

⌘ Hazel Burns Hospice

**2021
Annual Report**



☞ Hazel Burns Hospice

2021 Annual General Meeting Virtual Meeting via Teams

Wednesday, October 20th, 2021 @ 6:30PM

Agenda

Welcome

Call to Order

Approval of Minutes from 2020 Annual General Meeting

Honouring Clients we Serviced

“How We Die” video: HBH Client & Volunteer

President’s Remarks

Treasurer’s Report

- Appointment of Auditors: Clarkson Rouble LLP

Presentation of Slate of Directors

Voting – Re-appointment of Board Members

Executive Director’s Remarks

Closing Remarks

⌘ Hazel Burns Hospice

Hazel Burns Hospice was founded in 1991 by a group of Hazel's friends at the Silverthorn United Church in the Municipality of the Old City of York in Toronto. Hazel Burns was a compassionate and caring member of the Community who eagerly helped those in need. Hazel had a rich nursing career that led her to become Head Nurse at the West Park Hospital. Her unstinted service to the Community did not however, cease upon her retirement. She became an avid Volunteer with her Church where she visited many sick Members of the Congregation and was actually doing the work of Hospice. Her generosity and kind-hearted acts touched the lives of many.

In July of 1991 Hazel was diagnosed with liver cancer. Hazel's friends decided to start the Hazel Burns Hospice in her honour by hosting the first fundraising tea where they raised one thousand dollars. They worked out of a small space offered to them by the Church. Eventually, Hazel herself succumbed to liver cancer in September of 1991.

The Executive Director from St. Clair West Services for Seniors (SCWS) knew about this small Hospice group in the Community. When the Church needed the space that the Hospice occupied, SCWS were kind enough to offer a new space for the Hospice Volunteers to work in and HBH has continued to maintain this relationship. The E.D. from SCWS was one of the first Members on the Board of Directors of HBH and in 1994 he wrote the first Grant proposal to the Ministry of Health, Long-Term Care and HBH was granted money to hire some part-time employees. This was the year of our Incorporation.

Mission Statement

Hazel Burns Hospice is a Community, Volunteer based Charitable Organization providing in-home, compassionate care for people coping with a life-limiting illness.

Charitable Registration # BN89283-4649RR0001

The Meaning of Our Logo ⌘

Our logo can be interpreted many ways, all in accord with the Hospice philosophy. In its center is a protected sanctuary. This is the home of compassion that Hospice offers to our Clients and their loved ones.

Surrounding this core is a seamless and continuous stream of energy having no beginning and no end. This ribbon creates four identical enclosures.

These can be seen as the four directions, the four seasons and the four aspects of life - birth, youth, maturity and death – creating a continuum of living. Union, harmony, equanimity and balance are all present. All four are occurring simultaneously and naturally throughout this picture of life. The energy of each flows evenly and gracefully to all others. The energy brings compassion in action to all areas of life. This is Hospice caring.

President's Message

I am pleased to report that Hazel Burns Hospice's operating year ending March 31, 2021 was another successful year.

As everyone can acknowledge, the pandemic has been very difficult for all health care organizations and the communities that we serve. Overnight, care and support models that had been servicing people in the community for years were turned upside down. Our hospice was no different with the impact being felt on how many people could go into the home, how our staff and volunteers could interact with our clients and in how people could access our services.

In Ontario, we are fortunate to be in a position where our public health measures including vaccinations have been able to hold the tide in terms of further surges in cases of COVID19. But I acknowledge as the Board Chair, that while the rest of our society looks forward to a reopening of sorts, with thousands of people to sporting events, movie theaters and restaurants, there is no such grand reopening for those of us that serve our communities in healthcare. In fact, its much the opposite. All precautions as they relate to infection control must be maintained, regardless of vaccine status. Healthcare staff and volunteers are reporting levels of stress and burnout higher than at any time in recent history. Staff and volunteer shortages are rampant further stressing the already stretched resources we have. There is no reopening, its more of a pivot to a different reality in terms of managing health services during pandemic and what looks like will be a future where COVID exists with us forever. This is important for us to recognize, understand and acknowledge as we look forward into 2022 and beyond.

Having said that, on behalf of the Board, I want to thank Karen Emsig for her leadership in maintaining Hazel Burns Hospice and its mandate throughout the pandemic. Your compassion and support for both our clients and our staff at the Hospice is commendable. Thank you for all you have done over the past year. To the team at Hazel Burns. We deeply understand the environment you work in and the exceptional circumstances we are in when it comes to supporting community members through these times. Thank you for your dedication, commitment, and sense of purpose as you continue to find ways to support people any way we can. I look forward to a time when we can say this pandemic is "over" so we can gather and reflect on what we did while celebrating our accomplishments in person.

As I mentioned last year, Hazel Burns Hospice has been in discussions with The Toronto Commandery Hospice to integrate our services. The Toronto Commandery Hospice is in the planning stages of a 10 bed Residential Hospice located on the West Park Hospital property north of Eglinton between Jane Street and Scarlett Road. Our discussions continue and we will continue to provide our stakeholders with information as we move toward our goal of integration. The Hospice space is too fragmented to have several different organizations operating independently – there is a need to integrate to enhance the support community members receive while advancing our shared goals of improving the quality and consistency of hospice palliative care across the Greater Toronto Area.

I also want to take a moment to thank our generous supporters in the community. Our main fundraising event of the year is the Healing Cycle bike ride for palliative care. Hazel Burns Hospice received donations totaling \$7,300.00. A big thank you to all the riders and donors!

The Board of Directors is made up of a group of dedicated and experienced individuals who devote a significant amount of time each year to the Hospice's governance activities. I want to thank our Board members for all their hard work and dedication over the past year.

Lastly, my sincere thank you to the dedicated and compassionate group of volunteers who are the face of Hazel Burns Hospice to many of our clients. The Hospice would not have been able to thrive for almost 30 years without you and we look forward to the future when the pandemic's impact has been lessened to thank you in person.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sean Molloy".

Sean Molloy
President, Hazel Burns Hospice

Executive Director's Remarks

What can we say about this past year that has affected everyone worldwide? As Sean has previously mentioned this has been an extremely stressful time for all of us working in Health Care. This being said, our Staff and Volunteers have been able to accomplish so much and figure out creative ways to continue to serve our Clients.

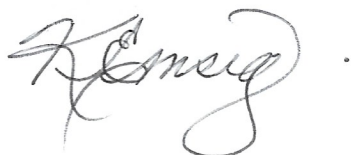
We had some Staff changes over the past year. Aaron Yukich, our Coordinator of Volunteer Services decided to move to Vancouver to continue his life's journey and is still assisting us with our website updates. Sarah Bird moved into this position full-time after working part-time for a couple of months. Our Contract Bereavement Support Specialist, Maureen Russell, who I was able to hire with our One-Time funding from the CLHIN that we received last November, stayed with us until the end of July. Having an extra person to help with our workload was invaluable for us. Thanks to Maureen for helping us through some very difficult times. Our Massage Therapist, Augustina Oppong-Boateng has really been the face of HBH this past year since she was pretty well the only one who could visit face-to-face with Clients as per the Registered Massage Therapy College rules. The Clients have been somewhat resistant to having a lot of people come into their homes during the Pandemic so we were glad we could still offer this service and a huge thankyou to Augustina.

Our connections in the Community were altered to accommodate working in a Pandemic environment. Jo-Ann and Sarah linked us with a Portuguese group who was providing food baskets and meals to 15 of our families twice a week as well as joining with other Foodshare organizations. These services continue today and have made a huge difference in the support we offer. Sarah who is a trained Death Doula, was approached by some colleagues to have HBH participate in a web series for Caregivers offered on Facebook. The series is entitled "How We Die" and it was funded by Telus. One of our Clients, her son & their Volunteer were filmed for this series which we have played for your today. The entire series was very powerful and HBH is extremely honoured to be part of it and thank Jennifer, Michael & Liz for their participation.

There have been many video training and support sessions offered to our Staff and Volunteers through HPCO, the Virtual Hospice and CHPCA that many have participated in throughout the past year. We have been working remotely since March 16th, 2020, including our Volunteers. Despite this we have been able to continue to offer our Bereavement Support Groups virtually in partnership with AST, Alzheimer's Society Toronto, and Circle of Care. We finally completed our HPCO Accreditation requirements and uploaded them on March 1, 2020, with a follow up meeting scheduled for March 17, 2020 however that meeting never came to fruition. We look forward to completing it once we are able to return to the office.

In closing, I want to express my sincere thanks to the Staff, Board & Volunteers for their continued support of the Hazel Burns mission. It has been extremely difficult since our services are so personal for our Clients that it is difficult to be comforting and demonstrative from afar, however it appears we have managed to do this.

I am so proud of all of you!



Client Services Summary
2020 – 2021

Clients Served	292
Clients matched with Volunteers	129

Volunteer Activities

Board of Directors	7
Visiting Volunteers	38
Total number of volunteers	45
Volunteer Service Hours	7,322
(These hours would equate to \$146,440 of paid time)	
Total number of Service Hours	13,874

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**OFFICERS AND DIRECTORS
2020 – 2021**

OFFICERS

Sean Molloy – President
Julie Campbell - Vice-President

Kathleen Reid – Secretary*
Jordan Levy – Treasurer*

DIRECTORS

Heather Hughes*
Sandra Beatty*

Andrea Swinton

* Note: At the February 22nd Board Meeting there were 2 Officers and 2 Directors who stepped down, therefore all were in place for the majority of this fiscal year.