

RESIDENTIAL HOSPICE CARE IN GREY BRUCE

"We would also like to express our heartfelt gratitude to the people (both staff and volunteers) at the Residential Hospice of Grey Bruce, who made his last week one of comfort, dignity and peace. The care he received there was both deeply compassionate and superlative." – Liz T. & Family

"...he asked that I pass on his sincere thanks to everyone for the fantastic care that all of you provided. He was so thankful that his dad was here and felt that he was surrounded by people who genuinely cared." – Kathy, Hospice Chaplain

"We would like to thank personally everyone involved with the Hospice, especially the staff. The care given to our dear friend and his family was amazing. We have nothing but praise for this long awaited facility and hope that you will continue to obtain the funding you require to keep providing the care needed for the patients and families for their final days." – Ray and Sharon S.

"Just a short note to let you know how much your care and support meant to us in our time of despair. You were all amazing. It really shows when someone has true compassion and a love for what they do. Your support for Ian and all our family is truly appreciated." – Marie M. & Family

"To the amazing staff at the Residential Hospice of Grey Bruce, thanks seem inadequate for providing Geoff with loving, professional care and the ability to leave this world with comfort and dignity." – Sherri

"Words cannot begin to thank you for the exemplary care given to mom while she was at your facility. Not only did you care for her, but her family too! You travelled with us on our journey and made it so much easier for mom and us. What you offer is an invaluable service to the community and families. We thank you from the bottom of our hearts." – Ed S. & Family

"The honest compassion shown to our father during his short stay at the Hospice was truly appreciated. A grateful thank you to all doctors, staff and volunteers for the personal caring atmosphere during such a devastating time." – Brian and Patty P.

"We would like to thank you from the bottom of our hearts. You looked after our father with such kindness, making his last days comfortable and gave the family such peace in knowing he was receiving such wonderful care." – Ian and Bonnie C.

"Thank you for your care, concern and compassion at the most difficult time. To be able to be with him all the time meant a lot to us and to have our sons with us at the last. Your special ways and generous hearts made a great difference." – Barbara W. & Family

WHEN END-OF-LIFE CARE IS NEEDED

When end-of-life care is needed, patients and their families are able to choose the care setting that best suits their needs: home, hospital and now the Residential Hospice of Grey Bruce.

At the Residential Hospice our focus is on the patient and their family. Our aim is to manage a loved one's pain and symptoms to help them live well right to the very end of life, and help them die in comfort. We work in partnership with other care providers to help patients and families address physical, psychological, social, spiritual and practical issues through the dying process and help families cope with loss and grief during illness and bereavement.

We offer a home-like setting where patients of all ages and illnesses can receive end-of-life care services. The staff and volunteers work together with patients and families to provide compassionate care and comfort in the last stages of life. Family members are supported during this difficult time and encouraged to stay with their loved one in a comfortable, relaxed setting.

The Residential Hospice of Grey Bruce has been a proud part of our community since admitting our first patient in May of 2013. Our service is free of charge to patients and their families.

MISSION

Our community Hospice is a centre of excellence with a multidisciplinary team, providing compassionate, dignified, patient-centered care to individuals with a progressive life-limiting illness, empowering them to live well while dying.



EXECUTIVE DIRECTOR'S MESSAGE

RESIDENTIAL HOSPICE ADMIN OFFICE

946 3rd Avenue East
(Carney Lane)
Owen Sound, ON

519-470-4100

Monday-Friday 11 AM - 2 PM

GENERAL INQUIRIES

info@greybrucehospice.
com
519-370-7239

EXECUTIVE DIRECTOR

Scott Lovell
slovell@greybrucehospice.com

The Residential Hospice of Grey Bruce is changing the way end-of-life care is being delivered in our region. In a year and a half of operation we have provided compassionate, dignified and expert care to over 115 patients and supported their families when they chose our Hospice to help them in the final stages of their life. We were there when they needed us and each of them touched us in their own way. Each of them made us better. We cared for them with the knowledge, skill and compassion that our community expects and deserves because we are your community Hospice.

Being recognized as a community Hospice is important to us. We are proudly run by a volunteer Board reflective of the people that make Grey and Bruce counties such a wonderful place to live. We have a Team of local Registered Nurses, Personal Support Workers, and volunteers who are supported by spiritual counselors, palliative care physicians and social workers all functioning together to provide comfort and support to those in our care. These are the people who put on offer their expertise and time to ensure we are creating a hospice that recognizes that those in our care are our neighbours, friends, or family and deserve no less than our best. And it's working.

We know we are a community Hospice because we are serving patient and family needs from across both counties. We are a truly regional operation, providing care to a greater number of patients from outside the city of Owen Sound than from within. In fact over the past year we have seen a consistent increase in the

number of people from across the both counties choosing us for their end-of-life needs. For the past 11 months our occupancy levels have most often exceeded 80% and we are seeing loved ones come to us from places like Port Elgin, Kincardine, Hanover, Dundalk, Walkerton, Williamsford and Allenford.

We know we are a community Hospice because we have become an important part of the local health system, supporting our local hospitals, physicians and other care providers by offering patients and families another option at end-of-life that just a few short years ago did not exist. This year over two-thirds of our patients have come to the Hospice from a local hospital, allowing us to provide our expert service in a home-like setting for those in their final days.

What really makes us a community Hospice though, is our connection to you. We are a dedicated, professional and local Team who have just one focus and that is collaborative patient and family-centred care at time when it is needed the most. For as much as those who have experienced our compassion and expert care have thanked us, we are grateful and humbled when residents from Grey and Bruce come to us when we are needed.



A COMMUNITY OF FRIENDS

In partnership with the South West Local Health Integration Network and the South West Community Care Access Centre, the Residential Hospice receives government funding for Nursing staff and Personal Support Workers only. The budget for the other daily operations and management of the hospice are funded exclusively through community donations.

With the support of our community, we are able to offer patients and families exceptional care in a comfortable and home-life environment. We use donations to equip our patient rooms with amenities that contribute to patient and family comfort or purchase individual items to improve their experience. Donations also cover the cost of leasing our temporary space at Seasons.

Because we rely so strongly on the community, we commit ourselves to being accountable to you. Our website and

Facebook pages are continuously updated to share with you information on how the Residential Hospice is being accessed, where our patients are coming from or our monthly occupancy levels. As well we share some details on how we're using donations to improve patient and family care. Our Strategic Plan is posted online so you can know what our priorities are going to be in the months ahead. Our Audited Financial Statements are also publicly available so that you can have the confidence that your donation is making a difference in patient care at the Hospice.

We are incredibly grateful to everyone throughout Grey and Bruce counties who purchased tickets, supported a hiker, donated prizes, made an "In Memoriam" donation, invited us to speak to your service club or volunteered your time and talent to make all of fundraising initiatives successful. It takes a community to build a hospice.



MARK YOUR CALENDARS

Third Annual Pierre Wade
Memorial Golf Tournament
June 10, 2015

Hike for Hospice
May 3, 2015

Dancing with the
Spring, 2015



A MESSAGE FROM OUR CHAIR

ROB CORDELL, CHAIR, BOARD OF DIRECTORS

On behalf of our volunteer Board of the Residential Hospice of Grey Bruce, I am pleased to take this opportunity to connect with residents in Grey and Bruce counties and share with you some of the progress we have made over the past year. As a community-operated Hospice, I think it most important that you have the confidence that our Board is designed to reflect the interests of patients and families throughout our region and that we are operating consistent with your expectations – because we are doing just that.



Our Board embodies the professional skills and geographic representation

necessary to make sure we are delivering on our commitment to patient care for loved ones from our community. Our membership includes two palliative care physicians; one from Hanover and one from Owen Sound, with a proven record in medical care. We have spiritual leadership, business backgrounds and governance experience. And we all share a commitment to excellence in care for patients from Grey and Bruce. This is the group that will be leading us forward to an exciting future.

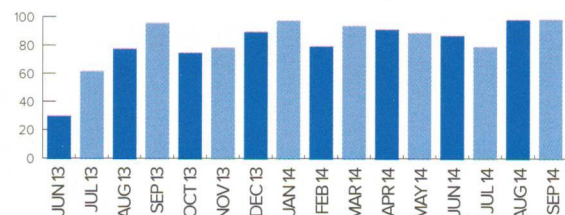
Our biggest challenge in the months ahead is to plan our move out of our temporary location at Seasons in Owen Sound. After the salaries of nurses and personal support workers, the greatest expense at the hospice is rent. It is time that we set our sights on offering patients and their families a new space to receive our care. It is time to expand the range of services we offer. It's time to build a place that we can call our own.

We have learned a lot from our time in Seasons. We know that our free-standing Hospice will need the convenience of a guest bedroom for families to be able to stay comfortably with their loved one. We know that the comfort and dignity we commit ourselves to is making better the experience of dying. But we know with our own space we will be better able to provide exceptional care, and as well create an amazing facility that will be more sustainable for Grey and Bruce.

Very soon you will be hearing more about our exciting plan for the future and how you can continue to support our important role in providing end-of-life care to our loved ones. We're grateful for all that you may have done to help make our Hospice what it is today, and what we will soon be able to do together for our tomorrow.

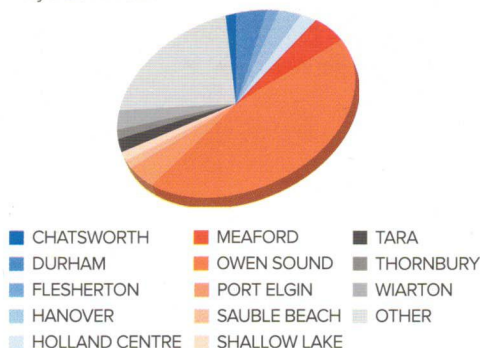
OCCUPANCY

The average occupancy since June 2013 was 87.5%.



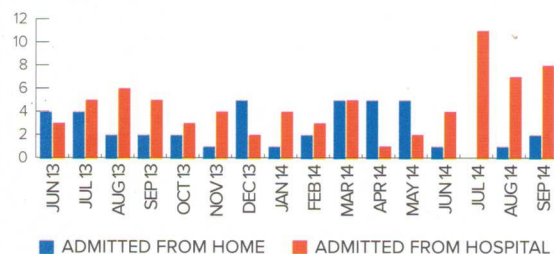
TOTAL NUMBER OF PATIENTS

Since June 2013, 115 patients have spent 1977 days at RHGB.

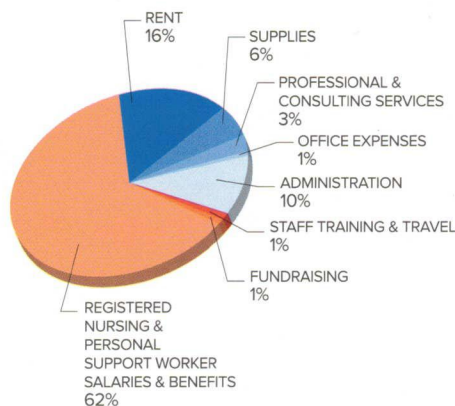


PATIENTS ADMITTED HOSPITAL VS. HOME

Since June 2013, we admitted 74 patients from a local hospital, and 41 patients from home. An average length of stay is 17.5 days.



EXPENSES



SUSTAINABILITY

Sustainability of the Hospice is dependent on the continued support of members of our community. By becoming a monthly donor will help us to ensure that the Hospice will be available to our friends, family and neighbours for years to come. Your donation can be deducted automatically each month directly from your bank account. If you would like to become a monthly donor you can download a preauthorized debit agreement from our website, or contact us at info@greybrucehospice.com or 519-370-7239 and we will send you the forms.

Is your service club, church group or organization looking for a guest speaker?

We would love to share our story. Call us at 519-370-7239 to arrange.

In an effort to minimize costs, please let us know if you are willing and able to receive future newsletters via email. Send your email address to: info@greybrucehospice.com.

Also, please view our website for updates and ongoing happenings at the Hospice.

www.greybrucehospice.com

[@gbhospace](https://twitter.com/gbhospace)

facebook.com/pages/Residential-Hospice-of-Grey-Bruce

"I am so proud and honoured to be a part of the Residential Hospice team! I have also had some great experiences with the patients. It feels good to be able to assist and help in any way I can. I have especially enjoyed playing Scrabble with one of the hospice patients even though she never lets me win!" – Jason F.



"I have been a regular volunteer at the Residential Hospice of Grey-Bruce since we opened in May of 2013. A few months ago, I sat at the bedside of one of our residents and we were having a conversation about life. She assured me that she was not afraid of dying and that dying in itself was part of living. She also thanked me for helping her along in life's journey and for taking the time and showing a true sense of compassion in being there for her. I left that afternoon having experienced "my epiphany" as knowing that she trusted me at one of the most intense and intimate times in life. It is such an honour and privilege to be able to share in this final journey with the residents and their families and the staff and caregivers at Hospice." – Brenda Z.

VOLUNTEERS

A GIFT TO OUR HOSPICE

We could not do what we do without the tremendous contribution of volunteers from our community and the difference they make in our care for patients and families every day. As a not-for-profit organization we rely on the dedication of volunteers and are made better by their commitment, compassion and generosity to our service. The Residential Hospice of Grey Bruce offers two kinds of volunteer opportunities.

Supportive care volunteers work in the residential hospice, providing a variety of services. They perform tasks like greet people at the door, provide respite for families, chat with patients, deliver food and do light housekeeping. Supportive care volunteers take part in palliative care education classes to help give them more comfort in their role at the Hospice and strengthen their contribution to patient and family services.

Administrative volunteers work at the hospice business office in downtown Owen Sound. They collect donations, answer the phone, give out general information about the hospice, and provide administrative support.

No matter the role, we know that we benefit greatly from our volunteers and ensure that we are supporting them. If you would like to get involved email: info@greybrucehospice.com or call: 519-370-7239 and let us know how you would like to help!

DID YOU KNOW...

Donating publicly traded securities directly to the Hospice is a tax-effective method of giving. By donating the shares directly, the Hospice benefits by receiving the full value of the shares. At the same time, you benefit since the disposition of the security to the charity is fully exempt from capital gains tax and you receive a charitable donation receipt for the fair market value of the share at the time of donation.

Contact us at
info@greybrucehospice.com
or 519-370-7239

Mail Donations to:
1565 16th Street East
Unit 3 - PMB #265
Owen Sound, ON N4K 5N3

WE NEED YOUR FINANCIAL HELP

Every donation the hospice receives helps us to provide compassionate and much needed end-of-life care. Your thoughtful gift of even \$10 to \$50 helps us fulfill our mission. We thank you for any contribution you can afford.

NAME (PLEASE PRINT) _____

MAILING ADDRESS _____

CITY _____ PROV. _____ POSTAL CODE _____

PHONE _____ EMAIL _____

GIFT ☐ CHEQUE ☐ MC ☐ VISA CARD NO. _____ EXP ____ / ____

☐ I am enclosing a one-time donation of \$ _____

☐ I wish to make an annual donation of \$ _____ for ____ years.

☐ I wish my gift to remain anonymous. Please do not list me by name in any public documents acknowledging donors.

GIFT IN MEMORY OR HONOUR OF ANOTHER PERSON (IF APPLICABLE)

NAME (PLEASE PRINT) _____

☐ Memorial ☐ Occasion

NAME (PLEASE PRINT) _____

MAILING ADDRESS _____

CITY _____ PROV. _____ POSTAL CODE _____

☐ Please indicate the amount of the gift in acknowledgement.

Official Donation Receipts for Tax Purposes will be issued only for donations of \$20 or more unless specifically requested.

You may also donate online through CanadaHelps. Click on "Donate Now" button at www.greybrucehospice.com