



HOSPICE CARE IN GREY AND BRUCE SO MUCH PROGRESS

Message from Executive Director – Scott Lovell

I am privileged to provide you with an update on the Residential Hospice of Grey Bruce in my role as Executive Director. This privilege is in large part an acknowledgement of the hard work and commitment of both our volunteer Board and the communities of Grey and Bruce – without whom there would be no project to describe, or services to celebrate.



communities outside of Owen Sound. We know that we are supporting our health system partners, caring for patients who come to us from the hospital or from their home when residential care is needed. We know that we're working well together and that we are now a part of a more comprehensive End-of-Life care system that offers our loved ones dignity and comfort in their final stages of life.

I have the honour of working on your behalf at a six-bed residential hospice, temporarily located within Seasons Retirement Community in Owen Sound and serving our region. We work in partnership with organizations such as the South West CCAC, the VON Grey Bruce and the Grey Bruce Healthcare Chaplaincy Council.

We work hard, providing compassionate care to patients and families 24 hours a day, seven days a week. Together along with you, we're planning for future success. Since admitting our first patient on May 29th of this year, we have learned a lot about the operation. We know that we are truly a regional hospice, with over half our patients coming from

We have learned that there is truly a need for this service, meeting a target of 80% occupancy by the second full month of operation and exceeding it ever since.

We also know how essential this service is to our community and how important it is that we continue to move forward. In our temporary leased space at Seasons Retirement Community, we are finding that we are using all our available beds more and more often. **We must continue to plan our eventual move to a free standing residential hospice, purpose built and appropriately sized to meet the growing demand.** Our patients and their families deserve no less than our best. Their care remains our focus.

Our Patients' Stories...

From Ed S. and Families... "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 families. We thank you from the bottom of our hearts."

From the W. Family... "it was a godsend experience and such loving care from all of you. We feel fortunate to have been in your care."

Family Message... "Thank you for all the wonderful care and compassion you've shown to our mother and our family during this difficult time. Words cannot express our sincere gratitude for all you've done. Your kindness will not be forgotten."

J.D.... "I am a retired RN. I was in the same nursing class as M and visited her many times during her illness. I was very impressed with the gentle care and compassion given to her by all the care-givers, including the volunteers I encountered there. You certainly fulfill your mandate as a hospice."

Our Patients' Stories...

(The following was taken from a Sun Times article written by Tracey Richardson)

Sharon Bell had never heard of a hospice until her terminally ill mother Marjorie was admitted to the Grey Bruce Residential Hospice in Owen Sound late this summer. What she found blew her mind, "I'm just shocked that there's people like this," she said of the staff and volunteers. "When I first came, I really wasn't in a good mood, period," Bell acknowledged. "I didn't really know what to expect, except that this was supposed to be a place where you come to die. The people who work here, the staff, they are so compassionate. They've always been so kind and loving towards my mom. The volunteers are great. So from finding out your mom's going to die fairly quick, it's been a process and they've helped all of us - my dad, my brother have come to the place where we're OK

now." Bell said a chaplain often stops in as well. "They answer any questions you have, but the care that they're giving my mom is just unbelievably amazing."

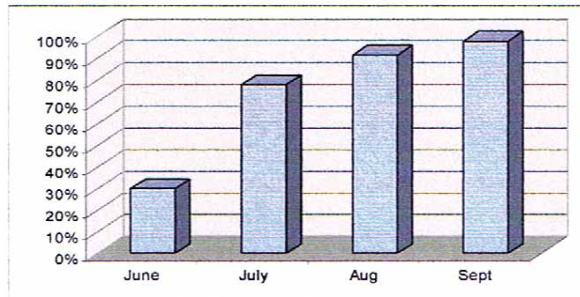
Bell said she even jokes with the staff that they can't retire until she herself one day needs a hospice. And when she's out in the community, Bell said she talks up the hospice whenever she can. "I give raving reviews. People have to know."

In fact Bell, who lives in Guelph, now plans to volunteer. "If I can go in and clean at least maybe I can help a little bit. And I'm not a volunteer person," she said, surprising herself at the strong attachment she's developed to the hospice.

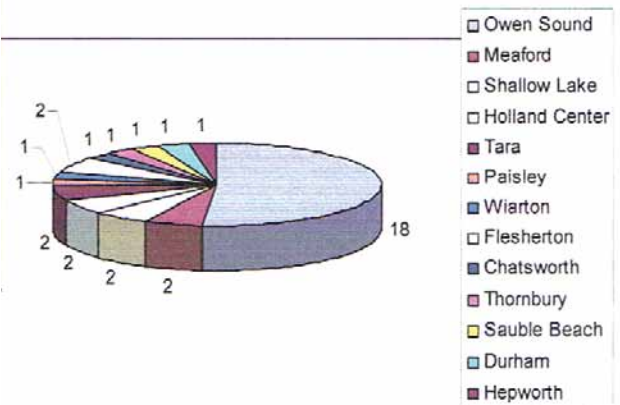
It's incredibly rewarding to be able to help patients die with dignity and to help their families deal with it all.

- Statistical Snapshots**
June 1st - Sept 30th, 2013
1. Occupancy growth
 2. Our patients reside throughout Grey Bruce
 3. Our patients with cancer vs non cancer

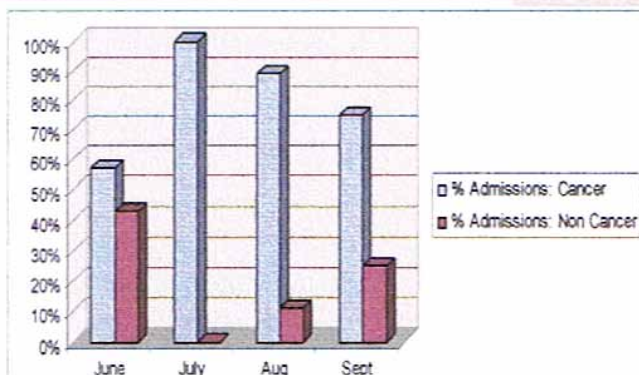
Occupancy



Patient Origin June - Sept 2013



Admissions Cancer 2013



"...The end of life is very important. We have enough experience to learn from - to plan for the future - and to make sure that people not only live with dignity but die with dignity. It makes the whole thing worth it...if you have a nice ending."

Quote from Dr. Huma Qawi, Oncologist

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
Our website is being redesigned. We will soon post updates about ongoing happenings at the hospice. Visit us often at: www.greybrucehospice.com

Message from Beverly Morley Chair, Board of Directors

After many years of planning, working and negotiating with government and the community by so many passionate and committed people, it has finally happened! **We have a Residential Hospice!** Our friends, neighbours and families in Grey-Bruce now have access to comfortable and dignified end-of-life care.

We celebrated that victory when we opened the doors of the Residential Hospice of Grey Bruce in May. That was really just the beginning.

Sustainability is now our job. There is much hard work ahead.

The Ministry of Health and Long Term Care funds payroll costs for nursing and PSW staff at the Hospice which amounts to approximately \$540,000 annually. This covers approximately half of the hospice's total annual budget. However, all facility rental costs, medical supplies, patients' nutritional needs, management and administrative costs, communication costs and other general operating expenses must be paid for with funds donated from our community.

There is no cost to the patient and family for the services and care provided by the Residential Hospice of Grey Bruce. No matter what your financial status, end-of-life care will be available.

Our highly trained staff and volunteers provide medical care and support for both patient and family, with compassion and dignity. They allow family and friends to focus on sharing this time together without the worry and work of also being the caregiver. This reduces the stress and fatigue for everyone. Each of our patient rooms has comfortable sleeping accommodations for families to be able to stay with the patient around the clock, if they so choose.

Your support is crucial to ensure that this care will be available to all who need it in the coming years. Most of us have experienced the death of a loved one at some time and know the stress and the work involved in making it a comfortable and dignified experience.

Thank you for supporting the hospice and allowing us to serve others during their vulnerable and stressful period.

In June of this year, Ruth Lovell Stanners stepped down as Chair of the Volunteer Board of the Residential Hospice of Grey Bruce. For over two years she made it her priority to establish a residential hospice for patients in our community and she sustained this focus until beds were in place and the temporary facility was opened. With direct bedside care for patients being provided and an Executive Director in place, Ruth has now shifted her commitment to the next phase of the residential hospice – building a permanent facility to serve patients in Grey and Bruce. Her continued involvement with the hospice ensures continued success!

Sustainability of the Hospice is dependent on the continued support of members of our community. 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.

A Community of Friends

We have been overwhelmed by the generous support our community has shown in both organizing and holding fundraisers for the hospice this past year. Our fundraising events started off with "Dancing with the Docs" last November followed by our Valentine's Day Gala in February, Hikes for Hospice in Owen Sound and Formosa in May, our First Annual Golf Tournament at Cobble Beach in July, and Harmonies for Hospice in October.

So may other community organizations, churches and individuals have also organized their own fundraisers for the hospice, raising money with spaghetti dinners, golf tournaments, concerts, and requesting donations to the hospice in lieu of gifts for their special occasions. Thank you to all who have purchased tickets, provided prizes or services, or volunteered their time and talents to making these events so successful. It takes a community to fund a hospice!

Don't miss Calendar Girls at the Roxy Theatre, Jan. 30 - Feb. 1, and Feb. 5-8, 2014. Calendars with photos of lovely ladies will be sold with all proceeds going to support the Residential Hospice of Grey Bruce!

Residential Hospice
of Grey Bruce Inc.

Our Mailing Address:

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

Hospice Administration Office:
946 3rd Avenue East
(Carney Lane) - donation drop off
Owen Sound, ON
Telephone: 519-470-4100
Hours: Monday - Friday 1-4 PM

Email: General Inquiries:
info@greybrucehospice.com
Telephone: 519-370-7239
Email: Scott Lovell
slovell@greybrucehospice.com

www.greybrucehospice.com

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 the donation:

Contact us at:
info@greybrucehospice.com
or 519-370-7239
and we will assist you.

Volunteers - A Gift to Our Community Hospice

We could not do what we do without the tremendous and sacrificial help of so many volunteers from our community. If you would like to get involved and serve in any of the capacities described below, please email: info@greybrucehospice.com or call: 519-370-7239 and let us know how you can help.

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, assist with mailings and other administrative duties, and do light cleaning.

Supportive Care Volunteers work in the residential hospice and provide a variety of services. They greet visitors, provide respite for families, visiting with patients, deliver food and do light housekeeping. Volunteers are provided with orientation and palliative care education classes through our partner VON Grey Bruce.

Fundraising Events Coordinators are in charge of organizing Residential Hospice of Grey Bruce fundraising events. They are responsible for all aspects of the event from planning and media engagement, to volunteer recruitment, management and procurement of sponsors, participants, prizes, and supplies.

Fundraising event volunteers assist the coordinators by performing general duties during our community fundraising events, including writing letters, placing telephone calls, and set up and take down on day of event, and ticket processing.

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 to give.

Name: (please print) _____

Mailing Address: _____

City: _____ Prov: _____ Postal Code: _____

Phone: _____ Email: _____

Gift: Cheque MC Visa Card Number _____ Exp. Date ____/____

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

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

I have enclosed my first payment

I wish to have our gift 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 of person: _____

Memorial Occasion: _____

Please send an acknowledgement of this donation to:

Name: (please print) _____

Mailing Address: _____

City: _____ Prov: _____ Postal Code: _____

Please indicate the amount of the gift in the 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