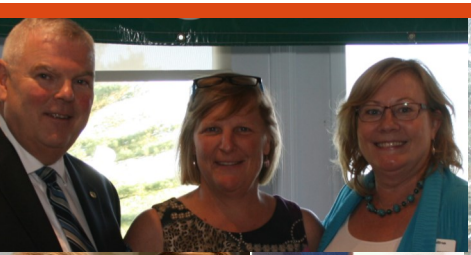
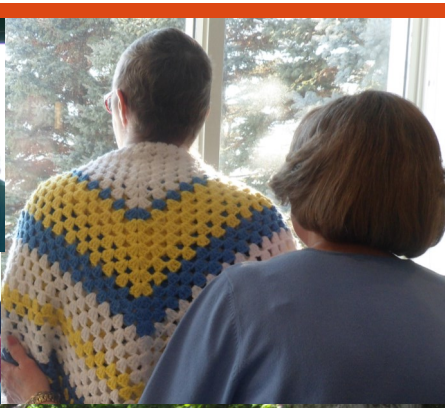
Hospice Care Ottawa

When comfort matters most

Report *to the* Community 2014-2015





Hospice Care Ottawa
When comfort matters most

Message from our Board Chair and Executive Director

Hospice care is becoming even more important now as we face issues of an aging population, increased health care costs, hospital budget cuts, physician assisted death legislation and increased demands by health care consumers for services when and where they want them. We remain steadfast in our mission to *accompany and support individuals and their families through their end-of-life journey by providing compassionate high quality care*. And, we are more committed than ever to increasing the number of hospice beds available in Ottawa and increasing the services we can provide to those living with a life-threatening illness in their home, caregivers or those who are bereaved.

"The Hospice was better than we could have imagined on every level and we were so grateful to them for allowing dad to pass in such a dignified and comfortable manner."

Our community has been incredibly generous in raising over 1.8 million dollars towards our operations and 6 million dollars toward our Ruddy-Shenkman residence building. This past year we have been able to provide over 1,400 individuals and their families with hospice services. As well this year we received additional government funding which will allow us to better meet the needs of our French speaking community.

Events such as the *Hike for Hospice* and *Homes for the Holidays* were not only successful in raising much needed funds, but they have also helped raise our profile and spread our message about the value of hospice palliative care. Every day we hear genuine thanks and compliments about our facilities and our care. This year we even celebrated a client's wedding at one of our sites and were able to help one of our patients travel back to Africa to die at home where she wanted to be. These are but a few examples of what makes hospice care special.

Our services remain free of charge to clients and their loved ones. Our financial report indicates that we have remained on budget. Thanks to you, our partners and donors, our dedicated staff and over 1,000 volunteers, we have been able to make this happen.

Janet Dunbrack
Board Chair

Lisa Sullivan
Executive Director

Who we serve

This year Hospice Care Ottawa served 1,462 people.

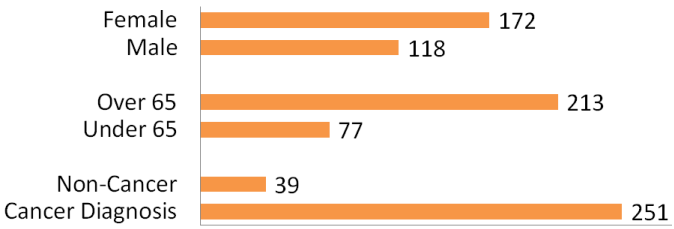
In our Residential Hospices

- 290 clients were served
- Median length of stay was 11 days
- 52% of people were referred from a hospital and 48% were referred from home

100% Satisfaction!

A recent study conducted through McMaster University (CaregiverVOICES survey) revealed that 100% of respondents who lost a loved one at our hospice within the past 2 months were either 'very satisfied' or 'satisfied' with the care.

Resident Profile



In our Community Programs

- 188 clients served in Day Hospice
- 213 clients served with In-Home Support, volunteer visiting
- 771 clients served by family support, grief & bereavement program

It is thanks to our dedicated volunteers that we are able to provide the services we do.

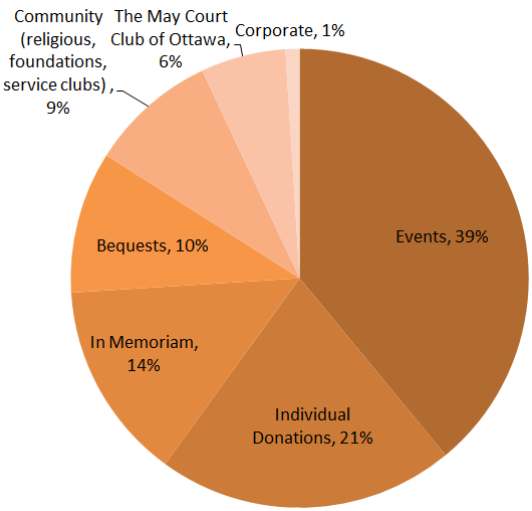
This year we had:

- 1,069 active volunteers
- 326 volunteers provided direct service to clients in residence or community
- 55,299 hours of volunteer service provided

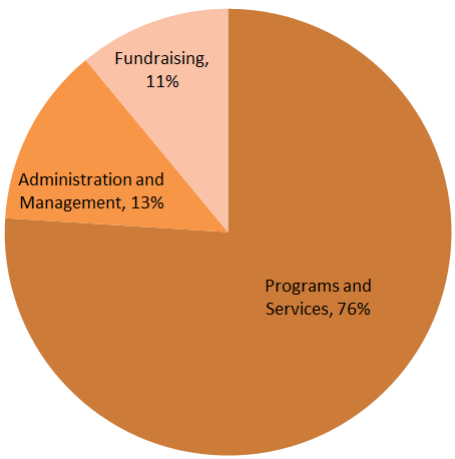
"We cannot fully express how much we appreciate all of the hard work and support you provided to our loved one and us, his family. Your care is something that cannot be measured but will always be remembered."

Our Donations & Expenses

Hospice Care Ottawa Donations



Hospice Care Ottawa Expenses



Board of Directors 2014-15

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John Laframboise, *Vice Chair*
Randy Tivy, *Treasurer*
J. Lynn Thomson, *Secretary*
Tracy Arnett
Sheila Brady
Dawn Cooper
Amy Desjardins
Kathy Greene
Alnoor Maherali
Heni Nadel
Christopher Warburton
Stephen Whitehead

Ex Officio Members

Dr. Andrew Mai, *Medical Director*
Sharon Murphy, *Past President, The May Court Club of Ottawa*
Lisa Sullivan, *Executive Director*

Our Mission

We accompany and support individuals and their families through their end-of-life journey by providing compassionate, high quality care.

Our Vision

We aspire to be part of a dedicated, caring community where individuals and their families have access to compassionate, high quality end-of-life care when and where needed.

Statement of Operations and Changes in Net Assets
For the year ended March 31, 2015

	Profit and Loss 14-15
Revenues	**$**
Provincial annual base funding LHIN	312,156
Provincial one time funding (grants) LHIN	898,247
CCAC contributions	1,778,411
Donations	1,111,383
Events	691,747
Other	2,269
Total Revenue	**4,794,213**
Expense	
Amortization	96,042
Education	8,084
Facility	701,469
Fund development general expenses	33,598
Program & General administration	529,585
Interest on debt	24,620
Salaries and benefits	3,353,205
Total Expense	**4,746,603**
Excess (deficiency) of revenues over expenses	**$47,610**

Statement of Financial Position Year End March 31, 2015

	Operations 14-15
Assets	
Current	
Cash	749,196
Accounts Receivable	311,564
Inventory	14,021
Prepaid expenses	55,446
	1,130,227
Tangible capital assets (Note 2)	**3,199,306**
Asset Total	**4,329,533**
Liabilities and Net Assets	
Current	
Accounts payable and accrued liabilities (Note 4)	496,085
Deferred contributions	100,208
Bank indebtness (Note 3)	100,000
	696,293
Deferred contributions relating to tangible capital assets (Note 5)	**290,535**
Deferred Hospice Ottawa West contributions (Note 6)	**1,059,144**
Net Assets	
Unrestricted	**433,934**
Invested in property and equipment	**1,849,627**
	2,283,561
Liabilities and Net Assets Total	**4,329,533**

Auditors' Report

KPMG LLP

Accountants

*For full financial statements please visit our website

Thank you to our 2014-15 Community and Corporate Sponsors

133269 League Canada Inc.
Acart
Advanced Business Interiors
Ainee's Convenience Store
Alan MacDonald Wealth Management
Allard's Collision Centres
Amsted Design Build
Anglican Diocese of Ottawa
Arbor Memorial Inc.
Artistic Landscape Designs Ltd.
Atriums at Kanata Social Club
Backpocket HR
Barry J. Hobin & Associates Architects
Bayshore Home Health
BBS Construction Ont. Ltd.
Beddington's Bed and Bath
Bereavement Support & Education Ottawa
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Emmanuel United Church
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Ferguslea Properties Limited
Flowers Talk Tivoli
Frisby Tire Co. (1974) Limited
Glen Cairn Ladies Softball League
Haute Mama
Holy Trinity Anglican Church
Homestead Land Holding Limited
Home Trust
Hulse, Playfair & McGarry
Insurance Bureau of Canada
Jack May Chevrolet Buick GMC
Jedburgh Abbey Inc.
Jiffy Photo & Print
Kanata Choral Society
Kanata Civic Art Gallery
Kanata Hazeldean Lions Club
Kanata Seniors Council Inc.
Kelly Funeral Homes
Knights of Columbus Holy Redeemer Council #9544
KPMG
Labarge Charitable Foundation
L.A. Pai Gallery
Lauridell Foundation
Laurysen Kitchens Ltd.
Lennox Sterling Memorial Golf Tournament
Lowe's Canada, Kanata
Mai Clark Medical Professional Corp.
Magenta Investment Corp.
March Networks, Employee Network
Mark Motors of Ottawa
Mattamy Homes
McAuley Financial Services
McGonigal Construction Ltd.
McKeen Metro Glebe Medical Pharmacies
Merovitz Potechin LLP
Metcalfe & District Lions Club
Metroland Media
Mill Street Florist
Mood Moss Flowers
Mor-Wen Restaurants Ltd.
Myers Automotive Group
MYTRIBUTEGIFT Foundation
Nordion
Ontario Medical Supply
Ontario Rental and Supply
Orange Art Gallery
Ottawa At Home
Ottawa Construction Association
Ottawa Professional Fire Fighters Association
Ottawa Regional Cancer Foundation
Our Homes, Ottawa
Panera Bread
P. Davies Pharmacy Inc.—Glebe Apothecary
Pretty Pots Flower Shop
Quelque Chose Patisserie
Quickie Community Foundation
Randall's Decorating Centre
RBC Dominion Securities—Paul Monette
REALTORS Care Foundation
R.E. Hein Construction Ltd.
Rhodes Barker Luxury Real Estate
Rotary Club of Ottawa Bytown
Rotary Club of Ottawa South
Rotary Club of South Nepean
Roxy's Hair Design
Royal Canadian Legion Branch 625 Poppy Trust Fund
Saint Patrick's Basilica
Scotiabank
Sequoia Communications Inc.
Sheet Metal Workers' Local 47
Sisters of Charity
Smith Petrie Carr & Scott
Soloway Wright LLP
Stittsville District Lions Club
St. John's Anglican Church - Parish of March
Stoneblossom Floral Gallery
St. Thomas Anglican Church
Taggart Parkes Foundation
Tamarack Homes
Tartan Land Consultants Inc.
TD Bank Group
Telus Communications Company
Terra 20
The Garrett Family Foundation
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The Glen Scottish Restaurant & Pub
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The Order of Saint Lazarus
The OutCare Foundation
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Trinity Development Group
Uniform Urban Development
United Way Ottawa
Urbandale Corporation
Vincent P. Colizza Architects
Wesley Clover Foundation
West Ottawa Board of Trade

And a sincere thank you to all of our generous donors!

Hospice Care Ottawa

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Ruddy-Shenkman Hospice
110 McCurdy Drive, Kanata

Central West Hospice
1400 Carling Avenue, Ottawa

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Charitable Registration # 11896 3701 RR0001