



**Bethell**Hospice

## **Bethell Hospice VIRTUAL ANNUAL GENERAL MEETING**

### **MINUTES**

Wednesday, September 21, 2022  
1830-1930 hrs



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

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

[https://us02web.zoom.us/rec/share/EorKeCx\\_qFB2jcUQITdRVekvQj5BPvyGlyrNxONBLP2WyDRTXYqC05QvBfU4Dv00.-S6z0qBgn5FMED9I](https://us02web.zoom.us/rec/share/EorKeCx_qFB2jcUQITdRVekvQj5BPvyGlyrNxONBLP2WyDRTXYqC05QvBfU4Dv00.-S6z0qBgn5FMED9I)

Passcode: siUOz=a^

### **Speaker Panel**

Board Members: Ann Atkins, Michele Beals, Lynn Dobson, Muneerah Kanji, Melodie Mason, John Palmer; Janette Panhuis, Lesley Rasmussen, and Bethell Hospice Executive Director Margaret Paan.

Guests: Debbie Davis and Guest Speaker Janna Chegahno.

Margaret opened the virtual meeting at 1830 welcoming and thanking everyone for joining the 2022 Bethell Hospice Virtual Annual General Meeting. We are excited for everyone joining us this evening to Celebrate Bethell Hospice.

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

- The meeting is recorded and our AGM and will be available for a few months. Minutes will be created as part of the recording.
- Panelists only can be seen and will come on camera as they speak.
- Close captioning is available as part of today's meeting.
- Q & A can be used for any questions.

### **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 the minutes of Bethell Hospice AGM September 28, 2021, as previously distributed. Minutes have been posted in the hospice and available on request. Moved to accept as written by Muneerah Kanji seconded by John Palmer. All in favour, minutes approved as written, motion carried

*Here when you need us.*

- This evening we are celebrating Bethell Hospice, specifically the people of Bethell. Each day the staff and volunteers at Bethell Hospice make a difference in the lives of many in the community and in the house.
- The community services provided by Bethell Hospice were in high demand over the past year, more will be shared about the number of residents and community members that have been supported.
- The pandemic continued to challenge what occurred in the house and in the community. These challenges dictated how many people were in the house; and whether volunteers could be in the house. Some staff had to work from home, but through it all the team continued to excel at care and achieved the momentous goal of obtaining Accreditation through Hospice Palliative Care Ontario for a period of 3 years. This major achievement is a reason to celebrate Bethell Hospice.
- We can celebrate that our doors were never closed during COVID-19. Our staff and volunteers pulled together to ensure that the Bethell experience occurred for each and every resident and family member.
- The Leadership Team, staff and volunteers are what make Bethell Hospice what it is. We are pleased to be gathering this evening in celebration of Bethell Hospice, and recognizing amazing volunteers and staff for their long service, award nominations and awards received.
- On behalf of the Board of Directors, thank you for all that you have achieved this past year during extremely difficult circumstance. Well done.
- We are appreciative and grateful for the Bethell Hospice Foundation, for their efforts over the past challenging fundraising year. Thank you.

#### **Guest Speaker - Janna Chegahno**

- Janna Chegahno had been invited to speak at our AGM by Lynn Dobson, who was struck by Janna's unique approach to life that can benefit all of us on our individual journeys and our collective journey at Bethell Hospice.
- Janna believes that meaningful relationships are based on respect and mutual understanding. She believes that one can only create change from within oneself or within an organization.
- Janna's full presentation can be viewed in the recording of the AGM. See the link on page 1 to access.
- Janna is an Ojibway First Nation woman from the Saugeen Ojibway Nation Territory. Her home community is the Chippewas of Nawash First Nation, located on the Saugeen Bruce Peninsula.
- Janna is on the Board for the Peninsula Bruce Trail Club, and was asked to join to be on the board to help develop relationships with the Saugeen Ojibway Nation as that section of the Bruce Trail crosses that territory.
- Janna works full time for the Federal government, Parks Canada.
- Janna's messaging stressed that it is important to remind yourself to be open to the fact that people have differences we all can learn from. Continuing to learn is important in life, no matter your age.
- Thank you, Janna, for taking the time to share about your life.
- If anyone has questions for Janna, please feel free to reach out to Michele or Margaret, who will share them with Janna.

#### **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...
  - Number of days closed to admissions due to an outbreak or COVID cases = 0
  - Rapid assessment tests used = 7000
  - Comfort care kits delivered = 293
  - Number of volunteer hours = 10,790
  - Number of Bethell Hospice Residents = 124
  - Number of Community clients supported = 4,361
  - Grief and bereavement satisfaction rate = 95%
  - Number of active volunteers = 105
- HPCO Accreditation Achieved! Incredible.
  - 522 documents submitted to HPCO
  - 333 standards achieved
  - 3 years accreditation obtained
  - Countless hours of excellent hospice palliative care provided by hundreds of staff and volunteers = PRICELESS
- 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.



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

- Summarized financial statements - the statement of operations was presented ending March 31, 2022. 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 John Palmer, seconded by Adam Lis. Motion carried.
- Motion to appoint Calvin Vickery as Auditor for 2022/2023 by moved by Melodie Mason, seconded by John Palmer. All in agreement Motion carried.

**Recognition & thank you – 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.

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

- Michael Coupland – Reception and Resident Support Volunteer
- Ann De Carolis – Resident Support Volunteer
- Lynn Dobson – Board of Directors and Garden Volunteer
- Yessika Liznick – Resident Support and Garden Volunteer
- Robert Mansbridge – Resident Support and Reception Volunteer
- Wendy Marshall – Resident Support Volunteer
- Helen Mason – Garden and Fundraising Volunteer
- Melodie Mason – Board of Directors Volunteer
- Judy McMartin – Kitchen, Fundraising and Garden Volunteer

- John Palmer – Reception, Landscape Committee and Board of Directors Volunteer
- Robert Reeve – Resident Support and Kitchen Volunteer
- Karen Steen – Reception, Community Program and Fundraising Volunteer

**5 Years of Service Staff – thank you!**

- Andrea Chiefari – Volunteer, Student, PSW, RPN
- Michele Keeler – Volunteer, Student, PSW, RPN, Quality/Executive Assistant
- Barb Reynolds – Volunteer, Kitchen Coordinator
- Tiffany Stewart – Board of Directors Volunteer, RPN

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

- Susanne McRoberts – Landscape Committee Volunteers

**15 Years of Service Volunteers, thank you! (Hospice Caledon/Bethell Hospice)**

- Jim Metson – Resident Support and Complementary Therapy Volunteer

**20 Years of Service Volunteers, thank you! (Hospice Caledon/Bethell Hospice)**

- Judy Parks – Reception, Community In-Home Visiting and Fundraising Volunteer

**Recognition Recipient Awards – Congratulations!**

- *June Callwood Circle of Outstanding Volunteers, HPCO:*
  - Recipient: Bruce Stewart, Resident Support Volunteer
- *COVID-19 Star Awards, Volunteer MBC awarded to the following individuals:*
  - Jan Costain – Kitchener Volunteer
  - Bill D’Silva – Reception Volunteer
  - Louise Groulx – Landscape Committee Volunteer
  - Lisa Speirs – Resident Support Volunteer
  - Karen Steen – Reception and Foundation Volunteer
- *Helping Hands Award, Volunteer MBC:*
  - Nominated: Colleen Weatherseed – Community Home Visiting Volunteer.
- *Town of Caledon Community Champion Award awarded to:*
  - Neil Morris – Maintenance
- *Town of Caledon Senior of the Year Award*
  - Nominated: Tony Smith – Kitchen Volunteer

**Debbie Davis Award: 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. “*

- **Lynn Dobson, Chair, Board of Directors** - *“Since Lynn joined the Bethell Hospice family five years ago, she has never stopped. Never stopped working. Never stopped giving. Never stopped improving things. Never stopped showing appreciation. Nothing is ever too much for Lynn and no job is deemed too big. She will give everything she has, and then some, to ensure the success of Bethell Hospice.”*
- **Kat Powell, Volunteer Program Lead** - *“...when you have a question or a problem, you just go to her and she gets the answer for you. She’s always friendly, always. She makes a big difference for me as a volunteer as she’s a great ‘go-to’ person. Kat has been consistently on site and available when people need something – even people who are not volunteers.”*
- **Tony Smith, Kitchen Volunteer** - *“Tony has helped to develop a system for the preparation and organization of frozen meals and soups. The meals are now always ready in portion sizes to serve our residents reducing the stress for Kitchen Volunteers. He also makes an inventory list to track what has been used/ what has yet to be used... Tony took the leadership to get everything organized and to put a system in place. This system helps our residents, volunteers and the Clinical Team...”*
- **Congratulations to this year’s winner – Lynn Dobson, Chair, Board of Directors!**
  - Our surprise panelist Debbie Davis thanked Lynn for everything she has done over the years for Bethell Hospice.
  - Congratulations Lynn!

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

- Thank you to our retiring board members for their service and commitment to Bethell Hospice over the past years:
  - Ann Atkins
  - Michael McLaughlin
- Welcome to the new board members joining us this year:
  - Michele Beals
  - Shellina Haji
  - Lesley Rasmussen
- Board of Directors for 2022/2023 as follows:
  - Michele Beals
  - Ross Beverley
  - Lynn Dobson
  - Shellina Haji
  - Muneerah Kanji
  - Adam Lis
  - John Palmer
  - Janette Panhuis
  - Melodie Mason
  - Lesley Rasmussen

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

- Thank you all for attending our 3rd virtual AGM and making this possible.
- The 2021-2022 Annual Report will be available soon on our website.
- Tickets are still available for the Bethell Hospice Story film event.
  - Tuesday September 27<sup>th</sup>, 2022, 6 pm cocktails, 7 pm film viewing
  - Tickets \$40 each
  - All net proceeds will be donated to Bethell Hospice.
  - Purchase your tickets online or in person at the Rose Theatre, Brampton.

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

The 2022 Bethell Hospice Annual General Meeting was concluded.

