



2020 ANNUAL REPORT



*385 DUFFERIN ROW
SAINT JOHN, NB E2M 2J9
(506) 632-5593*

*INFO@HOSPICESJ.CA * WWW.HOSPICESJ.CA*

OUR COMMUNITY STEWARDSHIP



Hospice has provided valuable palliative care services to our community for 37 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. This year has been quite difficult and exceptional for all of us due to the Covid-19 virus. I wish to thank, on behalf of our Board, all of our wonderful staff members

who were able to keep Bobby's Hospice open everyday for our patients and families and provide exceptional care in spite of all the extra needs and requirements. It was a huge commitment on all staff members.

We have a partnership with the NB Government that provides \$766,500 per year in funding, leaving Hospice to raise \$1.2M 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, CPA, CA Treasurer
Retired Chartered Accountant



Kevin Clifford, Director
Fire Chief, City of Saint John
Retired from Board in July 2020



Kevin Fudge, CPA, CA, BBA
Director, Commissioner of Finance &
Administration. City of Saint John



Gary Lawson, Q.C., Director
Partner, Lawson Creamer Law

OUR YEAR IN REVIEW



“A Year of Challenge, Change & Celebration”

The first residential hospice in Canada was Victoria Hospice established in the early 1980's. In 2004, we thought Saint John could benefit from a residential hospice and we got to work. It took us six years and several delays before we could raise all the capital funds, complete renovations and secure a contract with the Department of Health for partial annual funding. After a lot of work by many people, we proudly opened Bobby's Hospice on November 1, 2010 and accepted our first patients.



It is hard to believe that 10 years have gone so quickly. We are proud to have admitted and cared for over 1,000 palliative patients in need of in-patient care and provided grief support to hundreds of family members. We have also supported the development of other residential hospices in the region and are pleased to collaborate with Hospice Fredericton and Hospice Halifax in the delivery of residential hospice care in Atlantic Canada.

None of this would have been possible without the dedicated leadership of many people over 10 years - the Hospice Board of Directors, politicians of all parties at all levels, our volunteers, our professional staff and YOU, our community who shows us every day how much you care with your donations and support. Because of people like you, we help others when they need it the most. ***Thank you from all of us at Hospice for being Hospice guardian angels.***

This past year was tremendously successful for Bobby's Hospice. We admitted 122 patients and delivered top quality care. We had a record-number of people attend our four annual fundraisers and we had stellar community support throughout the year. For the second consecutive year, we were named one of Canada's Top 100 Charities by Charities Intelligence Canada, recognizing our stellar work, our cost effectiveness and public reporting. Our professional staff of 35 people are highly dedicated and exceptionally skilled and wonderful team of 150 volunteers support their work.

In March of 2020, our world changed drastically overnight as COVID-19 became a world-wide pandemic that had reached the shores of Canada and New Brunswick. Everything changed overnight as we had to lock-down to keep our patients, families and staff safe and our fundraising events were cancelled. It was a tremendous time of uncertainty and we had to quickly learn to navigate in a new world to keep Bobby's Hospice open.

Our organization was faced with tremendous financial losses due to the loss of our fundraising events and the closure of our Hospice Shoppe. Luckily, we had a small cash surplus in our bank and have been able to use that to help us cover fundraising shortfalls. We also had to make some very difficult budget cuts to find ways to reduce our costs. Unfortunately, we had to lay off three full-time staff members and one-part time member who provided valuable service to Hospice, in addition to cutting many other expenses. A wonderful surprise was the exceptional support of our many donors who rose to the occasion and supported us when we needed them the most. We are forever grateful and hope you will continue to support us as we continue to live with COVID-19 which will continue to impact our operations until there is a vaccine. COVID-19 gave us an opportunity to branch into on-line fundraising and we have established a "Win with Hospice" on-line auctions, 50/50 and draws which is providing us with much needed revenue. Thank you for being here for us so we can be there for you!

Sandy Maxwell, Chief Executive Officer

Congratulations Hospice!

One of Canada's Top 100 Charities for Giving



Bayshore has
been a Proud
Supporter of
Hospice for
15 years

Every year, Hospice cares for over 200 people in need of in-patient palliative care and grief support at Bobby's Hospice. Visit www.hospicesj.ca.



OUR CARE



It has been 10 years since we opened our doors at Bobby's Hospice, and I have had the privilege of being Medical Director, and sharing the journey at end of life with countless patients and families.

Care at Bobby's Hospice is for people who are nearing end of life. Unlike other medical care, the focus of hospice care isn't to cure the underlying disease, it is to support the highest quality of life possible for whatever time remains. Hospice is a philosophy of health care that focuses on the needs of the patient and care givers by providing comfort, dignity, hope and love at end-of-life.

The services provided by our clinical team maximize comfort for our patients by reducing pain and other physical symptoms while addressing their psychological, social and spiritual needs; and we continue to care for family and friends after a death with grief support.

Thank you to our staff, volunteers and our Board of Directors for your compassion, dedication and teamwork. Thank you also to our Greater Saint John community for your ongoing support. It is because of each and every one of you that we have been able to deliver on our Vision/Mission and care for 122 patients during this past fiscal year, our occupancy rate at 95%. We are always guided by, and do our best to achieve our Mission:

“Compassionate Care that Celebrates Life”

In March of 2020 Covid-19 became our new reality. Who could have ever imagined our world as we know it would be so drastically changed. The Pandemic impacted each and every one of us, and had a marked impact on Bobby's Hospice in countless ways, including our model of patient care delivery and our financial stability. We are so grateful and proud of our staff for going above and beyond the call of duty during this unprecedented and terrifying time. Their courage, and determination allowed us to remain open, at full capacity. Their diligence in following Covid-19 rules, despite the physical and emotional toll, kept our staff and patients free of Covid-19 infection.



We soon realized that our quick response to Covid 19, although necessary to ensure the safety of patients, families and staff, had unintended consequences on our model of care, our Mission. Wearing masks, physical distancing, limiting visitors, increased sterilization and all other necessary measures we had to adopt, sadly left a void in emotional support and compassion. The inability to give a hug, hidden facial expressions due to masks, absence of many loved ones due to visitor restrictions and the absence of volunteers to give that little extra, have all left their toll on patient's families and staff. Another unexpected and serious consequence will be complex grief.



We are on our way back, easing restrictions and reopening with caution. It is great to have more friends and families in our home. We have been working together with Hospices of Atlantic Canada to revisit how we will handle future waves of Covid-19, putting compassion and care at the top of the agenda.

Bobby's Hospice is a “Not for Profit” organization, and we are so thankful to our Provincial Government for funding support. Our reality is however, the need to raise another 1.2 million annually and thanks to the generosity of our donors/supporters we have been able to meet our target the past 10 years. Covid-19 has severely affected donations in the nonprofit world and now more than ever **we need you** and your support both financially and as the cheerleaders you have always been for Bobby's Hospice.

Dr. Chris O'Brien, Medical Director

OUR 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.

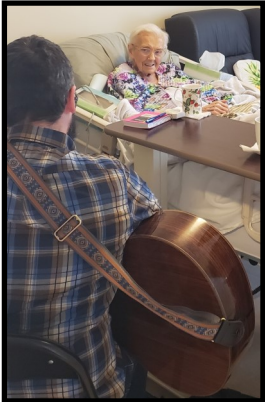
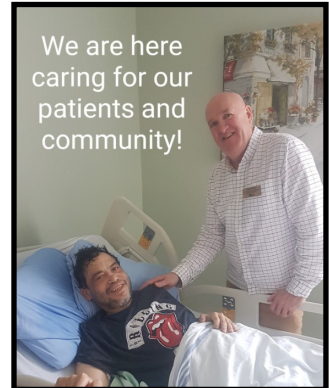
Our team of experienced physicians, nurses and support staff provide expert pain and symptom management and compassionate, skilled care and support 24-hours a day.



Our Counselling and Grief Support Services help patients and families cope with the end of life journey and the loss of loved ones.

Our team of trained volunteers provide important non-medical support services. Our housekeeping and maintenance staff keep our home clean and in excellent condition.

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.



Music has the ability to provide comfort and peace to patients and families at Bobby's Hospice. Our Music Therapist plays the favorite music of our patients and families. In addition, we have trained and certified volunteers who provide pet therapy with visiting dogs and cats.

Our Quality Care Committee oversees patient/family care and provides educational services to ensure the delivery of high quality hospice palliative care in keeping with established standards and best practices.

We also have a number of valued community partners that work with us to deliver excellent patient care and family support:

Family Physicians, Local Clergy, Extra-Mural, Saint John Regional Hospital, Hospice Palliative Care Outreach Service, Shoppers Drug Mart on Crown Street, NB Department of Health, Hospice Fredericton and Hospice Halifax.

There are no costs for care at Bobby's Hospice due to our partnership with the NB government and the generous support of our community. Thank you!



Nicole Hamming, Director of Care

OUR CARE

NOVEMBER 1, 2010—JUNE 30, 2020

Admissions: 1,070
Average Age: 80% seniors
Diagnosis: 86% cancer
Average Stay: 14-27 days
Occupancy: 90%



28,697 hospital bed days freed up at the SJRH and over \$22M 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.

Her legacy to our community provides care and support to over 200 people each year who need in-patient palliative care and grief support.

Thank you Bobby!

OUR FAMILIES



"Truly, there are not enough words to describe the deep gratitude I feel to know Mom was in such loving and capable hands at Bobby's Hospice. Please support this wonderful organization. Due to COVID-19, they need your support now more than ever! EVERY donation makes a difference. Please support them"

- Pamela St.Onge



"On December 16, 2013, beautiful, forty-one-year-old daughter/mother, Marilee, was diagnosed with a very aggressive form of brain cancer and was told she may have one-year to live. Marilee was a music teacher in Saint John area schools and lived every day to the fullest. She loved her family, her many friends, her job and life in general.

Marilee experienced a slow and steady decline. From the beginning, we dreaded the day when Marilee would need to leave her home to be cared for. At home, her boys could come in after school and she could still give them that big warm mother's hug. Her parents could still tuck her into bed and kiss her goodnight. Finally, the day came when the doctor told us it was time for Hospice. We believed Bobby's Hospice would be a comfortable place to die.

Throughout her illness, there was NEVER a complaint or a "poor me" comment from Marilee. Her stock reply to the inevitable question, "how are you today" was usually, "FANTASTIC". We think that her reward for such positivity was an easy departure and a wonderful family called Bobby's Hospice.

When we entered those doors, they took our stress away. The unspoken question that inhabits the place is "how can we serve you better?" It was not just Marilee who moved to Hospice, but her family moved to Bobby's. Again, it was a whole team service. The nursing staff, volunteers, support staff and the physicians seem to be living out a special calling. They love what they do! They even organized the opportunity for her son to graduate from high school at her bedside.

Her final day was no exception. Her family gathered around and peacefully watched as the medial staff took their final opportunity to care for her. After her passing, we were given as much time as we wanted and our final memory is the honor guard which formed as she passed, covered with the warmth of a hand made quilt."

We are forever thankful, Duncan and Logan Cunningham (Sons) and Marjorie and Dow Price (parents)



OUR COMMUNITY IMPACT

- ☀️ 122 patients and families cared for at Bobby's Hospice.
- ☀️ 62 private community counselling sessions were held.
- ☀️ 48 people attended our grief groups.
- ☀️ 250 people attended our memorial service.
- ☀️ 5 LPN students had on-site training.
- ☀️ 7 Community Educational Outreach sessions were held.
- ☀️ 8,200 people attended our fundraising events.

Follow us!



10,128 - Followers



1,112 - Followers

*Visit Our
Websites!*

www.hospicesj.ca
www.winwithhospice.ca



OUR COMMUNITY SUPPORT



"There is nothing like death and the people at Bobby's Hospice do it right. And, it's caring people like you who make it possible."

As a Hospice supporter, YOU make a difference every day to people in our community.

Karen Sinton, Hospice Patient



Thanks to everyone who donated to our 2019 Holiday Appeal Campaign. You helped us raise over \$70,000 for care at Bobby's Hospice.

Thank you from the heart!

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. Look for our annual Holiday Appeal in your mailbox and make a donation.

ATTEND OUR EVENTS

Join us at one or all of our four annual fundraising events—The Valentine Gala, Sunflower Luncheon, Summer BBQ's and Memorial Walk—and have fun while supporting a good cause.

WIN WITH HOSPICE

Check out our NEW on-line fundraising raffles, 50/50's and auctions and play to win!

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.

HOSPICE SHOPPE

Shop and donate to The Hospice Shoppe, Saint John's #1 upscale second-hand retail store.

LEGACY GIFTS

Include the Hospice Legacy Foundation in your Will or Estate Plan and leave a lasting legacy of quality in-patient palliative care to your community.



Win with Hospice

Check out our fundraising raffles, 50/50's and auctions at www.winwithhospice.ca You could be our next winner!

Win & Support Bobby's Hospice at the same time!

Tickets as low as \$1



OUR COMMUNITY SUPPORT



Thank You

Thank you to our 750 guests and sponsors who attended the Hospice Gala on Saturday, February 15, 2020. Over \$70,000 was raised for care at Bobby's Hospice. With your support, we will be able to help over 200 people who need in-patient palliative care and grief support in the coming year.



Master Of Ceremonies
Steve Murphy



Honorary Chair
Premier Blaine Higgs



Bobby's Hospice



Hospice Sunflower Luncheon

Thank you to all our 2019 supporters!

These events are cancelled for the 2020 Season



Tax Free Shopping

Income Tax Receipts for donations sold in The Shoppe

Thank you to all of our Donors & Shoppers!

100% of the proceeds fund care at Bobby's Hospice



Over \$180,000 Raised!

Thank you!

Presented by:



Over 500 families and supporters attended the 15th Annual Hospice Memorial Walk, held on Saturday, September 21, 2019. Participants raised \$136,362 in pledges and the Bayshore Foundation for Empowered Living donated \$45,000 in matching funds.

The 2020 Memorial Walk is a Virtual Event due to Covid-19.

Walking to remember those we loved.

OUR COMMUNITY SUPPORT

Coming together to make a difference!



National Maintenance Council
for Canada \$25,000



FCS Construction \$33,008



Donations of groceries, cleaning supplies, masks etc



Irving Equipment -
Over 1200 Rolls of Toilet Paper



Chicks for a Cause \$25,000



100 Women Who Care \$25,000

Giving is not just about making a donation.
It is about making a difference!

every contribution is
hugely valued

thank
you!

OUR TEAM

Staff

Sandy Maxwell
Chief Executive Officer

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

Nicole Hamming, BNRN, CHPCN(c)
Director of Care

Mike Skidd
Social Worker & Counselling Services Mgr.

Julien Meyer
Music Therapist

Sandra Dalling
Corporate Services & Clinical Support Manager

Michelle Long and Kera Huttges
Food Services

Sue Higgins, Sally Hall, Kathy Paul
Hospice Shoppe Managers

Vanessa McAleer
Executive Assistant

Low Burgess
Housekeeping Coordinator

Drew Hennessey
Maintenance Coordinator



WE ARE STILL HERE
CARING FOR OUR
PATIENTS AND OUR
COMMUNITY!



FINANCIAL REPORT

The current cost of care at Bobby's Hospice is \$478/day. The NB Government is providing \$210/day which helps to cover the costs of our 24-hour expert nursing and medical 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.

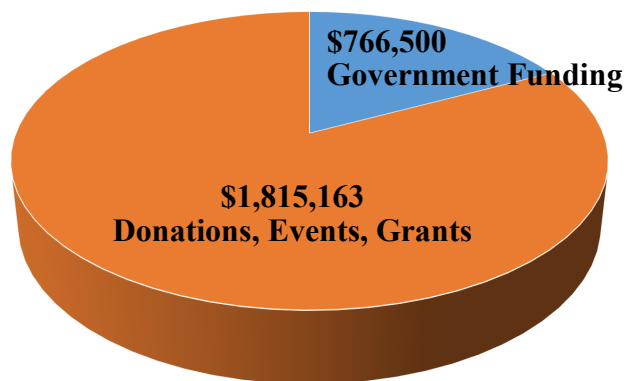
Your donations and support to Bobby's Hospice, The Hospice Shoppe and The Legacy Foundation make a tremendous difference every day to people we all know.

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

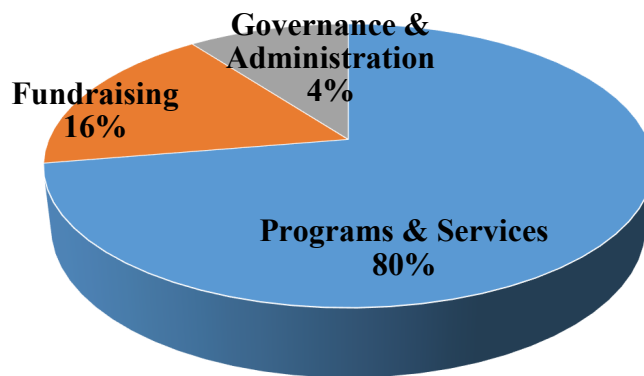
REVENUE

Provincial Government	766,500
Fundraising & Sponsorships	1,207,584
Donations & Memorials	508,819
Grants	34,793
Legacy Foundation	60,000
Interest & Other	<u>3,967</u>
Total	\$2,581,663



EXPENSES

Salaries & Benefits	1,521,870
Fundraising & Sponsorship	382,342
Supplies & Expenses	105,196
Staff & Volunteer expenses	107,307
Property & Building	84,036
Governance & Admin.	85,087
Donation to Legacy Found.	51,250
Community Relations	<u>8,854</u>
TOTAL	\$2,345,942



SURPLUS

\$235,721



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 Gift to our Legacy Foundation.
It's the gift of love!***

Call Hospice at 632-5593 for more information.