Welcome to the 2024 Bethell Hospice Annual Stakeholder Engagement Meeting



BethellHospice

Our Land Acknowledgement:



Janette Panhuis, Chair, Board of Directors

The land on which we gather and Bethell Hospice resides 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.



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Agenda:

- Welcome
- Land Acknowledgement and Opening Remarks
- 2023/2024 Year in Review
  - Integration
  - Financial Review
- Bethell Hospice Board of Directors Retiring Members
- 2024/2025 Bethell Hospice Board of Directors
- Volunteer & Staff Years of Service Awards
- Community Awards Recognition – Volunteers & Staff
- Debbie Davis Award 2024
- Adjournment



Janette Panhuis, Chair, Board of Directors



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Opening Remarks:



Janette Panhuis, Chair, Board of Directors

Vision: The leader in palliative care excellence

Strengthen our Governance:

- Board education
- Improved and sustainable board structures

Leadership in our Community:

- Collaboration with Physicians, Hospitals, Hospices
- Government Advocacy with HPCO
- Expanding Services to Dufferin



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Integration of Palliative Care Services



Margaret Paan, Executive Director

Integration Steps to Date

- Spring 2024 Discussions and preparations with Hospice Dufferin and Ontario Health
- July 24th Board Approval for Integration
- August 8th Submission of Notice to Integrate
- August 12th Staff communication
- August 13th Press release



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Integration of Palliative Care Services



Margaret Paan, Executive Director

What Integration Looks like

- Community hospice palliative care services in Dufferin County will transition to Bethell Hospice over the next 6 weeks.
- These services include the community and volunteer programs as there are no hospice residence beds or programs in Dufferin.
- The Bethell Hospice leadership team will remain the same and will support the transition along with the current BH volunteer and supportive care teams.



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Integration of Palliative Care Services



Margaret Paan, Executive Director

Next Steps

- August 27th 5:30-7:30
  - Hospice Dufferin will host an event at their Orangeville office to celebrate and honour their legacy and contributions in the Dufferin community. Several BH staff and Board will be in attendance and you are welcome to join.
- A Joint "Volunteer Meet and Greet" in early September
- With confirmed funding model from Ontario Health has been confirmed, we will adjust and expand our staffing configuration to ensure the ongoing support of Dufferin community clients.
- We will have a physical office in Dufferin County and are looking into options
- You can expect to hear updates every 2 weeks through October 1st



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Year in Review:



Margaret Paan, Executive Director

Bethell Hospice Residents cared for
161

Community Clients cared for
533

Community Client interactions
4,056

Volunteer Hours
12,700

Languages spoken by Staff and Volunteers
12 & Growing

Staff who recommend Bethell Hospice as a good workplace
100%

Active Volunteers
135

Meals prepared at Bethell Hospice Residence
3,805

Children and Youth who received support through Bethell Hospice
39



Reaching out and Representing our Diverse Community

BethellHospice

Strategic Plan:





Margaret Paan, Executive Director



Reaching out and Representing our Diverse Community

BethellHospice

Year in Review: Priorities & Achievements



Margaret Paan, Executive Director

Ensure Organizational Sustainability

- Advocacy resulting in over $500K increased funding from Ministry for Community and Residence Programs

Build Public Awareness

- Butterfly Project Collaboration with our Ontario Health Team (OHT), Headwaters Health Care Centre and community partners

Excellence in Care

- Transition to a fully electronic Medication Administration Record



Bethell Hospice

Year in Review: Priorities & Achievements



Margaret Paan, Executive Director

Strengthen Our Team

- Implementation of HOOPP pension plan
- IT Infrastructure Modernization

Growth and Innovation

- Clinical Coach Role Funding Approval from Ontario Health
- Launch of Palliative Care Physician Connect Phase 1

Diversity Equity & Inclusion

- Team Committee established
- First Pride Flag raising and participation in Caledon Pride Walk
- Human Library Event



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Michele Beals, Vice Chair

Financial Review 2023/2024



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Audited Financial Statements:



Michele Beals, Vice Chair

External Auditors:

- Resnick Partnership Ltd replacing previous auditors
- Audited financial statements are available upon request.
- The board would like to thank both Management and our auditors for another successful year end and audit.

Interpretation:

- The audited financial statements reflect the financial summary provided in this update.
- The drafted audited financial statements were discussed and reviewed by the Board at the June 12, 2024 board meeting.
- The audit qualification is consistent with prior years as revenues.
- The financial data presented in the statements fairly present the position of Bethell Hospice

Presentation:

- Revenue and expense summaries
- Balance Sheet



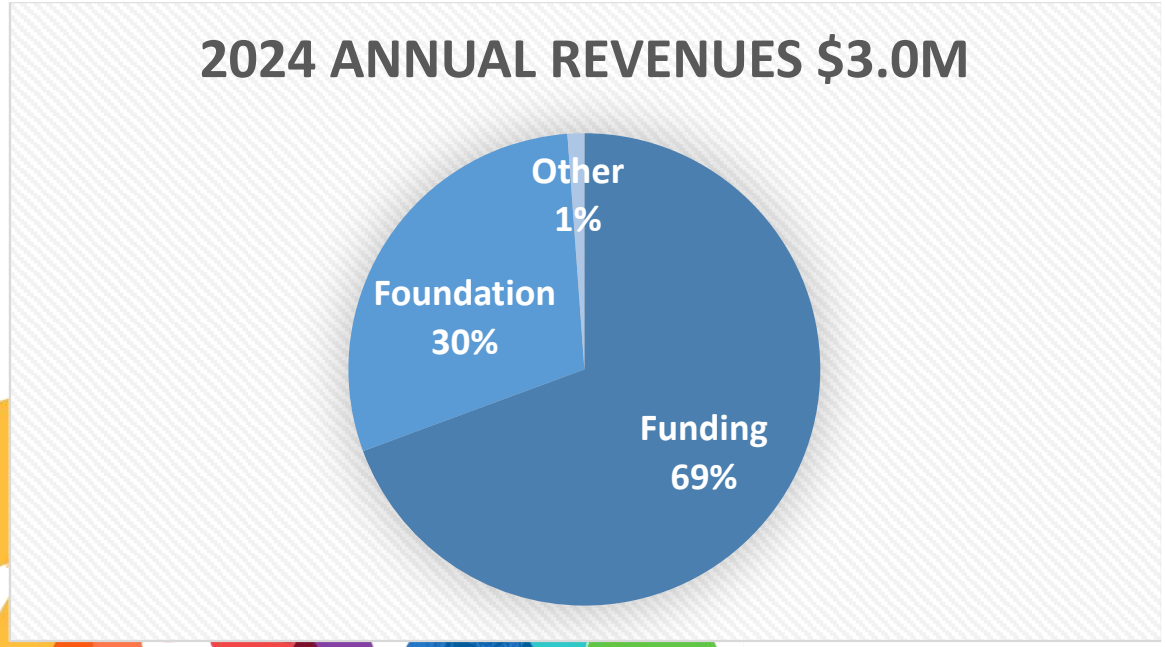
BethellHospice

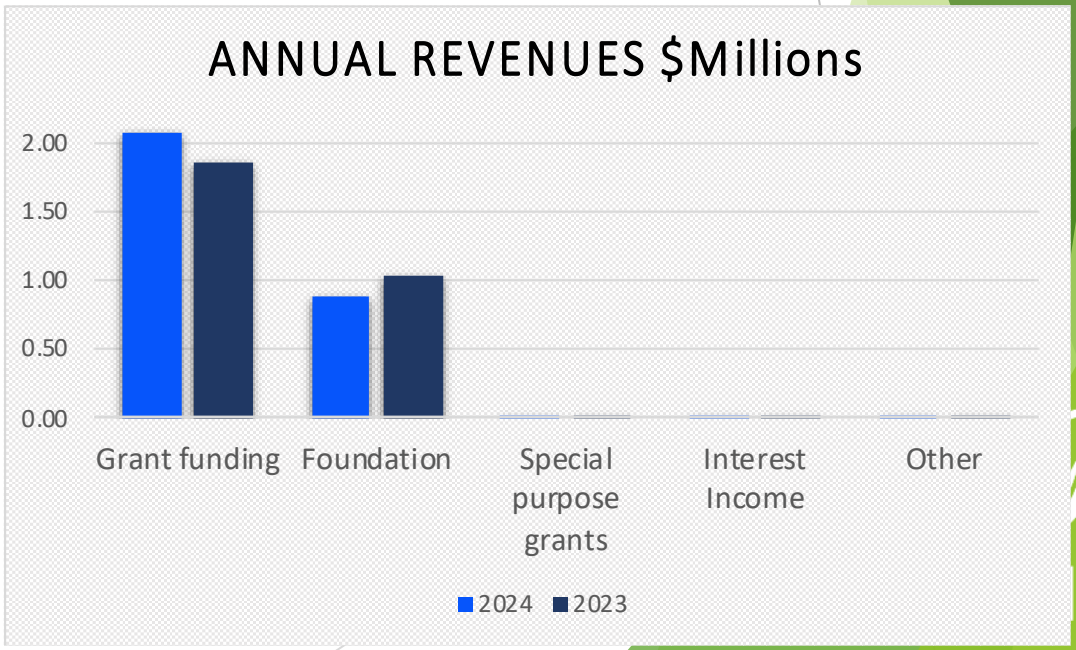
Financial Review:



Michele Beals, Vice Chair

- Annual revenues are comparable to prior year's number of $2.9M in total
- $3M of annual operating revenue is supported by:
  - Government funding $2.1M to support inpatient and outpatient activity
  - Bethell Foundation $0.9M
  - Interest income and other grants total $0.03M.
- Higher government funding received this year, enabled lower Foundation support number.



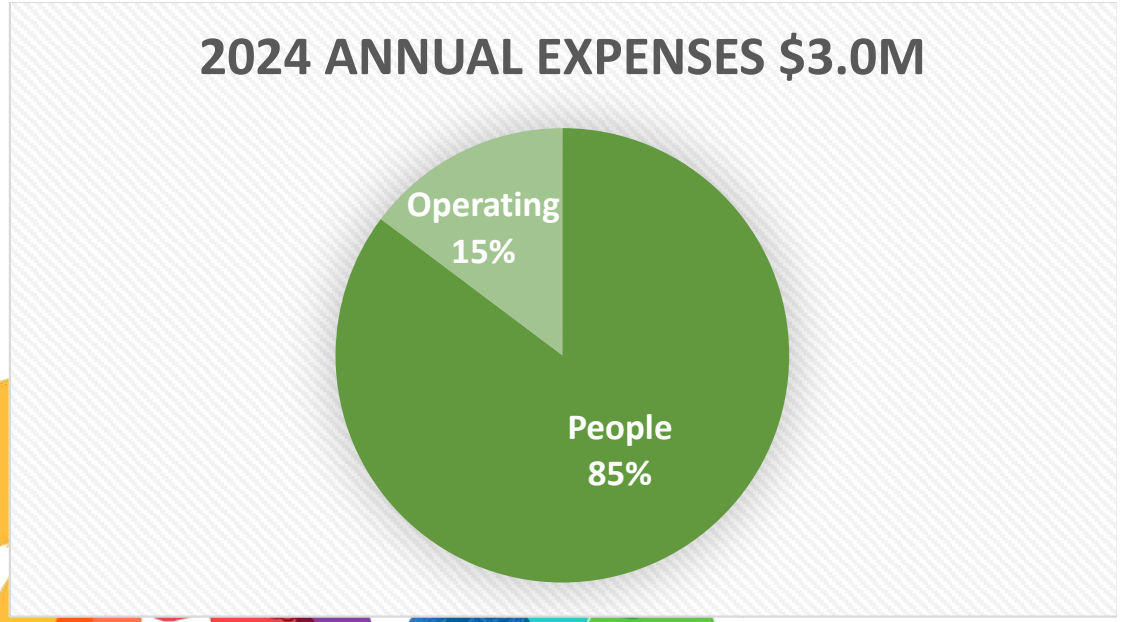


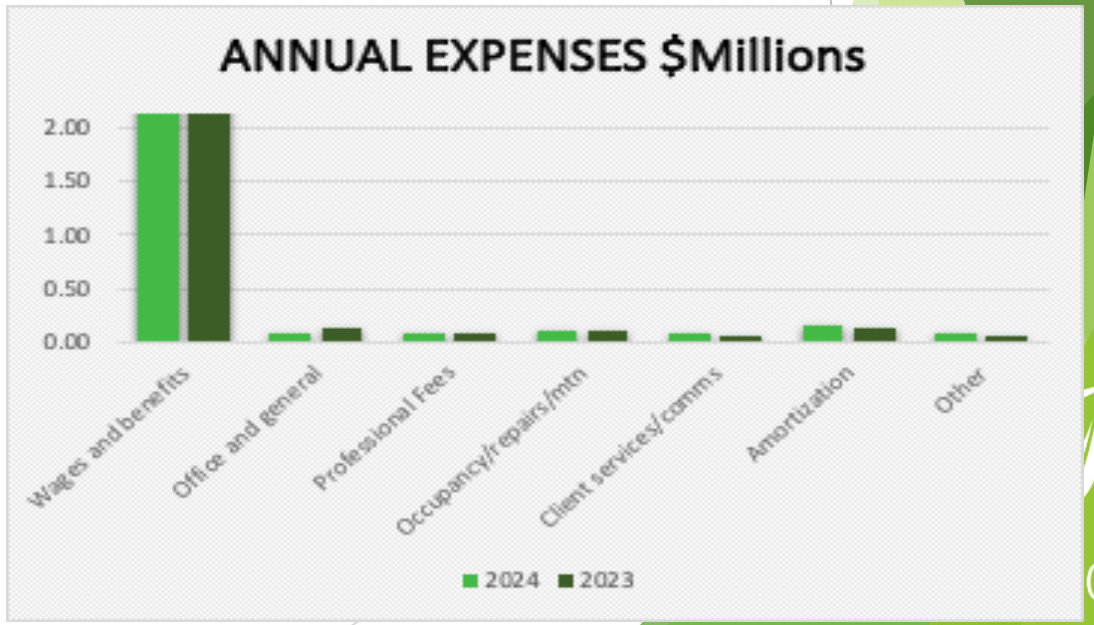
Financial Update:



Michele Beals, Vice Chair

- As people are the core of our operations, annual expenses of $2.5M are spent on people.
- The remaining expense of $0.5M supports operations including program non staffing costs, building operating costs, and modest administrative costs.
- The financial statements include $0.16M in capital amortization (2023-$.13M) recognizing the annual costs of assets over their useful life.
- The balance sheet continues to showcase stable operations with adequate cash and short term investments ($0.35M) to cover short term liabilities and commitments ($0.24M).





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Financial Update:

Balance Sheet $Millions	2024	2023
Cash	0.15	0.15
Accounts Receivable	0.03	0.03
Short Term Investments	0.13	0.13
Prepaid Expenses	0.06	0.05
Current Assets	0.35	0.35
Long Term Investments	0.01	0.01
Capital Assets	3.69	3.65
Total Assets	**4.05**	**4.00**
Accounts payable and accrued liabilitie	0.15	0.15
Government Remittances	0.05	0.02
Deferred Revenue	0.03	0.01
Total Current Liabilities	0.24	0.18
Deferred Revenue	0.20	0.05
Restricted Fund	3.49	3.61
Unrestricted Fund	0.13	0.17
Total Liabilities	**4.05**	**4.00**

- The balance sheet continues to showcase stable operations with adequate cash and short term investments ($0.35M) to cover short term liabilities and commitments ($0.24M).
- Building, land improvement, driveway and gazebo account for 95% of the net capital assets balance.



Michele Beals, Vice Chair

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Board of Directors



Janette Panhuis, Chair, Board of Directors

- Acknowledgement of Retiring Board Members
  - *Ross Beverley*
  - *Adam Lis*
  - *Muneerah Kanji*









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Board of Directors



Janette Panhuis, Chair, Board of Directors

- **Welcoming New Board Members**
  - *Harmeet Brar*
  - *Emma Murphy*
  - *Alexia Meli*
  - *Matthew Vella*









Reaching out and Representing our Diverse Community

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Board of Directors Slate for 2024/2025

- Michele Beals
- Harmeet Brar
- Barb Di Marco
- Darlene Farrow
- Shellina Haji
- Alexia Meli
- Emma Murphy
- Janette Panhuis
- Matthew Vella
- Adal Simeone



Janette Panhuis, Chair, Board of Directors



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Kat Powell, Manager, Volunteer Program

Years of Service

Recognition Awards for

Volunteers



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Volunteers

Acknowledging

5 Years of Service

Thank you!



Reaching out and
Representing our Diverse
Community

Bethell Hospice

Volunteer Recognition



Safia Akhtar

Reception, Resident Support & Foundation Volunteer

Thank you!

Reaching out and Representing our Diverse Community

5 Years

BethellHospice

Volunteer Recognition



Julie Chircop

Resident Support, Reception & Foundation Volunteer

Thank you!

Reaching out and Representing our Diverse Community

5 Years

BethellHospice

Volunteer Recognition



Jan Costain

Kitchen Volunteer

Thank you!

Reaching out and Representing our Diverse Community

5 Years

BethellHospice

Volunteer Recognition



Louise Duffy

Resident Support, Kitchen, Community and Foundation Volunteer

Thank you!

Reaching out and Representing our Diverse Community

5 Years

BethellHospice

Volunteer Recognition



Deanna Gaughan

Resident Support Volunteer

Thank you!

Reaching out and Representing our Diverse Community

5 Years

BethellHospice

Volunteer Recognition



Nadia Gilroy

Reception & Kitchen Volunteer

Thank you!

Reaching out and Representing our Diverse Community

5 Years

BethellHospice

Volunteer Recognition



Roxanne Lyons

Kitchen, Resident Support,
Foundation Volunteer

Thank you!

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Community

5 Years

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Volunteer Recognition



Janette Panhuis

Bethell Hospice Board Member,
Foundation Volunteer

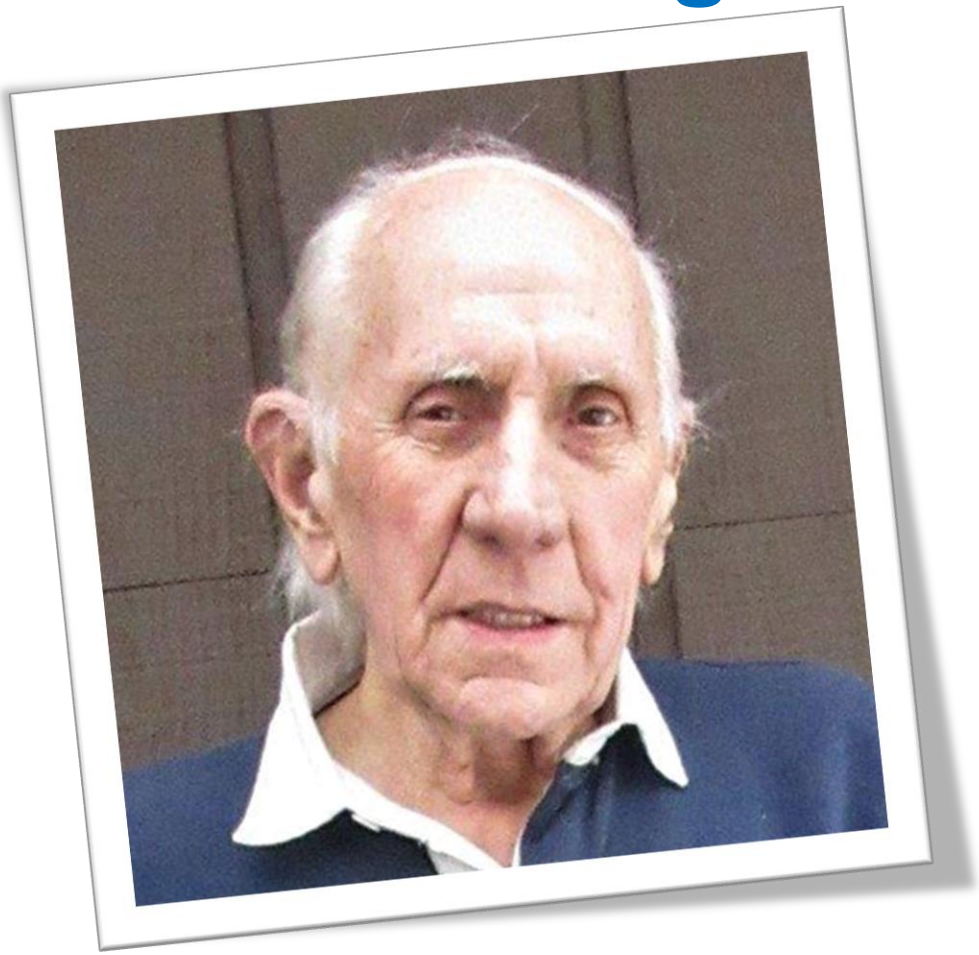
Thank you!

Reaching out and
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Community

5 Years

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Volunteer Recognition



Tony Smith

Kitchen & Foundation Volunteer

Thank you!

Reaching out and Representing our Diverse Community

5 Years

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Volunteer Recognition



Nancy Taylor

Kitchen & Foundation Volunteer

Thank you!

Reaching out and Representing our Diverse Community

5 Years

BethellHospice

Volunteers

Acknowledging

10 Years of Service

Thank you!



Reaching out and
Representing our Diverse
Community

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Volunteer Recognition



Helen Dunstan

Kitchen & Foundation Volunteer

Thank you!

Reaching out and Representing our Diverse Community

10 Years

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Volunteer Recognition



Joanne Gardner

Reception &
Resident Support Volunteer

Thank you!

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Community

10 Years

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Volunteer Recognition



Luyse Groulx

Garden & Landscape Committee Volunteer

Thank you!

Reaching out and Representing our Diverse Community

10 Years

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Volunteer Recognition



Eleanor Kinnear

Reception Volunteer

Thank you!

Reaching out and Representing our Diverse Community

10 Years

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Volunteers

Acknowledging

15 Years of Service

Thank you!



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Volunteer Recognition



Noreen Brigden

Reception, Administration & Foundation Volunteer

Thank you!

Reaching out and Representing our Diverse Community

15 Years

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Volunteer Recognition



Larry Flint

Reception, Resident Support, Foundation & Community Volunteer

Thank you!

Reaching out and Representing our Diverse Community

15 Years

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Volunteer Recognition



Carmel Hili

Reception, Resident Support & Community Volunteer

Thank you!

Reaching out and Representing our Diverse Community

15 Years

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Volunteer Recognition



Jennifer Malcolm

Reception & Foundation Volunteer

Thank you!

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15 Years

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Years of Service

Recognition Awards for

Staff



Margaret Paan, Executive Director



Reaching out and Representing our Diverse Community

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Staff

Acknowledging

5 Years of Service

Thank you!



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Community

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Staff Recognition



Bimala Adhikari Sakota

Registered Nurse

Thank you!

Reaching out and Representing our Diverse Community

5 Years

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Staff Recognition



Brenda Cripps

Financial Administrator

Thank you!

Reaching out and Representing our Diverse Community

5 Years

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Staff Recognition



Aliya Hassam

Registered Nurse

Thank you!

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5 Years

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Staff Recognition



Jasmine Kaur

Registered Practical Nurse

Thank you!

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5 Years

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Staff Recognition



Charlene (Chuck) LeBlanc

PSW, Intake Liaison,
Practical Nursing Student

Thank you!

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Community

5 Years

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Staff Recognition



Magdalena Michalik

Registered Nurse

Thank you!

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5 Years

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Staff Recognition



Trudy Mulder-Hall

Clinical Manager, Hospice Residence

Thank you!

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5 Years

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Staff Recognition



Margaret Paan

Executive Director

Thank you!

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5 Years

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Staff Recognition



Katharine Powell

Volunteer Program Manager

Thank you!

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5 Years

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Staff Recognition



Donna Spence

Registered Nurse

Thank you!

Reaching out and Representing our Diverse Community

5 Years

BethellHospice

Staff Recognition



Lisa Ward

Human Resources Manager

Thank you!

Reaching out and Representing our Diverse Community

5 Years

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Recognition Recipient Award



Kat Powell, Manager, Volunteer Program

June Callwood
Circle of
Outstanding Volunteers Award

HPCO
Hospice Palliative Care Ontario



Reaching out and
Representing our Diverse
Community

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Recognition Recipient Award

HPCO
Hospice Palliative Care Ontario

Recipient

of the June Callwood Circle
of Outstanding Volunteers
Award!

Stan Cameron

Resident Support, Foundation Volunteer





BethellHospice

Recognition Recipient Award

Debbie Davis Award 2024

The Debbie Davis Outstanding Achievement Award was established in September 2019 in recognition and admiration for 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 Hospice and the many team members focused on providing exemplary end-of-life care.





Adal Simeone, Director



Barb Di Marco, Secretary

BethellHospice

Recognition Recipient Award

Debbie Davis Award 2024

Thank you to the dedication of our Debbie Davis Nominations Committee in making this yearly award a reality.

Committee Members:

- Julie Chircop
- Brenda Cripps
- Barb Di Marco
- Robert Mansbridge
- Margaret Paan
- Amita Patel
- Barb Reynolds
- Adal Simeone
- Lisa Ward



Adal Simeone, Director



Barb Di Marco, Secretary



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Historical Winners

Debbie Davis Award 2024

2019: Debbie Davis, *Volunteer*
2020: Susanne McRoberts, *Volunteer*
2021: Karen Rammage, *PSW*
2022: Lynn Dobson, *Volunteer*
2023: Joyce Buisman, *RN*



Adal Simeone, Director



Barb Di Marco, Secretary



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Recognition Nomination Award

Debbie Davis Award 2024



Maddy Digman

Social Worker

"Maddy's arrival a mere year ago at Bethell Hospice has made a significant impact on our residents and family members through her role, but also such an incredible impact on our staff. This amazing individual was quick to become that reliable and positive colleague - the one you feel like has always been here, so quick to grab our hearts with her oh-so kind demeanor, her always forward thinking thoughts for continuous improvement, and her forever positive attitude.

Maddy brings with her an absolute brightness to each and every day, and I can say it is a joy to work alongside her. Maddy makes all of us want to do better…"

Reaching out and Representing our Diverse Community

Recognition Nomination Award

Debbie Davis Award 2024



Clarissa Martin

Personal Support Worker

"Clarissa goes above and beyond, she works hard! Clarissa provides exceptional care and does not stop until the work is done. I've seen her skip breaks, stay late and go, go, go!

Clarissa is compassionate and empathetic. She makes residents feel dignity while having personal care done, which is so important.

Clarissa has the courage to advocate for the residents, speaking up for them and leading her team members.

She strengthens our team, leading her coworkers by example, and providing such excellent care."

Reaching out and Representing our Diverse Community

Recognition Nomination Award

Debbie Davis Award 2024



John Palmer

Board of Directors, Retired 2024

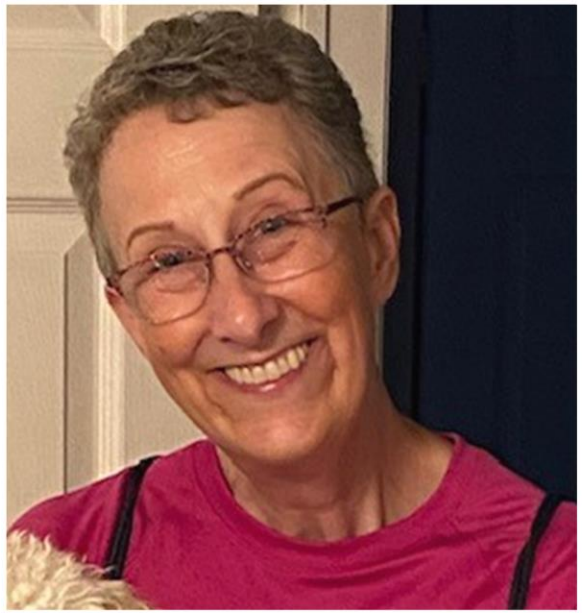
"In whatever volunteer role John assumes, he gives 110%. No request is too large or too small for him to offer his help.

… brings a wealth of knowledge, along with a kind and generous personality. A tireless advocate of Bethell Hospice staff and volunteers, strengthening the Bethell team by leading by example and showing all of us what great looks like."



Recognition Nomination Award

Debbie Davis Award 2024



Lisa Pecarski

Kitchen, Resident Support & Reception Volunteer

"Lisa is a great team encourager…with everyone she works with. She often writes WOW leaves for others, identifying the above and beyond extra things teammates have done. Lisa herself has been the recipient of many leaves, as other volunteers and staff recognize her going above and beyond in her role.

Lisa helps us strengthen our team through her positive energy, encouragement, dedication, reliability and more. With her natural positive energy, Lisa creates a warm and welcoming environment that connects so well with the residents, their caregivers and those she works with."



Recognition Nomination Award

Debbie Davis Award 2024



David Roth

Kitchen Volunteer

"David joined the Bethell Hospice Volunteer team in 2010, right after we opened. For over 14 years, he has shown tremendous dedication in consistently volunteering in the Kitchen every Tuesday evening, eager to make residents their favourite meals while providing a listening ear, fun spirit and wonderful sense of humour. It's beautiful to witness the ease with which his humour, kindness and compassion have provided residents and family members with lightness and laughter during some of their darkest days.

David is an avid Bethell supporter ensuring our community is aware of the magic of Bethell Hospice and contributing to the success of our many fundraising events. A telltale sign of the significant impact David has made is when you see residents' family and friends gather around him on occasions like Bethell's Light and Love Ceremony, to thank him for his care and to experience his humour once again. David is a humble, unsung hero who deserves to be honoured for consistently exemplifying the many qualities, values and vision of Bethell Hospice.

Reaching out and Representing our Diverse Community

Recognition Recipient Award

Debbie Davis Award 2024

And our winner for the 2024 Debbie Davis Award is ….



BethellHospice

Debbie Davis Award 2024



Congratulations

David Roth



Reaching out and Representing our Diverse Community

BethellHospice

Annual Report

2023-2024 Annual Report will be available online & in print soon!





Margaret Paan, Executive Director

Reaching out and Representing our Diverse Community

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Janette Panhuis, Chair, Board of Directors

Question & Answer



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Closing Remarks, Adjournment



Janette Panhuis, Chair, Board of Directors

Thank you!