



BethellHospice

Bethell Hospice ANNUAL GENERAL MEETING

MINUTES

Wednesday, September 27, 2023

6:30 PM

Meeting Chair: Lynn Dobson

Meeting Secretary: Michele Keeler

Speaker Panel:

Board Members: Michele Beals, Ross Beverley, Barb Di Marco, Lynn Dobson, Darlene Farrow, Shellina Haji, Muneerah Kanji, Melodie Mason and Bethell Hospice Executive Director, Margaret Paan.

Regrets:

Adam Lis, John Palmer, Board Vice-Chair, Janette Panhuis, Board Chair.

Lynn Dobson, Board Past Chair, chaired the meeting due to Janette Panhuis' absence. Lynn opened our in-person meeting at 6:30 PM welcoming and thanking everyone for joining the 2023 Bethell Hospice Annual General Meeting. This year's theme is "Our People".

The meeting was brought to order.

Land Acknowledgement: Lynn Dobson

- The land on which we gather is part of the Treaty Lands and Territory of the Mississaugas of the Credit, traditional territory of the Ani-shin-a-bek, Huron-Wendat, Iroquois, and Ojibway-Chippewa peoples, and most recently, home to the Mississaugas of the New Credit First Nation. This territory is covered by the Upper Canada Treaties, as well as the Dish with One Spoon Wampum Belt Covenant, the first treaty made in North America, an agreement made between all of the Native nations, including Inuit, before Europeans arrived. On this day, our meeting place is still occupied by many Indigenous peoples, and we are grateful to have the opportunity to work on this land. In doing so, we give our respect to its first inhabitants.

Opening Remarks: Lynn Dobson

- Welcome to everyone on behalf of the Board of Directors.
- Our strength and inspiration – our Bethell Hospice Board of Directors set the Mission, Vision and Values but.... ***Our staff and volunteers bring it to life;***
 - Each individual brings unique talents to the Hospice.
 - Their dedication as a team brings innovation and progress for residents and the community.
 - Their energy and resilience shines brightly and is contagious.
 - Their curiosity and learning is infinite, building a stronger team.
 - Bethell Hospice is a welcoming embrace, a warm hug, because of our Staff and Volunteers.
- Thank you to all the staff and volunteers who contribute so much to Bethell Hospice.

Here when you need us.

- First item of business is approval of the agenda of the Bethell Hospice 2023 AGM. Moved to accept as presented by Melodie Mason seconded by Muneerah Kanji. All in favour, agenda approved as written, motion carried.
- Next item of business is approval of the minutes of Bethell Hospice AGM September 21, 2022, as previously distributed. Minutes have been posted on the hospice website and available on request. Moved to accept as written by Muneerah Kanji seconded by Melodie Mason. All in favour, minutes approved as written, motion carried.

A Year in Review: *Margaret Paan, Executive Director*

- Reviewed highlights of accomplishments this year, from our annual report that will be available on the website.
- Thank you to everyone for their contributions in continuing the tremendous care we provide at Bethell Hospice. A few statistics regarding the past year for you...
 - Bethell Hospice Residents Cared For – 149
 - Community Clients Cared For – 584
 - Community Client Interactions – 5,122
 - Languages Spoken by Staff & Volunteers – 12 and growing!
 - Volunteer Hours – 12,702
 - Active Volunteers – 125
 - Meals Prepared at Bethell Hospice Residence – 2,511
 - Rapid Tests Used – 12,000
- Review of Bethell Hospice Strategic Plan
 - Our Vision – The leader in palliative care excellence.
 - Our Mission – To provide compassionate, specialized care for quality living, dying and bereavement.
 - Our Values – Dignity, Courage, Accountability, Collaboration, Innovation, Diversity, Equity & Inclusion
 - Our Strategic Directions: ensure organizational sustainability; build public awareness; provide excellence in care; strengthen our team; create opportunities for growth and innovation.



Auditor's Financial Report Summary: *Muneerah Kanji, Treasurer*

- Summarized financial statements - the statement of operations was presented ending March 31, 2023. These are available in our annual report, available on the Bethell Hospice website at → <https://bethellhospice.org/annual-reports/>
- A complete set of financial reports are available on request.
- Motion for approval of the audited 2022/2023 financial statements moved by Ross Beverley, seconded by Michele Beals. Motion carried.
- Motion to appoint Resnick Partnership LLP Chartered Professional Accountants as Auditor for 2023/2024 by moved by Ross Beverley, seconded by Michele Beals. All in agreement, motion carried.

Board of Directors Elections: *Ross Beverley*

- Thank you to our retiring board members for their service and commitment to Bethell Hospice over the past years:
 - Lynn Dobson
 - John Palmer
 - Melodie Mason
- Welcome to the new board members joining us this year:
 - Barb Di Marco
 - Darlene Farrow
 - Adal Simeone
- Board of Directors slate for 2023/2024 as follows:
 - Michele Beals
 - Ross Beverley
 - Barb DiMarco
 - Darlene Farrow
 - Shellina Haji
 - Muneerah Kanji
 - Adam Lis
 - Janette Panhuis
 - Adal Simeone
- Motion to accept the new Board of Directors for 2023/2024 so moved by Lynn Dobson, seconded by Melodie Mason. All in favour, motion carried.

Recognition & thank you – Years of Service: *Kat Powell & Margaret Paan*

On behalf of Bethell Hospice, thank you all for everything you do to support our clients, residents, and their families at Bethell Hospice.

5 Years of Service Volunteers – thank you!

- Reenie Hamilton, Resident Support Volunteer
- Keri Parfitt, Kitchen & Garden Volunteer
- Colleen Weatherseed, Kitchen, Reception, Resident Support & Community Program Volunteer
- Sandra Williamson, Garden Volunteer

5 Years of Service Staff – thank you!

- Kathy Andre, Registered Practical Nurse
- Parminder Kaur, Registered Practical Nurse
- Amita Patel, Intake Coordinator/Registered Nurse
- Louise Sallese, Spiritual Care & Grief Counsellor
- Suganthy Uthayakumaran, Personal Support Worker

10 Years of Service Volunteers, thank you!

- Stan Cameron, Resident Support & Bethell Hospice Foundation Volunteer
- Dale Cimolai, Resident Support, Complementary Therapy & Community Volunteer
- Debbie Davis, Board of Directors & Garden Volunteer
- Eva Gallo, Kitchen Volunteer
- Maurice Smith, Community Program Volunteer
- Lisa Speirs, Resident Support, Complementary Therapy & Kitchen Volunteer

15 Years of Service Volunteers, thank you!

- Sheilagh Crandall, Landscape Committee & Garden Volunteer
- Julie Anne LeLerc, Kitchen Volunteer

20 Years of Service Volunteers, thank you!

- Garden, Kitchen & Fundraising Volunteer

Recognition Recipient Awards – Congratulations!

- *June Callwood Circle of Outstanding Volunteers, HPCO:*
 - Recipient: Karen Steen, Reception, Community Program & Bethell Hospice Foundation Volunteer
- *Town of Caledon Community Champion Award:*
 - Nominated: Judy Parks, Reception Volunteer
 - Recipient: Larry Flint, Reception & Resident Support Volunteer
- *Helping Hands Award, Volunteer MBC:*
 - Nominated: Roxanne Lyons, Kitchen, Resident Support & Bethell Hospice Foundation Volunteer
 - Nominated: Heather Mastine, Reception & Bethell Hospice Foundation Volunteer
- *V-Oscars Vollywood Stars Award, Volunteer MBC:*
 - Recipient: Mary Ann Bowman, Kitchen, Resident Support & Complementary Therapy Volunteer
 - Recipient: Sheilagh Crandall, Landscape Committee & Garden Volunteer
 - Recipient: Melodie Mason, Board of Directors Volunteer
 - Recipient: Joyce Norris, Kitchen & Grocery Shopping Volunteer
 - Recipient: Ryan Ziae, Kitchen & Reception Volunteer
- *Frances Montgomery Personal Support Worker Palliative Care Award, HPCO:*
 - Nominated: Chuck LeBlanc, Intake/Personal Support Worker

Debbie Davis Award: Ross Beverley, Melodie Mason

- The Debbie Davis Outstanding Achievement Award was established in September 2019 in recognition and admiration of Debbie's outstanding passion, dedication and support of Bethell Hospice's mission and values.
- This award honours outstanding individuals like Debbie, whose exceptional contributions have made a positive difference for Bethell and the many team members focused on providing exemplary end-of-life care.
- The following individuals were nominated and we congratulate them for their outstanding work and impact they have made:
 - **Joyce Buisman, RN** - *"Joyce started with Bethell Hospice on Opening Day in 2010 and has been totally committed to the organization these past 12 years. She has mentored so many of the other staff, teaching and supporting them until they are comfortable in their role. Compassion always with both families and residents... gentle, peaceful, kind, knowledgeable, soft voice, hardworking, dedicated, loves her work at the bedside....the totality of what it means to be a nurse.... but even more in a hospice nurse. "*
 - **Michele Keeler, Quality Assurance/Executive Administrator/RPN** - *"Michele consistently goes above and beyond. Michele has a heart of gold and extends her care and compassion*

to everyone she meets. She is courageous in identifying better ways to approach things – she is a natural innovator, and she may be the most accountable individual I’ve come across. She’s highly collaborative making her a pleasure to work with. She is open-hearted, kind, caring, smart, talented and results focused. She is a star and we are all so lucky to have her on our team.”

- **Margaret Odutayo, Registered Practical Nurse** - *“Margaret’s impact is truly shown in caring for our residents, and their family members - providing excellence in care. What others don’t see are the quiet moments Margaret takes the time to spend with those who are grieving, to provide her sweet, kind support. Thank you, Margaret, for everything you do at Bethell Hospice, from the beginning. You are the quiet, gentle nurse that is noticed by the people you care for. You are appreciated more than you can imagine...”*
 - **Anita Schenk, Landscape Committee & Garden Volunteer** - *“Anita’s husband was a resident at Bethell Hospice in 2018, and Anita brings the vital perspective of resident and family members to the Landscape Committee discussions and decisions. She is ever sensitive to how the physical and natural environment eases stress and brings calm and comfort to grieving families. This has motivated her work in the gardens since 2018. ”*
- **Congratulations to this year’s winner – Joyce Buisman, Registered Nurse!**
 - Congratulations Joyce and thank you for everything you do for Bethell Hospice residents, families, staff and volunteers!

Closing Remarks: Margaret Paan, Lynn Dobson

- Thank you all for attending in person AGM and making it possible.
- The 2022-2023 Annual Report is now available on our website at → <https://bethellhospice.org/annual-reports/>

Thank you to everyone for everything you do for Bethell Hospice.

The 2022 Bethell Hospice Annual General Meeting was adjourned at 7:35 pm.