

36 Years
1983-2019



2019 ANNUAL REPORT TO THE COMMUNITY



OUR COMMUNITY STEWARDSHIP



Hospice has provided valuable palliative care services to our community for 36 years. In the beginning, we provided volunteer support services in people's homes and in hospital along with grief support services to families coping with loss.

On November 1, 2010 after many years of research and development, we proudly opened Bobby's Hospice, Atlantic Canada's first 10-bed residential hospice for in-patient care.

Every year, we serve over 200 patients and their families in our community who need in-patient palliative care in the final weeks and months of life and grief support.

We have a partnership with the NB Government that provides \$766,500 per year in funding, leaving Hospice to raise \$1.5M to cover the remaining costs of care. It is due to your generous support and contributions at our fundraising events, our Hospice Shoppe, our Legacy Foundation and through donations that we are able to continue with our strong, caring and loving healthcare and support. Thank you for making Hospice care possible in our community!

Wonderful people of all ages from every walk of life, including our Board of Directors, our committed and very capable Management Team, our very professional and capable Healthcare Team, our dedicated Hospice Shoppe Team, and our wonderful sponsors, supporters and our outstanding community Volunteers, all work together to continue to make Bobby's Hospice an exceptional "Home" for our patients and their families on their end of life journey. ***Thank you for caring and giving!***

Shirley McAlary, Board Chair



Bill Edwards, Vice Chair
Retired Engineer



Ivan Ho, Secretary
Retired Pharmacist & Business Owner



Jim Shaw, Treasurer
Retired Chartered Accountant



Kevin Clifford, Director
Fire Chief, City of Saint John



Kevin Fudge, Director
Commissioner of Finance &
Administration, City of Saint John



Gary Lawson, Director
Partner, Lawson Creamer Law

OUR WORK



We have just completed our most successful year ever in the history of Hospice Greater Saint John. We have cared for a record number of people in need of palliative care and grief support at Bobby's Hospice and our community has been incredibly generous in supporting our work.

We were able to welcome three new people to our management team this year. Jamie Godfrey joins us as our first ever Development Manager; Mike Skidd joins us as our first ever Social Worker and Counselling Services Manager and Kathy Paul assumed the role of Assistant Shoppe Manager. Great to have you all on the team!

With funding from the Bayshore Foundation, the Saint John Regional Hospital Foundation, the Fisher Foundation and the Sisters of Charity, we were able to install new flooring in the patient wing, purchase new beds, mattresses, lifts, commodes, bedside tables and over bed tables, etc. These new items have provided tremendous comfort to our patients. Thank you!

Our Hospice Shoppe continues to thrive thanks to our community's support and the hard work of our staff and volunteers at The Shoppe. Bobby's Hospice would not be open if it were not for their work and contributions!

Our events have grown significantly and we had record-setting attendance at our annual Gala, Memorial Walk and BBQ's. Your support and partnership is what makes Hospice care possible!

Our community's donations to our Legacy Foundation have been generous, helping to grow the fund and the proceeds given to Bobby's Hospice annually. Thank you!

We are proud to operate Atlantic Canada's first residential hospice and support the development of others in the region. This year, we partnered with the NB Hospice Palliative Care Association, the NB Medical Society and the Department of Health to establish residential hospice standards for the province.

Our staff and volunteers are the "Heart of Hospice." It is their passion and expertise that delivers excellent care every day to people in our community in need. We are so fortunate to have such a large, dedicated team. ***Thank YOU from the heart!***

Sandy Maxwell, Chief Executive Officer

SENIOR STAFF

Sandy Maxwell
Chief Executive Officer

Dr. Chris O'Brien, CCFP, FCFP(c)
Director of Medical Care

Nicole Hamming, BNRN, CHPCN(c)
Nurse Manager

Diane Sullivan
Grief, Spiritual Care & Support Services Mgr.

Mike Skidd
Social Worker & Counselling Services Mgr.

Tracy Doucet
Food Services Manager

Richard Lee
Facilities & Community Relations Manager

Jane Comeau
Finance & HR Manager

Jamie Godfrey
Development Manager

Sue Higgins, Sally Hall, Kathy Paul
Hospice Shoppe Managers

OUR COMMUNITY IMPACT THIS YEAR

116 patients and families cared for at Bobby's Hospice

70 people attended our grief support groups

40 private grief counselling sessions were held

250 people attended our Annual Memorial Service

12 nursing students and 1 paramedic received on the job training

400 people benefitted from our educational outreach services

7,500 people attended our fundraising events

40 staff and 150 volunteers doing the work of Hospice

OUR IN-PATIENT CARE



Our Medical and Nursing Care

When home is no longer an option, Bobby's Hospice is here to help. We provide high quality 24-hour, in-patient palliative care in a home-like, peaceful setting.

Our team of experienced physicians, nurses, support staff and our social worker provide expert pain and symptom management and compassionate, skilled care and support 24-hours a day.



Our trained volunteers provide valuable non-medical support services to assist you. Our spiritual care and grief support services help people cope with the end-of-life journey and saying goodbye to loved ones. Our music care and pet therapy programs provide additional comfort and support. Our cooks prepare delicious, home-made meals and our full-time housekeeper and maintenance staff keep our home clean and in excellent condition. There are no costs for care at Bobby's Hospice due to our partnership with the NB government and the support of our community.

Dr. Chris O'Brien
Medical Director

Nicole Hamming, BN RN
Nurse Manager



OUR CARE

NOVEMBER 1, 2010—MAY 31, 2019

Admissions: 950
Average Age: 80% seniors
Diagnosis: 86% cancer
Average Stay: 15-22 days
Occupancy: 80%



24,000 hospital bed days freed up at the SJRH and over \$20M in reduced health care costs to the NB Government because palliative patients received in-patient care at Bobby's Hospice.



In the fall of 2005, facing her own end-of-life illness, **Catherine "Bobby" Lawson**, a 20-year Hospice volunteer, made a significant donation to enable Hospice to pursue the dream of a Residential Hospice. Our home is named in her honor.

Our Educational Services

Annual Free Healthcare Lecture for the Public
Annual Living Well Dying Conference for Healthcare Professionals
Hospice Palliative Care Training for Volunteers
On-Site Student Nursing Training
Community Presentations & Lectures
Continuing Education for Hospice Staff



OUR SUPPORT SERVICES



Our Counselling and Grief Support Services

When someone you love dies, you grieve the loss and changes in your life. Grief is hard work. You need time to heal and someone to talk to. Hospice understands and can help. Our services are free of charge.



Grief Support Groups—Hospice holds daytime and evening support groups at Bobby's Hospice.

Private Counselling—Individual or family counselling with our Social Worker can be arranged.

Annual Memorial Service—for families who had a love one die at Bobby's Hospice.

Library and Information Services—books, information and videos on grief and loss.

Diane Sullivan
Grief, Spiritual Care & Support Services

Mike Skidd, BSW
Social Worker & Counselling Services

This year, we proudly partnered with Fundy Funeral Home to offer specialized grief support services to their clients.



"Thank you for letting me be part of the grief support group. I learned a lot, like I am not really going crazy, everyone grieves differently and that there is no time limit on grief. For me, each week was something to look forward to. At Hospice, you understand the grieving process and all the baggage that goes along with it. I am so appreciative of everyone at Bobby's Hospice for everything you have done to make my journey less lonely, more understandable and that everyone's grief is as individual as you are." - Group Participant



Our Kitchen The Heart of Our Home

Our goal at Bobby's Hospice is to enhance your quality of life and help you spend precious time with loved ones.

Food is a very important part of life and that's why the food services team at Bobby's Hospice is committed to providing you with quality, nutritious home-made meals.

Our goal is to give our patients the joy of taste and memories of food. We often hear that a special treat we make for them tastes exactly like what their mother or grandmother used to make. We treasure those moments.

Tracy Doucet, Food Services Manager
Michelle Long, Food Services Coordinator



Our Music Therapy Program

Music has the ability to provide comfort and peace to patients and families at Bobby's Hospice. Our Music Therapist, **Julien Meyer** is at Hospice three days every week to play the favorite music of our patients and families.

"Mom loved Julien from the very first song. He brought her and me so much happiness and peace. The day my Mom was passing he played some of my Mom's favorite songs and some of ours. He made my Mom's passing so much easier. She was surrounded by love and music by a caring gentleman. He truly is a blessing for all those at Hospice. Thank you Julien for bringing happiness to all those that you share your beautiful voice with."

OUR FAMILIES



We had a wonderful experience at Bobby's Hospice. It was a very difficult 54 days for us seeing my mom, Joanne, slowly deteriorate but she couldn't have been in a warmer, comfortable or more caring environment than at Bobby's.

It really was a second home to us during our time there (we even slept up in the guest rooms the last 4 nights). We attended many of the summer BBQ's, spent almost every day sitting out in the gazebo, watched many funerals and weddings happening across the street at the church, celebrated my birthday in the family kitchen, participated in the Hospice Walk, and had Thanksgiving dinner and much more.

We became very close to many of the wonderful and friendly staff and volunteers and to several of the other patients and their families who were so sweet. Julien and his music was so amazing. My Mom loved having him sing to her often. It is such a special memory. It is such a wonderful place and even though it was a very difficult time for our family and I will always cherish the memories we made there. Thank you!

Shannon Willett and Family



After 15 years of fighting cancer, my Dad became ill again. He always said if he got seriously ill he did not want to die in the hospital. He wanted to go to Bobby's Hospice.

Once there, he settled right in. The staff was beyond amazing, so caring, always checking in with him, and us. We knew he was getting the best care possible. The meals they served were home-made and delicious. They kept him clean, comfortable and content. They were also so wonderful to us as well. They recognized our pain and what we were living through. They were thoughtful kind and so loving. We became part of the Hospice family.

In April of 2016, my Dad slipped away peacefully at Bobby's Hospice. I know he had the very best care, I know he was treated with kindness and respect right up to the very end, and I know that he passed where he wanted to be.



There are really no words for how thankful I am for everyone at Bobby's Hospice. Losing my Dad shattered my heart and I am far from "over it". I do take comfort in the fact that he was taken care of so lovingly and with such compassion by the special team that makes Bobby's Hospice such an amazing place. I thank each and every one of you from the bottom of my heart! - ***Trish Shephard Flemming Pink***

OUR FAMILIES



“When I woke up yesterday, it was just a regular day, but it actually turned out to be one of the best days of my life”, said Karen Stinton, a patient at Bobby’s Hospice.

Tracy Doucet, our Food Services Manager had organized a special romantic dinner for Karen and her partner of seven years, Teala Miller for later that day. The table was set in the special small living room on the first floor and Tracy spent the day preparing a delicious Pad Thai meal for the couple.

The Telegraph Journal got involved and reporter, Michael Robinson came by and did an interview with Karen to tell her story of love and loss. The article appeared in the TJ on Thursday, March 28, 2019.

Karen was diagnosed six years ago with breast cancer and underwent surgery and many treatments. In January 2019, she learned her disease had spread to her bones and cure was no longer possible. After a stay in the hospital Karen was admitted to Bobby’s Hospice on March 12, 2019, the same day that her mom, Shirley, had died from breast cancer 21 years earlier.

“When a patient is saying good bye to a loved one, every memory counts,” says Tracy Doucet, Food Services Manager. *“This is why the staff at Bobby’s Hospice go out of their way to make every day special for our patients and their loved ones.”*



EVERY YEAR HOSPICE....

Raises \$1.5M to provide free palliative care and grief support to over 200 people and families at Bobby’s Hospice who are living with terminal illness and coping with loss.



“Last year, just a few days before Christmas day, our Dad was admitted to Bobby’s Hospice. As soon as we walked through doors we knew we were in the right place.

The staff helped us more than you can know and we were able to enjoy one last special Christmas together. We opened presents in the living room in front of the Christmas tree and enjoyed turkey dinner as a family in the large dining room.

Being at Bobby’s Hospice is like being in a home, away from home and despite the difficulties we were going through, we were able to make Dad’s last Christmas a very special holiday, one that we will remember fondly and treasure always.”

The Butler Family

OUR COMMUNITY SUPPORT



I recently met a young man named “John” who came to Bobby’s Hospice with terminal cancer. He was very ill and in pain. It was hard for his family to see him suffer in such a way. He was referred to our house so that he and his family could get support on his end of life journey and to give him the best quality of life possible for the rest of his life.

Thanks to the staff (who I am proud to call my co-workers) and volunteers “John” was able to get the pain management and care he so desperately needed.

One day I saw “John” sitting in the corner of the couch at Bobby’s Hospice, his wife sitting next to him and his mom and dad and his new Hospice friends surrounding him. I saw John smiling, holding his wife’s hand, telling a story and making everyone around him smile and laugh.

This is why I do my job. As Development Manager, I work hard to raise money so people like “John” and others can spend precious time together and make memories that will last forever.

We receive less than half of our funding from the Department of Health which means we must raise \$1.5M every year to cover our share of the costs of care at Bobby’s Hospice. ***We are so grateful to our community for every donation, every sponsorship and every act of kindness that helps to make care at Bobby’s Hospice possible. You are an important part of our team!*** Below is a list of how individuals and companies can continue to support our work.

Jamie Godfrey, Development Manager,
E-mail: jgodfrey@hospicesj.ca

A List of Ways Our Community Can Support Bobby’s Hospice...

MEMORIAL AND GENERAL DONATIONS

Honour a loved one who has died or celebrate a special birthday or anniversary with a gift to Hospice.

ATTEND OUR EVENTS

Join us at one or all of our four annual fundraising events and have fun while supporting a good cause.

CORPORATE LEADERSHIP

Sponsor a Hospice event and align your company with a high profile charity that can help promote your business.

COMMUNITY FUNDRAISING—DO YOUR OWN THING!

Hosting your own fundraising event is a great way to support Hospice and we welcome your generosity and commitment to helping us.

MONTHLY GIVING

Maximize your contributions without breaking the bank. As little as \$10 a month made through post-dated cheques or credit card will give you the opportunity to support us all year long.

LEGACY GIFTS

Include Hospice in your Will or Estate Plan and leave a lasting legacy to your community.

Congratulations Hospice!

One of Canada's Top 100 Charities for Giving



Every year, Hospice cares for over 170 people in need of in-patient palliative care and grief support at Bobby’s Hospice. Visit www.hospicesj.ca



OUR SIGNATURE EVENTS



The Annual Memorial Walk is held the 3rd Saturday in September every year. Every year, over 400 people collect pledges and walk in memory of loved ones. This past year, the Walk raised \$135,000 for care at Bobby's Hospice. A special thanks to our major sponsors:



The Annual Hospice Valentine Gala is the premier event of the Winter Season in Saint John. Hosted by Steve Murphy of CTV News, this year's Gala had a record-high attendance of 800 people and raised \$110,000 for care at Bobby's Hospice. A special thanks to our major sponsors:



The Annual Hospice BBQ Fundraiser is a weekly fundraiser that runs during the months of June, July, August and September. Every Friday from 12:00 noon to 1:00 pm, an average of 350 people come to Bobby's Hospice to enjoy a summer BBQ. This past year, the BBQ Fundraiser raised \$61,000 for care at Bobby's Hospice. A special thanks to our major sponsors:



The Annual Sunflower Luncheon is a business luncheon with a high profile guest speaker. 300 people attend annually, helping to raise \$15,000 for care at Bobby's Hospice. A special thanks to this year's speaker, Derrick G. Stanford, President & CEO of the Saint John Airport and to our major sponsor:



Speedy Glass

Hospice is pleased to announce that Speedy Glass will be the first-ever corporate sponsor on all four of our annual fundraising events this coming year.

Thank you Speedy Glass!

OUR HOSPICE SHOPPE



Our Hospice Shoppe is an upscale second hand store that sells donated goods that are like new, in current fashion, in excellent condition and appeals to today's customer. 100% of the proceeds funding care at Bobby's Hospice.

The Hospice Shoppe is celebrating 10 years in business in 2019 and *we would like to thank our thousands of donors and shoppers for their loyalty and support.*

Facts About The Hospice Shoppe

- The Shoppe provides 30% of the funds needed to care for over 200 people every year at Bobby's Hospice.
- The Shoppe has an average of 100 customers per day.
- The Shoppe has 8,000 registered donors.
- The Shoppe issues 4,000 income tax receipts each year for donated items that total \$20 or more and sold in The Shoppe.
- There is no sales tax on items purchased at The Hospice Shoppe.
- The Shoppe has a dedicated team of 9 part-time staff and 70 volunteers.



The Hospice Shoppe launched a NEW weekly on-line sales store. Selected items are discounted and placed in our on-line Shoppe.

Its time efficient shopping for a great cause! Check us out the Bobby's Hospice Online Shoppe Facebook Page.



OUR VOLUNTEERS

*Thank you
Hospice Volunteers!*



Every year, Bobby's Hospice is caring for 200 people who need in-patient palliative care and grief support. Our team of 190 dedicated volunteers make a difference every day. Our community thanks you!



Our Ladies Auxiliary, the Friends of Hospice have been supporting us since 1985. They volunteer in our Hospice Shoppe and at Bobby's Hospice. They also do two annual fundraisers per year, the \$1,000 Cash Draw and the Play Cards Luncheon to raise funds for care at Bobby's Hospice.



Feel-good Shopping!

CELEBRATING 10 YEARS



Thank you to our Shoppe Volunteers for 10 great years.
All proceeds from The Shoppe fund care at Bobby's Hospice.



FINANCIAL REPORT

The cost of care at Bobby's Hospice is \$465/day. The NB Government is providing \$210/day which covers the costs of our 24-hour expert nursing team. The remaining costs of care which include food, laundry, medical supplies, heat, lights, snow clearing, etc. are funded by our generous community who make donations, provide sponsorships, support our Hospice Shoppe and attend our fundraising events.

Your donations and support to Bobby's Hospice, The Hospice Shoppe and The Legacy Foundation make a tremendous difference every day to people we all know.

Thank you for investing in Hospice!

For a complete set of our audited statements, call Hospice at (506) 632-5593, e-mail to info@hospicesj.ca or visit our website www.hospicesj.ca. Hospice Greater Saint John Charitable Registration #BN118963743RR0001

REVENUE

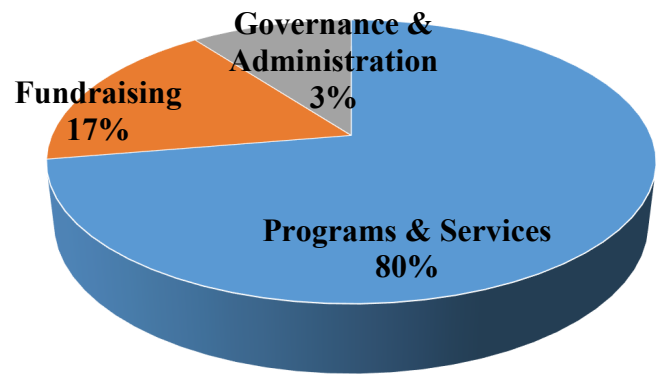
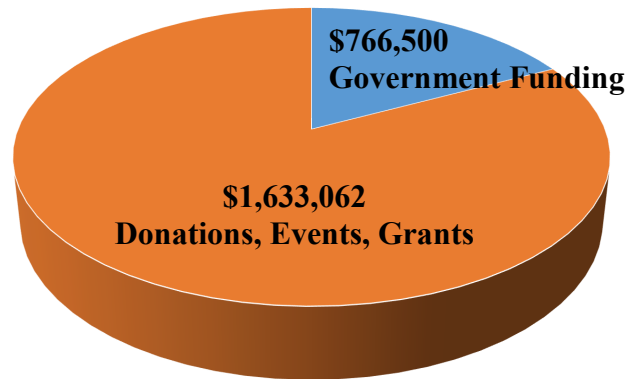
Provincial Government	766,500
Fundraising & Sponsorships	1,140,517
Donations & Memorials	396,869
Grants	45,094
Legacy Foundation	50,000
Interest & Other	582
Total	\$2,399,562

EXPENSES

Salaries & Benefits	1,377,629
Fundraising & Sponsorship	359,378
Donation to Legacy Found.	300,000
Supplies & Expenses	110,657
Property & Building	86,492
Staff & Volunteer expenses	82,035
Governance & Admin.	55,889
Community Relations	5,183
TOTAL	\$2,377,263

SURPLUS

\$22,299



The Gift of Love

Our Legacy Foundation is an investment fund to support Bobby's Hospice. By including Hospice in your Will or Estate Plan, you can leave a lasting legacy to your community and ensure Bobby's Hospice will be here for loved ones in the future.

***Consider a Legacy Gift to Hospice.
It's the gift of love!***