone at Hospice Halifax, especially the nurses who took such special care of our mom...You all went above and beyond what we could have ever imagined. The Hospice truly became our second home and we are so grateful for the time we spent there."

"Thank you very much for being there when my mom was in need as well as not being there when we needed space. I have a newfound appreciation for how good you are for knowing what is sensitive and appropriate. You are all very good at what you do, and I appreciate how hard it is."



"Words cannot express the appreciation we have for the Team there, they create an atmosphere that is so serene while also catering to our every need both physically and emotionally."

"In her own words they treated her like 'royalty' on this very difficult journey, all of the staff has become very special to her and to all who spent time there. You are doing amazing work and we will hold you in our hearts always. Thank you for always taking care of our girl and us."

Message from our Chair

In many ways it seems like yesterday when we last met as a Society to review the year just completed and consider the year ahead. And yet, now just under a year later we are living in the most uncertain times any of us have seen or want to see again! Despite all this, our fiscal year 2020 looking back can only be seen as a huge success! From our ribbon cutting on April 17th attended by donors, staff, dignitaries and Society members to first patient admission in May our Hospice has shone brightly as beacon in the end of life journey of so many individuals, not previously able to access Hospice care outside of a clinical setting.

I want to send thanks to our senior management team under the strong leadership of Gordon Neal, our CEO and our amazing medical team led by Dr. Stephanie Connidis for the outstanding job which they have delivered to our community on behalf of the Society. The reports of our key leadership team are found in this AGM document which detail the many accomplishments achieved only through their leadership. We are all so proud of the accomplishments of our team over the year and most recently through the challenges brought about with the pandemic. There is no better barometer of success than feedback from those outside of the organization, and there has been no shortage of platitudes received from our community of patients, their families, volunteers and members of the community alike. I am beyond proud of the efforts of our team!



It is also important as we look back that we acknowledge the efforts of our Board, many of whom have been around the organization practically from the outset through the often challenging, yet in the end amazingly rewarding times, leading to the funding and construction of this amazing facility. For those of you who know me, you know that I always speak with pride how this team pulled together, never as a collection of individuals, but always the "we" who made this project a reality!

With today's AGM I wish to thank the following retiring board members for whom today is their last official meeting. Dr. Rob Horton, though not leaving the Hospice movement, is completing his term on the Board. Rob's contributions were simply transformational, as a medical practitioner





focused on palliative medicine and bringing an array of talents to our organization from IT, to budding musician/songwriter, talented leather artisan, strategist and outside the box thinker, Rob played a critical role in so many facets of the planning and execution of what we have today. Jim Torbert is also stepping down after playing an integral role in the management of the construction project of the Hospice. Jim's experience in the design of medical facilities was of immense help to our project. Jim had also been a member of the Society in its early years and will continue to be associated with Hospice through his efforts regarding Compassionate Organizations. We thank him for his contributions. Lastly, Margaret Chapman has announced she is stepping down after a term on the board to turn her full attention to her recently acquired business interest as they find their way through the impacts of Covid 19 and the new economic realities. Margaret brought strong strategic thinking to our Board and like the others, has indicated a willingness to continue to help should the opportunity arise.

This AGM as well marks my last meeting as Chairman of Hospice Halifax, a role I have occupied since December of 2017. It has been an amazing time in my life to see this long dreamed of project become a reality! There were days...oh there were days when I wondered if this would happen and I leave with an immense sense of pride for what our amazing Hospice team of Board members, staff and volunteers have been able to accomplish. I believe change is healthy for any organization and the time was right for me to hand off leadership of the next chapter in our journey. I am remaining on the Board for at least the 2021 fiscal year and like so many of us will always have a special place in my heart for the movement.

Paul Bent,
Chair of the Board, Hospice Halifax



A Message From Our CEO

Oh, what a year! So much happened in our fiscal 2019-2020 it's hard to believe! We completed the hospice construction in the spring, hired and trained our amazing clinical team in March and April, had our grand opening April 17th, and admitted our first patient May 16th. For the remainder of the fiscal year ending March 31, 2020 we admitted 118 patients, and provided assistance and support for more than 1200 family and community members.

Our supporters made this year a remarkable one. We held our most successful Hike for Hospice fundraiser, a marvelous Hat's Off cocktail event, had the largest attendance at our Feeling The Love party, and our Annual Fall Campaign raised more money than ever before!

We also participated in the Powersport Atlantic Expo, The Spring Ideal Home Show, the Pride Parade, the Natal Day Parade, the DAL Christmas Craft Expo, the Parade of Lights, and The Halifax Women's Expo. We hosted our very own neighborhood garden party in August. Thank you to our community for making these events a huge success.

We completed leasehold renovations for our social enterprise - The Compassionate Closet, in November, and opened the store on December 5th. To protect the community from COVID-19, we had to close the store mid-March and switch our operations to an online platform. We were able to safely reopen the store June 8th.



During the year, over 8,000 community members donated their time and money to Hospice Halifax. We received many non monetary donations ranging from equipment and supplies, to an automobile and a home. We also received a tremendous quantity of clothing donations to The Compassionate Closet. We are very appreciative of all of this support!

Speaking of donations, over 250 volunteers contributed over 11,000 hours by serving on our board, working on committees, supporting patients and loved ones, working in our kitchen and reception, helping with events, and supporting The Compassionate closet. We couldn't have done it without them.



We've engaged with other hospices in our region to work collaboratively, seek out best practices, and assist in expanding capacity. We're delighted that a newly built hospice will soon open in Kentville, and another is just starting construction in Sydney. We've also worked with SMU students on several projects that will support Hospice Halifax and improve end of life care.

Students have played a big role here at Hospice Halifax. We've had social work, nursing, and business students complete their practicums and work terms with us.

We began our planning and preparations for COVID-19 in January, and are continuing to adjust our daily operations to ensure the safety of our staff, patients, and their loved ones. Thankfully, none of our patients, families, staff, or volunteers have been infected. Things are improving now, and we're really looking forward to being able to return to providing a fully open and welcoming environment to all who need our services, but also keeping in mind that we may be faced with future outbreaks.

With all we've accomplished, our work is only just beginning. Our community should have 30 hospice beds, and we currently have 10. During the year, 68 hospice appropriate patients were unable to access an available bed at the appropriate time. The COVID-19 pandemic has clearly shown the need for improved care for our elderly and most vulnerable, and support for those who have lost loved ones. We plan to expand our grief and bereavement services to support the community's needs. We are also working on



education programs for family caregivers providing end of life care at home.

I wish to thank all of the individuals and organizations who have helped us in so many ways. We say that hospice is "in community, for community, and by community." We truly have an amazing community of supporters! I wish there was enough space here to thank you all individually.

Our hospice team delivered on our mission to provide the best end of life care possible for patients, their loved ones, and our community - I couldn't be more proud of them.

Finally, we were terribly saddened by the death of Lisa Moore, RN on August 8, 2019. Lisa was a beloved wife, mother, friend, and an amazing member of our care team. I would like to dedicate this annual report to her memory.

Gordon Neal
CEO, Hospice Halifax



Message from our Medical Director

After working for many years to make a hospice residence a reality in our community, I'm delighted that the first patient was admitted in May 2019 to our beautiful new facility. It's wonderful to see the support we have received from our community to realize this long-held dream. In fiscal 2019-2020, we delivered on our mission 'to provide the best end of life care possible' to 118 patients and their families. We will continue to work diligently to keep our mission front-and-centre as we collectively overcome the challenges created by COVID-19.

I am so grateful to all of the physicians who came together on this remarkable journey with such positive energy, full of ideas and experience. Our dedicated care team at Hospice Halifax currently includes six physicians, who are available to support our patients, their loved ones, and our team any time of the day or night. Hospice physicians meet regularly as a group to ensure our processes and approaches are effective and of the highest quality possible. We work closely with our partners at the Department of Health and Wellness, the Provincial Integrated Palliative Care Service, the Central Zone Palliative Care Network, the QEII Palliative Care Consult Service, and Continuing Care Nova Scotia to ensure we are well integrated and coordinated in our care for patients and families.

To increase capacity in the medical community for hospice palliative care, Hospice Halifax physicians continue to provide care in our communities. We collaborate with other hospice societies in Nova Scotia and beyond to share practices and strategies that will provide the best palliative approach to care for patients and families in need.



Celebrating our first year and missing our volunteers!

In addition to my current role with Hospice Halifax, I've accepted the position as Medical Director of the Valley Hospice in Kentville to 'pay it forward' and share my expertise. We know that Hospice Halifax is making a difference in our community and that we do not do it alone. We have received numerous comments from other medical professionals on the impact of access to palliative care. Below are comments from our community partners:

"I have found the hospice to be an excellent option for our patients that have exhausted home care and are unable to manage at home"- Devon Hennigar, Community Palliative Care Nurse

"Hospice has been an invaluable support for patients and caregivers...A family member told me that time spent at Hospice Halifax was a gift because it was the happiest that she had ever seen her Mom...The experience at Hospice Halifax brought a lot of joy after a lifetime of grief." - Amanda Tinning, Nurse Practitioner

"Availability of hospice led to increased discharges from our inpatient palliative care unit for patients who otherwise would not have been able to return home." - Dr. Robert Horton, Palliative Care Physician

Dr. Stephanie Connidis

Medical Director, Hospice Halifax

Treasurer's Report

The 2020 fiscal year was a remarkable year for Hospice Halifax as we opened our doors to patients in the spring and instantly transformed into fully operational Hospice which culminated years of planning, hard work and dedication from numerous staff and volunteers. As expected however, the first year of operations was a challenging one from a financial perspective. The Society has been able to weather these challenges to date and has plans in place that will enable the Hospice to remain operational as plans for the long-term funding model continue to take shape.

As the Hospice prepared to open its doors, our funding agreement with the Nova Scotia Health Authority began which provides a significant portion of our operating funding for the clinical care the Hospice provides. However, a Hospice is about much more than just clinical care and fundraising of over \$1 million per year is required in order to provide all of the hospice care to patients as well as bereavement, spiritual and emotional support to not only the patient, but to the families who visit the Hospice to be with their loved ones. In 2020, operating fundraising totaled \$870 thousand, which is a significant sum, but fell short of our targets. Fortunately, due to great fundraising efforts in prior years, we were able to offset some of the operating loss in the current year with surpluses generated in previous years.

2020 was a fantastic year for the Capital Campaign. Approximately \$2.4 million in donations was received during the year as we inch closer towards our goal of paying off the mortgage on the fabulous Hospice facility we now have. Although the success of the Capital Campaign to date has been astounding, there is still some work to be done to complete the "Final Mile" of the Campaign and make it another success story for the Society.



The Society also opened its first social enterprise operation this December, the Compassionate Closet.

Much like any new venture, there were some additional costs associated with the start up of the venture that were not recouped by the end of the year. In addition, the COVID-19 pandemic forced the doors to close in mid-March. The store has reopened now and staff and volunteers are working diligently to continue building on some of the momentum it had started to generate prior to being shut down.

Looking ahead to 2020/2021, a key area of focus for the Society will be to continue to grow its operating funding base to enable the long-term strategies and initiatives of the Society to be achieved. In light of the COVID-19 pandemic and physical distancing requirement, many of the Society's normal fundraising initiatives and events may take on different forms in the coming year than they have historically, and we look forward to the continued support we've received from the great community we have here in the Halifax Regional Municipality.

The audited financial statements can be found on our website, under the About Us section.

A handwritten signature in black ink, appearing to read "Jonathan Caldwell".

Jonathan Caldwell

Treasurer, Hospice Halifax

Volunteer Statistics



197

NEW VOLUNTEERS THIS YEAR!

17

VOLUNTEERS WHO REACHED THEIR 100 HOUR MILESTONE

250+

ACTIVE VOLUNTEERS

With over 11,000 hours of donated time, our volunteers have helped shape the compassionate support provided to patients and their loved ones. Our volunteers share their talents in our kitchen by helping food services, at our reception desk providing administrative support, and on the patient floor providing direct support to our patients and their families. We also have many volunteers who work at our social enterprise, The Compassionate Closet. Our special project volunteers share their talents to plan and organize our events. Our professional volunteers bring their designations to Hospice Halifax and include dog therapy, hairstylists & aestheticians, energy and massage therapies, and more. They also include bereavement facilitators who are counselors, therapists, psychologists, and social workers who bring their experience to our bereavement group.

Our bereavement facilitators have pivoted in response to COVID-19 and are now facilitating virtually each week. This has allowed our greater hospice community to continue receiving grief support. Our volunteers have also made tons of masks, ensuring loved ones are able to visit while observing best practices.

11,000+

TOTAL VOLUNTEER HOURS

That's 5.5 work years! WOW!

THANKYOU 



Patient Statistics



2780*
TOTAL NUMBER OF BED DAYS

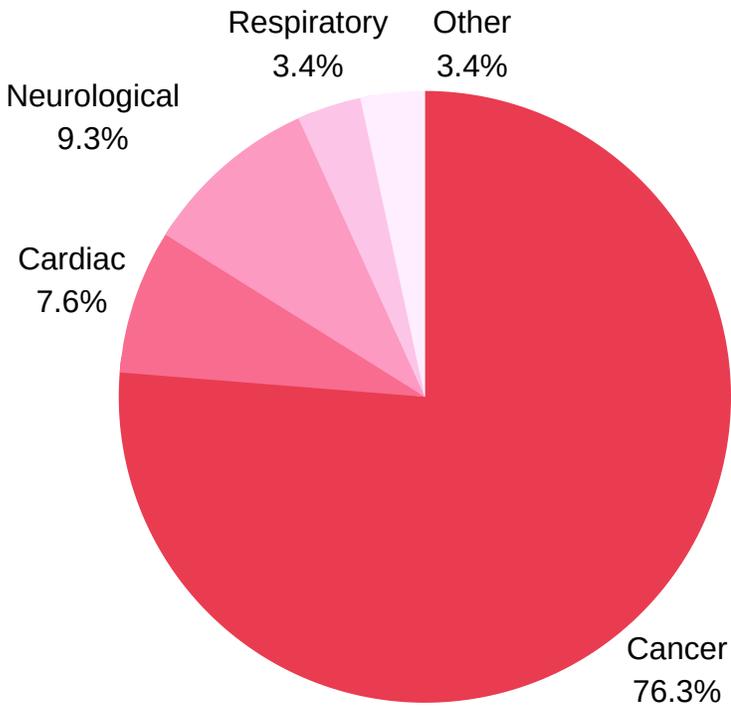
118
ADMISSIONS

26-99
AGE RANGE

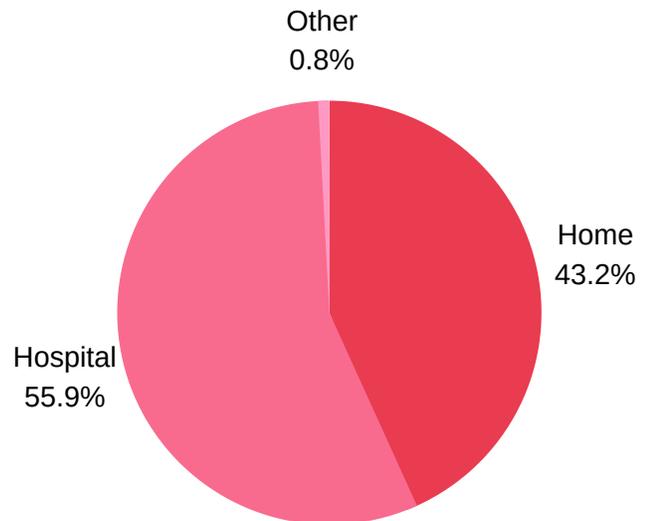
20
AVERAGE LENGTH OF STAY (DAYS)

88%
POSITIVE MENTIONS IN OBITUARIES

PRIMARY DIAGNOSIS



PREVIOUS LOCATION



*Opened May 16th, with only 4 beds available until mid June

Social Work Impact

1,005

LOVED ONES IMPACTED



383

DIRECT SOCIAL WORK
HOURS

300

DIFFERENT SOCIAL WORK
BENEFICIARIES

232

PEOPLE ATTENDED OUR
BEREAVEMENT SUPPORT
GROUP

Direct social work may include:

- supportive conversations
- counselling
- funeral & end-of-life planning
- advocacy
- referrals
- resource navigation
- special requests
- legacy work
- practical support
- care planning



We also welcomed
our musical therapist,
Karlene Francis

Monthly Giving

At Hospice Halifax we've learned that all the little things add up...including small monthly gifts. Thank you for all those who help us provide the little things that truly make a difference during end of life care.

FRESHLY BAKED BREAD
CUDDLES
A BREATH OF FRESH AIR
HOME MADE COOKIES
CELEBRATING AN ANNIVERSARY
A MANICURE
A BIRTHDAY CELEBRATION
EATING WITH FAMILY
A GOOD BOOK
SITTING BY THE FIRE
A WARM BUBBLE BATH



A HEAVY BLANKET
A COLD BEER ON A HOT DAY
A HAND TO HOLD
A HOME
EATING WHAT YOU WANT
HOT SOUP ON A COLD DAY
EXTRA CHEESE
AN EXTRA SCOOP OF ICE CREAM
A HEALING TOUCH
WALK IN THE GARDEN
A BEAUTIFUL VIEW



A GLASS OF WINE ON THE PATIO
TEA TIME
A FRESH HAIR CUT
WATCHING THE BIG GAME
AUTONOMY TO DO WHAT YOU WANT
A MASSAGE
SOME PEACEFUL SOLITUDE
TIME WITH THE LITTLE ONES
A HEAVY BLANKET
A COLD BEER ON A HOT DAY
A HAND TO HOLD



hospicehalifax.ca/donate-now

Hike for Hospice



Richard Hall

Donate to Hike for Hospice



\$50,000

**RAISED TO SUPPORT
HOSPICE HALIFAX!**



feeling the
Love



Thank you

OVER

\$135,000

**RAISED TO SUPPORT
HOSPICE HALIFAX!**

NOVA SCOTIA
Gaming
CORPORATION

OCEAN
Built on Quality.


Atlantic Lottery
Loto Atlantique

Deloitte.

Lawtons
DRUGS

ZedEvents
great productions

limo**light**

Gordon Stirrett
WEALTH MANAGEMENT

Scotiabank.

ground**SOUND**

Lindsay
CONSTRUCTION

glow
THE EVENT STORE

revolve
Branding & Marketing



Annual Fall Campaign

A SPECIAL GIFT

to Mom

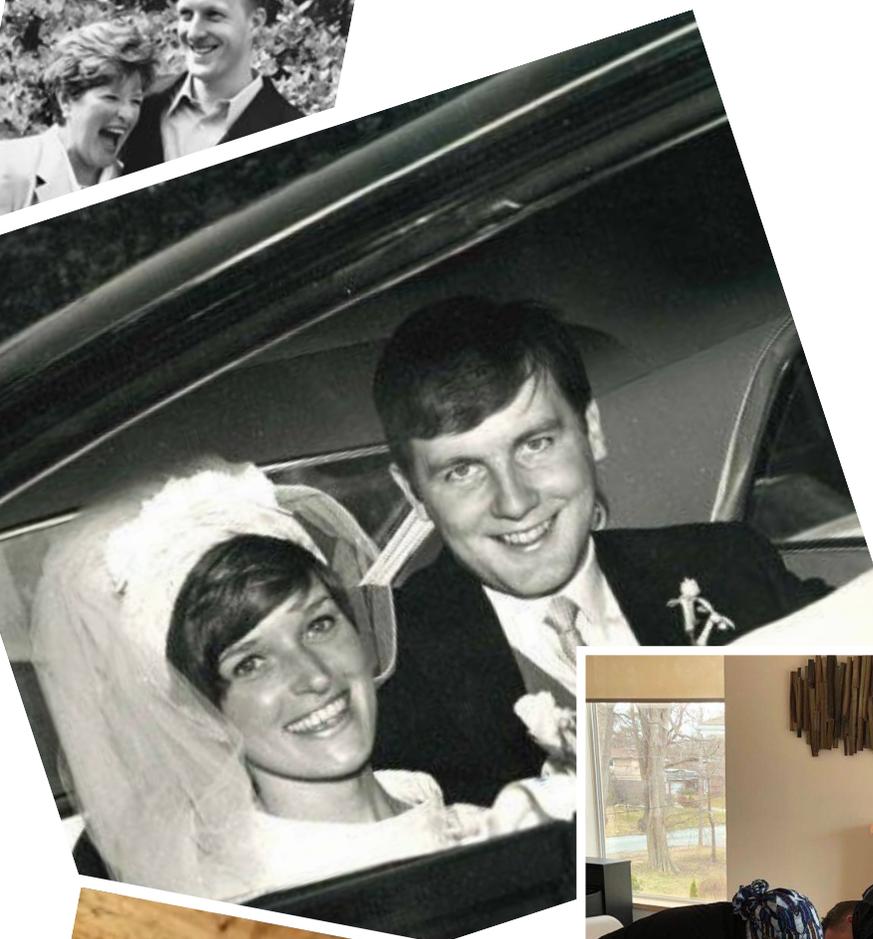


\$132,869

RAISED FOR HOSPICE HALIFAX

"I found this picture on my phone the other day. This is my mom, Judy, during the Hospice Open House back in April. We all went with her to visit

A surreal trip for sure, but it solidified her decision that this was her wish, she really wanted to be here at the end. I hope all families get the opportunity to experience Hospice, which is why I decided to share our family's story." - Ally Garber



Allison,
I hope you discover
what a special person you
are, because I have.
I love you very much,
Mom.

THE compassionate closet



MEET OUR MANAGER
Melissa

A Social Enterprise offers charities the opportunity to create a sustainable source of revenue to help support their operations. December 5th, 2019 was special to our organization – it was the day we officially opened the store after months of preparation and planning!

The Compassionate Closet is a uniquely curated, New-to-You store that was designed around the mission of Hospice Halifax. Our vision each and every day is to create a shopping experience that gives a sense of contribution to each customer, donor, volunteer and staff member on every occasion at our store. Our goal is to feature great products at great prices, and we are becoming a destination that shoppers frequently visit to have an experience and purchase with purpose.

We provide ways to support and learn about Hospice Halifax and spread awareness at every opportunity. With this vision, our special offering of tax receipts for donors, and by carefully curating the inventory, we have an opportunity to create a lasting legacy for our organization with The Compassionate Closet. I hear every day that the pictures people see of our store do not do it justice and the only real way to appreciate it is with a visit!

32 GLENDALE AVE, LOWER SACKVILLE, NS B4C 3M1

SHOP ONLINE! WWW.THECOMPASSIONATECLOSET.CA

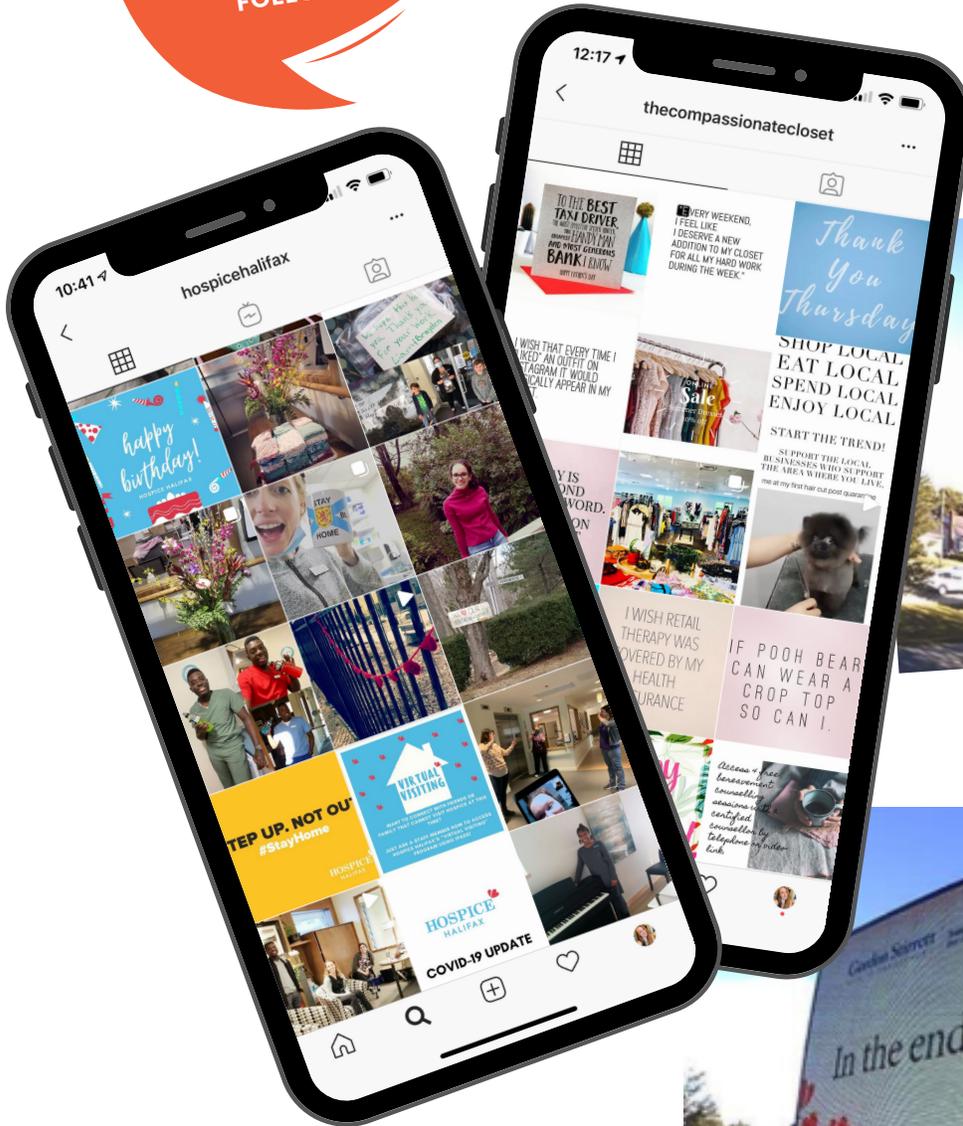
COVID-19

Hospice Halifax is continuing to work hard to provide the best end of life care possible for patients and their families during this difficult time for our province. We're operating much different than pre-COVID with fewer volunteers, closed common spaces, limited visitors, no self-serve food, and non-essential staff working at home, while everyone in the hospice wears masks while working.

In order to adapt to these challenging times, our team has been very creative by providing our patients, their loved ones, and our community our services virtually (like our bereavement support group) or providing new services (like our virtual online visiting).



Building Awareness



75,200+
WEBSITE VISITORS

A SPECIAL

Thank you

HOSPICE
HALIFAX

"Thank you to our community of supporters! We couldn't have done any of this without you." - The Hospice Halifax Team
