



BethellHospice

## Bethell Hospice VIRTUAL ANNUAL GENERAL MEETING

### DRAFT MINUTES

Tuesday, September 28, 2021  
1830-1930

#### **RECORDED Zoom Video of THIS Meeting**

Recorded video of our Bethell Hospice virtual AGM is available at:

[https://us02web.zoom.us/rec/share/k\\_nt9-c7QoQ9i0-lh\\_cY07HYL3QeLm40NXbH6czUGfgY19hH7SYg7HoCXHzM6dQn.8zeVxYhpbEz8dFjq](https://us02web.zoom.us/rec/share/k_nt9-c7QoQ9i0-lh_cY07HYL3QeLm40NXbH6czUGfgY19hH7SYg7HoCXHzM6dQn.8zeVxYhpbEz8dFjq)

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#### **Speaker Panel**

Ann Atkins, Secretary; Chris Cummins, Director; Lynn Dobson, Chair; Muneerah Kanji, Treasurer; Melodie Mason, Director; Margaret Paan, Executive Director; John Palmer, Vice Chair; Janette Panhuis, Director, Michael McLaughlin.

Margaret opened the virtual meeting at 1830 welcoming and thanking everyone for joining the 2021 Bethell Hospice Virtual Annual General Meeting.

#### **Housekeeping Items: Margaret Paan, Executive Director**

- The meeting is being recorded as part of our AGM, and will be available for a few months. Minutes will be created as part of the recording.
- The Chat function is public and will become part of notes.
- Panelists only can be seen and will come on camera as they speak.

#### **Land Acknowledgement: Margaret Paan, Executive Director**

- 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, Chair**

- Welcome to everyone on behalf of the Board of Directors, meeting called to order.
- First item of business is approval of minutes of Bethell Hospice AGM November 5, 2020, previously distributed. Minutes have been posted in the hospice and available on request. Approved by Muneerah Kanji, seconded by Ann Atkins. All in agreement, minutes approved as written.
- Pleased to be gathering this evening for recognizing amazing volunteers and staff for their long service, award nominations and awards received.
- This evening we are also recognizing the recent naming of the Azalea Room #3 dedicated to Lynn Fearn-Stewart.



*Here when you need us.*

- The past 12 months have brought opportunities and challenges. Challenges enabled the team to demonstrate an ability to pivot, be creative, and raise the bar to continue to provide excellence in end of life and bereavement care. Opportunities were a little harder to see. The house became a very intimate setting, with limited volunteers and staff. For many months, a smaller circle to lean on, provide care, laugh and cry with.
- In the face of adversity, the team pulled together and made the magic that is Bethell continue to happen.
- It's been a busy year. In addition to pursuing accreditation with Hospice Palliative Care Ontario (HPCO), members of the Leadership Team, staff and members of the Board of Directors have spent months in training becoming more knowledgeable about equity, diversity and inclusion.
- On behalf of the board, gratitude is shared for our staff and volunteers, as well as the leadership team lead by Margaret. It takes a special person to volunteer and work at Bethell, it is a calling.
- We would also like to recognize the members of the Board of Directors of Bethell Hospice who volunteer their time and skills to provide guidance and oversight and support to the hospice. Thank you for all you do.
- Wishing Jeannette Vanden Heuvel and Julie Hymers from Bethell Hospice Foundation well on their retirement as they plan for the next chapter in their lives. Thank you for your commitment and support of Bethell Hospice.
- A warm welcome is extended to Nicole Hand, who joins Bethell Hospice Foundation as their new Executive Director.
- Thank you to the Bethell Hospice Foundation Board of Directors for your support.

**In Honour of Lynn Fearn-Stewart: John Palmer, Vice Chair**

- On behalf of the Bethell Hospice Board, Staff and Volunteers, we would like to recognize and express our gratitude to Bruce Stewart and family for the recent dedication of the Azalea Room #3 to Lynn Fearn-Stewart.
- Bruce has provided the following dedication about Lynn:
  - *Lynn Fearn-Stewart was a warm, authentic and compassionate woman. At the centre of her life were her four beloved children and two grandchildren. Not just a wonderful wife and mother, but Lynn's dedication and big heart overflowed to all of her extended family, friends and clients. Lynn was an adoption social worker by training and profession, but more importantly, by nature. Lynn loved nothing more than to enter fully into the lives of her clients, family and friends, and to help however she could. Nothing was off limits for Lynn, she often said the most precious gift a person could give another was to share their full story. Intimacy and compassion were her hallmarks. It is fitting that Lynn will be remembered in Bethell Hospice where staff and volunteers serve residents and families with the same intimacy and compassion. May the memory and soul of this good woman give comfort to those who journey through the Azalea Room.*



- Thank you Bruce and, your family for your support of Bethell Hospice, as a volunteer and through paying tribute to Lynn.

### **What a Year it Was!: Margaret Paan, Executive Director**

- Highlights of accomplishments this year, from our annual report are also available on the Bethell Hospice website at → <https://bethellhospice.org/wp-content/uploads/2021/09/Bethell-Hospice-Annual-Report-Website.pdf>
- Entered this year April 1, 2020 and a couple of weeks in this new territory, we knew we had to come together to provide care. 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...
  - Resident Meals Prepared – 2286
  - Community Client Virtual Sessions – 3604
  - Nursing and PSW hours of care – 21377
  - Medical masks used - 15120
  - Comfort care kits distributed – 176
  - Heart Project hearts distributed – 300
  - Bethell Hospice residents – 129
- Review of Bethell Hospice Vision, Mission, Values:
  - Vision – Leaders in building a community that enables quality living and dying.
  - Mission – To provide excellent person-centred, palliative care through partnerships within our community.
  - Values – Compassion, Integrity, Accountability, Excellence, Teamwork, Equity Diversity & Inclusion, Courage.
- Courage, Compassion and Collaboration were crucial in our success this past year.

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

- Summarized financial statements - the balance sheet and statement of operations and fund balances were presented ending March 31, 2021. 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 2020/2021 financial statements moved by Melodie Mason, seconded by John Palmer. Motion approved.
- Motion to appoint Calvin Vickery as Auditor for 2021/2022 by moved by Melodie Mason, seconded by John Palmer. Motion approved.

### **Recognition & Thank you – 5 Years of Service: Margaret Paan & Lynn Dobson**

On behalf of Bethell Hospice, thank you all for everything you do to support our clients, residents and their families at Bethell Hospice. You make a difference everyday in what you do.

Majority of the individuals receiving years of service recognition this year are volunteers.

As our Volunteer Lead has said - volunteers are love in motion. Volunteers are so tremendously important to the work we do, and we are so happy to recognize them for their support of Bethell Hospice.

### **5 Years of Service Volunteers – thank you!**

- Audrey Faris - Resident Support, Reception, Administration, Fundraising and Visiting Volunteer
- Niki Gallo - Kitchen, Reception, Fundraising and Visiting Volunteer
- Monica Gill - Resident Support Volunteer
- Connie Judge - Kitchen Volunteer

- Kristina Mathews - Garden Volunteer
- Nancy McNeill-Dwhyte - Resident Support, Reception, Visiting, Therapeutic Touch and Fundraising Volunteer
- Paul McMorrow – Resident Support, Fundraising and Complementary Therapy Volunteer
- Joanne Pattison – Resident Support, Administration and Kitchen Volunteer
- Bruce Stewart – Resident Support, Reception, Garden, Fundraising, Spiritual/Pastoral Visits and Visiting Volunteer
- Manjot Sunner – Visiting Volunteer
- Lorraine Van Wagner – Kitchen Volunteer

***10 Years of Service Volunteers, thank you!***

- Marjorie Dennis – Reception, Fundraising and Community Programs Volunteer
- Jan Ferreira – Reception, Kitchen, Resident Support and Fundraising Volunteer
- Helen Hydon – Kitchen Volunteer
- Marcia Reid – Reception and Kitchen Volunteer
- David Roth – Kitchen and Fundraising Volunteer
- Maud TooGood – Kitchen Volunteer
- Ruth Watson – Reception and Fundraising Volunteer

***10 Years of Service Staff, thank you!***

- Dorothy Rankin, RN, Intake Coordinator

**Recognition Recipient Awards – Congratulations!**

- *June Callwood Circle of Outstanding Volunteers*, HPCO: Nominated – Joanne Pattison – Resident Support, Administration and Kitchen Volunteer
- *COVID-19 Star Awards, Volunteer MBC awarded to the following individuals:*
  - Donald Gray - Maintenance Volunteer
  - Louise Duffy - Resident Support and Kitchen Volunteer
  - Robert Mansbridge – Resident Support, Reception and Kitchen Volunteer
  - Nancy McNeill-Dwhyte – Resident Support, Reception, Therapeutic Touch, Fundraising and Visiting Volunteer
  - Nancy Taylor – Kitchen and Garden Volunteer
- *Helping Hands Award, Volunteer MBC:* Peter Thompson, Maintenance Volunteer
- *John Heuther Award for Volunteering Excellence:* Lynn Dobson, Chair, Bethell Hospice Board of Directors
- *Dr. David Scott Award, Headwaters Health Care Centre:* Dr. Mike Gagnon, Medical Director

**Debbie Davis Award: Chris Cummins**

- 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:
  - Gerry Crake, Maintenance Coordinator

- Donna Loughren, Registered Nurse
- Neil Morris, Maintenance and Reception Volunteer
- Karen Rammage, Personal Support Worker
- Bruce Stewart, Resident Support, Reception, Garden, Fundraising, Spiritual/Pastoral Visits and Visiting Volunteer
- **Congratulations to this year's winner – Karen Rammage, PSW!**
  - Thank you Karen for everything you have done for Bethell Hospice and Congratulations.

**Board of Directors Elections: Lynn Dobson, Chair**

- Thank you to our retiring board member for his service and commitment to Bethell Hospice over the past 3 years:
  - Chris Cummins
- Welcome to the new board members joining us this year:
  - Ross Beverly
  - Adam Lis
- Board of Directors for 2021/2022 as follows:
  - Lynn Dobson, Chair
  - John Palmer, Vice Chair
  - Muneerah Kanji, Treasurer
  - Ann Atkins, Secretary
  - Ross Beverley, Director
  - Adam Lis, Director
  - Melodie Mason, Director
  - Janette Panhuis, Director
- Motion to approve the 2021/2022 members of the Bethell Hospice Board of Directors by Muneerah Kanji, seconded by Ann Atkins. All in favour.

**Closing Remarks: Margaret Paan, Lynn Dobson**

- Thank you all for attending our virtual AGM and making this possible.
- So grateful – everyone has contributed so much over the past year during such difficult times. So proud to be part of the team.
- Please take a moment to review the Bethell Hospice 2020-2021 Annual Report, available on our website → <https://bethellhospice.org/wp-content/uploads/2021/09/Bethell-Hospice-Annual-Report-Website.pdf>
- Thank you for your continuing work over this past year. We could not do it without all of you.

The 2021 Bethell Hospice Annual General Meeting was concluded.

