



Annual Report

BETHELL HOSPICE | APRIL 1, 2013 – MARCH 31, 2014

BETHELL HOSPICE FOUNDATION | JANUARY 1 – DECEMBER 31, 2013



Here when you need us

Bethell Hospice Board of Directors

Brian Braun – Vice Chair & Finance/Audit Chair
Mario Citta
Gurwinder Gill
Jeffrey Gregory
Kevin Junor
Paul MacDonald
Nora Martin – Secretary
Nora Paradis – Chairperson
Pamela Smith

Many thanks to Candace Raymond, Past Board Chair and Honorary Board Member, who retired in 2014. She is sincerely missed.

Bethell Hospice Foundation Board of Directors

Elizabeth Birnie – Past Chair
Tricia Cain
J. Rob Collins
Sheila Flattery
Syd Harmon – Secretary
David Kerr
Danila Maric
Richard Paterak
Tim Powell – Vice Chair & Treasurer
Kasia Seydegart – Chairperson

During 2013, Gerry Meinzer retired from our Board, and Honorary Board Member, Lorna Bethell, passed away. Both are sincerely missed.

C O N T E N T S

A Message from the Bethell Hospice Chairperson.....	2
A Message from the Bethell Hospice Foundation Chairperson.....	3
A Message from the Bethell Hospice Executive Director.....	4
A Message from the Bethell Hospice Foundation Director of Development.....	5
Remembering Lorna Bethell.....	6
Bethell Hospice Remembers.....	7
Year in Review – Accomplishments & New Initiatives.....	8
Community Champions 2013.....	10
GlaxoSmithKline and Bethell Hospice Partnership.....	12
JCS Funds Children's Bereavement Group in Brampton.....	13
Hikes for Bethell Hospice Raise Over \$105,000.....	14
Bethell Hospice & Bethell Hospice Foundation Staff List	16
Award Winning Volunteers	18
Bethell Hospice Volunteers.....	20
Bethell Hospice Foundation Donors	22
Bethell Hospice Financial Statements.....	24
Bethell Hospice Foundation Financial Statements.....	26
Bethell Hospice Highlight Statistics.....	28



*“Bethell Hospice is the perfect waiting place for heaven!
You are all gracious and beautiful people who cared so deeply
for our Jackie. We are eternally grateful and love you all for
your support. This is a blessed place.”*

The Smith Clan

IN MEMORY OF JACKIE SMITH

A Message from the Bethell Hospice Chairperson



I am honoured to be associated with Bethell Hospice, a caring and passionate organization that makes a real difference in people's lives. There are many people who contribute to the excellent care provided at Bethell House and within our community. As I reflect on the past year, I would like to recognize our team for their dedication and contributions.

To my colleagues on the Bethell Hospice Board, thank you for your tireless dedication to a truly special place. To the Bethell Hospice Foundation Board, thank you for being our partners, and for believing in the importance of Bethell Hospice as passionately as we do.

But most of all, I want to thank our staff and volunteers. Your compassion and respect for each client you serve is evident in your gentle touch. You make meaningful connections with each individual and you take the time to truly listen. You have a seemingly limitless capacity for empathy and your concern is genuine. You support and value each other. You have a strength of character and spirit that is inspirational. Your skill and professionalism shine through in everything you do. You are the heart and soul of Bethell Hospice.

I feel truly fortunate to work with such an accomplished team.

Nora Paradis
Chairperson
Bethell Hospice





A Message from the Bethell Hospice Foundation Chairperson



The year 2013 was memorable for Bethell Hospice Foundation for many reasons.

Our founding patron and visionary, Lorna Bethell, passed away on December 2. Lorna's legacy was profound through the building of Bethell House, and she will be deeply missed.

During 2013, Bethell Hospice Foundation continued to provide approximately 40% of the funds needed to operate Bethell Hospice's residential and community programs, offered at no cost to clients and their families. This achievement represents a significant challenge and a tribute to our dedicated and growing donor community.

Fundraising grew in each facet of Foundation activity, enabled by the generosity of people who believe in the Bethell dream, who give thousands of hours annually, and who offer their talents and expertise.

Looking to 2014, the Foundation's challenge will be to raise approximately \$1,000,000 to fund Bethell Hospice's excellent services and programs. Our plan includes both initiating new events and encouraging more major gifts.

We recognize the outstanding work of Bethell Hospice Foundation Volunteer Directors and the committed staff. We deeply appreciate and thank every donor. Each of you helps make Lorna Bethell's unique legacy a continuing, vibrant reality.

Kasia Seydegart
Chairperson
Bethell Hospice Foundation





A Message from the Bethell Hospice Executive Director



Our Bethell Hospice team is fortunate to have touched the lives of so many wonderful families this past year. Thank you all for sharing so much of yourselves at this most vulnerable time in your lives. It is truly an honour to have served you.

As we strive to meet the needs of all members of our community, we have developed strategic partnerships with other service providers, pursued new funding opportunities, and built a comprehensive training and e-learning strategy to keep our staff, volunteers and caregivers at the forefront. Above all, we work to ensure that each person receives the right care, in the right place, at the right time.

Sincere thanks to our outstanding team of staff and volunteers. Every day, I witness moments in which you dramatically impact lives. I treasure each one of those moments dearly, and look forward to the challenges and new opportunities that lie ahead for us together. Thanks also to both the Bethell Hospice and Bethell Hospice Foundation Boards for your leadership and thoughtful governance. To each and every donor and funder, thank you for your commitment and dedication to sustaining hospice palliative care in our community.

Nilda Patey
Executive Director
Bethell Hospice



A Message from the Bethell Hospice Foundation Director of Development



Thanks to the support of all our donors, event attendees, event organizers and volunteers, Bethell Hospice Foundation raised over \$800,000 in operating funds for Bethell Hospice in 2013. We cannot thank you enough!

Some highlights of the year included our Hikes for Bethell Hospice in May – one in Inglewood and the second in Bolton. Together, you raised an amazing \$105,000 at these two events. In October, we welcomed our major donors to the Alton Mill, in recognition of your leadership gifts to Bethell Hospice. Jem Cain, sister of former resident, Darlene Cain, spoke of her family's personal experiences at Bethell Hospice, and the importance of the support you provide. Throughout the year, thirty-five different community events were also organized on our behalf, demonstrating your belief in the importance of Bethell Hospice. We continue to be overwhelmed by your strong support.

Through your generosity, we also continue to build our endowment fund, to ensure the long term sustainability of Bethell Hospice.

Many thanks to each of you for your continued support. You make the work of Bethell Hospice possible.

Jeannette Vanden Heuvel
Director of Development
Bethell Hospice Foundation



Remembering Lorna Bethell

April 2, 1929 – December 2, 2013

Lorna Bethell was the driving force behind the building of the Bethell Hospice residence. Our ten bed residential hospice exists today because of Lorna's passionate belief that every person has the right to die with dignity, free from pain, in the comfort and embrace of family and friends.

Affected by her husband Tony's experience as a survivor of The Great Escape in WWII, Lorna felt no one should die a lonely death. She also knew firsthand how taxing hospital stays could be on patients' families, as she slept upright in a chair by the hospital bedside of her step-son, Jamie, prior to his death. When Tony died of cancer in his Caledon home in 2004 with Lorna by his side, Lorna knew she wanted other families to also have a place to spend their last days together, free of the responsibility of providing direct care to their loved ones. When Lorna's daughter, Elizabeth, mentioned how the patients she saw as a VON nurse would benefit from hospice care, the idea for Bethell Hospice was born.

Lorna Bethell's initial gift of \$2,000,000 was matched by the Government of Ontario through the Ministry of Health & Long Term Care, and inspired other leadership gifts from members of the community. After a six year building campaign, Bethell House opened in Inglewood in April 2010.

After the opening of Bethell House, Lorna turned her attention to ensuring that Bethell Hospice would always have the funds necessary to provide residential and community care programs at no cost to residents, program participants or their families. She was the most vocal champion of the fundraising initiatives of the Foundation Board and staff, and remained actively involved, sharing time with residents and their families until her own death in 2013.

Surrounded by her family, Lorna Bethell passed away peacefully on December 2, 2013 at the age of 84.

Lorna's legacy will continue with each person who passes through the doors of Bethell Hospice. Her boundless energy, warm hugs, and infectious laughter will be deeply missed.





Bethell Hospice Remembers

Join us in remembering the following Bethell Hospice residents, who passed away April 1, 2013 – March 31, 2014:

Richard Adamson	Noreen Edwards	Elinor Kohler	Sarah (Sally) Russell
Hisia Akinicheva	Robert Henry Field	Alma Laidlaw	Robert Sanderson
Angela Angelopoulos	Fernando Fleitas	Muriel Lazelle	Donald Schroeder
Lina Anselmo	Beatrice Froese	Becky LeBlanc	Maureen Scott
Vivian Apps	Eileen Geddes	Maria Grazia Lisi	Loma Sharp
Oscar Badal	Michael Gibbs	Judy MacAdam	Barry Shimes
Barbara Baglar	Leo Glisinski	Eleanor McBride	Norma Smallbone
David Balmer	Margaret Gordon	Elizabeth McGrath	Jacqueline Smith
Geni Baran	Audrey Grant	Gregory McGrath	Rosealeen Smith
Bert Bell	Marjorie Grebski	Dorothy McGugan	Taira Stewart
Barbara Birkholz	Patricia Griffin	Patricia McLeod	Gary Stuckless
Diane Blanchard	Michael Griffore	Robert McLeod	Kanmany Subramaniam
John Bobbato	Lois Marie Harrison	Ruth McNairn	Elaine Sukhu
Farrell Bonfill	Sylvia Hartunian	Doreen Mellan	Elaine Taylor
Marie Britton	Sharon Hatton	Jim Merry	Malcolm Taylor
Terry Burns	Hans Hettwer	Janet Mickalow	Marilyn Thomas
Gurmeet Butter	Arlene Hodgson	Cathy Missen	Moyra Topley
Deborah Cameron-Bird	Gwendolyn Hoekstra	Gertrud Montag	Laurie Torikian
Marina Chaffey	Jean Holcomb	Rosalia Montagnino	Angelina Torres
Elizabeth Janie Chant	William Holding	Ada Moretti	Alice Train
Paul Clarke	Ann Howard	Bruce Morrison	Mary Van Dusen
Peter Colucci	Kala Inniss	Agatha Mousseau	Yvonne Vaughan
Penny Corcoran	David Irwin	Nancy Mustard	Joyce Verhey
Manuel Cordeiro	Juro Jaksa	Ivy Nash	Gonzalo Villacres
Albert Cote	Lianna Jefferson	Toni Negrin	Sid Visser
Vivian Cottrell	Agnes Jeffrey	John Norton	Dianne Wagg
Neil Coulter	Frank Jeschonek	Artur Oliveira	Ethel Weiss
Jean Crocker	Catherine Kamber	Manuel Oliveira	Albert Willey
Diana Denreyer	Andrea Kapogines	Howard Palmer	John Leslie Wilson
Denise Desrocher	Julia Karpienko	Joyce Parks	Evelyn Wood
Gurdial Dhaliwal	Lucy Kemot	David Pascoe	Walter Woodhouse
Diamantina Dias	Clement King	Yvonne Pereira	Jean Henri Woods
John Donnelly	Paul Kirkby	John (Roy) Phillips	Rui Ying Yang
Siegfried Dreesen	Kurt Kiser	Elizabeth (Betty) Potter	Wayne Zach
John (Dave) Dunn	Susan Knapik	Kevin Rowan	Mary Zammit
			Jillian Zumach

Also remembering and missing Founder, Lorna Bethell, and past volunteer, Marion Miles.

Year in Review – Accomplishments & New Initiatives

- Provided care to 166 clients and their families, exceeding CCAC occupancy target *(since opening Bethell House, Resident Care Program in 2010, we have now had the privilege to serve over 500 residents and their families)*
- Maintained an active Community Program exceeding CW LHIN service targets, providing in-home visits and offering bereavement programs for both adults and children *(throughout the past twenty years, our community programs have continued to grow and evolve, impacting thousands of lives each year, and we continue to explore new and innovative ways to reach out to those in need)*
- Welcomed 39 new volunteers to our team *(together, our entire volunteer team dedicated 18,322 hours to Bethell Hospice in the past year)*
- Experienced significant growth in Foundation fundraising activity, thanks to the generosity of our many donors *(Hike for Bethell Hospice revenue increased 66%; Holiday Appeal revenue increased 57% ; thirty-five community events together raised over \$96,000; inaugural Giving Thanks event raised over \$40,000; sponsorships, grants and gifts to the Endowment Fund continued to grow)*
- Undertook an accreditation process through CARF International to formalize policies and procedures and recognize the exemplary level of service and compassion provided by our staff *(accreditation to be completed by 2015)*
- Developed a partnership with Punjabi Community Health Services and Heart House Hospice to expand services to the South Asian community *(project application successfully funded for three years through the Ontario Trillium Foundation)*
- Secured new funding to introduce a Seniors Educating Seniors project funded through New Horizons for Seniors *(while our clients are not limited to seniors, average client age supported in our Bethell House, Resident Care Program was 74 years and average Community Program participant age was over 50)*
- Completed extensive community consultation resulting in a Community Services Report to help guide future program initiatives and priorities, and foster new partnerships in the community *(identified need for expanded in-home caregiver support; increased awareness of hospice palliative care)*
- Participated actively in the governance of the Exchange *(expanding services in Bolton through community collaboration)*
- Exhibited leadership in training and education *(Dr. Gagnon helped to deliver LEAP training to health colleagues; staff and volunteers actively participated in CW LHIN Palliative Care educational opportunities and in Hospice Palliative Care Ontario resource sharing)*
- Committed to the highest quality palliative care and to inclusion and diversity *(endorsing the Declaration of Partnership and the Diversity & Inclusion Charter of Peel)*



Community Champions 2013

Thank you to all the fabulous individuals who organized Community Events in support of the Bethell Hospice Foundation this year. Together, these events raised over \$96,000 in support of Bethell Hospice Residence & Community Programs.

An Evening with Christine Cushing at Broadway Farms

Organized by Janine Livingston

Bethell Hospice Christmas Bazaar

Organized by the Bethell Hospice Foundation Board

Birthday Hat Pass

Organized by Richard Paterak

Bling for Bethell Jewellery Sale

Organized by Gail Dickson, Marion Miles & Lucille Weber

Bolton Midnight Madness

Organized by Royal Bank of Canada, Bolton Branches

Bolton Travelling Bridge Fundraiser

Organized by the Bolton Travelling Bridge Group

Candlelight Memorial Ornament Sale

Organized by Brampton Funeral Home & Cemetery

Caledon Agricultural Society Bazaar

Organized by Caledon Agricultural Society

Caledon Cruisers Car Club Fundraiser

Organized by Caledon Cruisers Car Club

Caledon Pit Run

Organized by Lafarge Canada & Aecon

Calendar Girls Calendar Sales

Organized by Erin Theatre 'Calendar Girls'

Car Wash

Organized by Inglewood Firefighters

Cavalier Employee Golf Tournament

Organized by Cavalier Transportation Services Employees

ChicàBOOM Parking Lot Sale & Related Activities

Organized by Nancy Angrove Urekar

Cycle for Bethell Hospice

Organized by the Healing Cycle Foundation

Discover Your Yoga Sunset Yoga in the Park

Organized by Lindsay Vandenhurk





Don Olson Classic

Organized by 310 Running

Estate Sale in Memory of Diane Piekarz

Organized by Karen Piekarz

Fitness in the Park

Organized by Shelby Brock

Fitness Rehab Day & Hallowe'en Party

Organized by Riverdale Fitness Mill

From Head to Toe Spa House Party

Organized by Karen Wrycraft

Girls' Night Out Fashion Show

Organized by Roxanne Mountain

Glen Riders Charity Poker Run

Organized by Ron Marchand

Hearts for Bethell Hospice

Organized by Jem, Shirley & Tricia Cain in Memory of Darlene Cain

Hallowe'en Dance

Organized by Inglewood & Cheltenham Firefighters

Hope with Art Easels

Organized by Kathy Wohlfeld

John Pelosi & Friends in Concert

Organized by John Pelosi

Nadia Farah Day Cookbooks

Organized in Honour of Nadia Farah

One of a Kind Sample Sale

Organized by Gina O'Sullivan

Shopping for Bethell

Organized by Eve Corvese

Spirit Horse Reiki Meditation Evenings

Organized by Sharon Olesen

Spirit Tree Cidery Family Day Wassailing Festival

Organized by Nicole Judge & Tom Wilson

Steve's Tax Service Client Barbeque

Organized by Steve Gosse

Swim a Km for Bethell Hospice

Organized by Sherry-Lynn Carbone

Yoga Shala Caledon Classes for Charity

Organized by Indra Cooper

GlaxoSmithKline and Bethell Hospice Partnership

Through the innovative PULSE Partnership Program, GlaxoSmithKline Compliance Advisor, Debbie Davis, became a full time volunteer at Bethell Hospice from July to December 2013. Debbie was one of only 100 GSK employees selected worldwide to undertake a PULSE Partnership in 2013.



In the PULSE Partnership Program, motivated employees are matched to a non-profit organization for a placement fully funded by GlaxoSmithKline. Debbie brought her considerable skills and expertise to Bethell Hospice, helping the organization prepare for the CARF accreditation process. This accreditation, mandated by the Central West LHIN to all health service providers, will enhance the quality of care and service at Bethell Hospice, and ensure all aspects of care meet or exceed internationally recognized standards. In return, Debbie had the unique opportunity to grow as a professional by experiencing the environment of Bethell Hospice first-hand, and return to GSK with fresh insights and ideas.

The experience had a profound impact on Debbie, with many moments which touched her deeply:

"I constantly saw the staff go above and beyond to support the residents and their families. One particularly moving memory involved a twelve-year-old girl spending time with her mother, who had recently been admitted as a Bethell Hospice resident. The girl decided she wanted to knit a blanket for her mom. Although she could knit, there was no way the daughter could complete the project on her own in the time her mother had left. Everyone at the hospice who could knit, or knew someone who could knit, was asked to make squares for this young girl, so that she could complete the blanket in time for her mother to enjoy it.

Needless to say, the squares arrived at the hospice in leaps and bounds; volunteers and employees at the hospice, friends of hospice employees and volunteers, knitting groups and total strangers all did their part and provided more squares than this girl could have ever hoped for. The project was completed, and the little girl had some peace knowing that she had made this loving tribute for her mother, with a little help from friends and strangers.

I am touched to know that I played a small part in her joy."

When her PULSE Partnership ended, Debbie found it impossible to leave the experience behind.

"My time at Bethell Hospice has changed me. I will continue to volunteer and support Bethell Hospice in whatever way I can. I am so proud to be associated with this wonderful place."

Thank you to GlaxoSmithKline for making this partnership possible.

JCS Funds Children's Bereavement Group in Brampton

Thanks to a generous grant from the Jarden Consumer Solutions Community Fund, Bethell Hospice became the first organization to provide a dedicated bereavement group in Brampton geared specifically to the needs of grieving children and their families.

Building on the success of its children's bereavement program in Bolton, the funding provided through JCS allowed Bethell Hospice to introduce a similar program to serve the Brampton community, supporting emotional health and well-being on a broader scale.

The Brampton pilot program allowed children the opportunity to explore their feelings of grief through music and art, and included both individual counselling and supported group sessions. Skilled group facilitators met with a group of 7 – 11 year olds weekly for eight consecutive weeks. As with all Bethell Hospice programs and services, the bereavement group was provided at no cost to participants or their families.

This pilot program was an important first step in introducing bereavement support programs for young people in Brampton.

Many thanks to Jarden Consumer Solutions for making this initiative possible.



Hikes for Bethell Hospice Raise Over \$105,000

Two Hikes for Bethell Hospice were held this year – Sunday, May 5 in Inglewood and Saturday, May 11 in Bolton. Hundreds of participants gathered pledges and hiked the Caledon Trailway in Inglewood, or the Dick's Dam Park & Humber Valley Trail in Bolton.

Hikers received a commemorative hike t-shirt, enjoyed a barbeque lunch, and participated in the balloon release ceremony in remembrance of friends and family members. The combined proceeds from the two hikes this year was over \$105,000! Many thanks to all hikers and organizing committee volunteers for making these events such a tremendous success!



Many thanks to our presenting sponsor BDO Chartered Accountants & Advisors (Caledon East and Orangeville Offices), our registration sponsor Scotiabank (First Street Orangeville Branch), and our lunch sponsor Meadowvale Cemetery, Crematorium and Visitation Centre.

Thanks also to Scott Funeral Home, Brampton Chapel, for organizing the very popular car wash in conjunction with our Inglewood Hike.





“On behalf of our family, we want to thank all the staff here at Bethell House for all the loving and compassionate care you gave to our mother.

She could not have asked for a more peaceful, caring place to spend the last few days of her life.

Our family thanks each and every one of you who work here and make Bethell House the wonderful place it is.”

The Grant Family

IN MEMORY OF AUDREY GRANT

Bethell Hospice & Bethell Hospice Foundation Staff List

Many thanks to the full time, part time and casual staff who make up the Bethell Hospice Team, and best wishes to those who have moved on to new opportunities.

Leadership Team

Dr. Michael Gagnon	Medical Director
Donna Loughren	Intake Coordinator
Nilda Patey	Executive Director
Maran Rajadurai	Finance & Administration Officer
Dorothy Rankin	Senior Manager, Residence Care
Louise Stinson	Senior Manager, Volunteers & Facility Administration
Jeannette Vanden Heuvel	Director of Development, Bethell Hospice Foundation



Residence Care Team

Suman Ahuja	Registered Practical Nurse
Chantal Bearden	Registered Nurse
Joyce Buisman	Registered Nurse
Lisa Cameron-Clarke	Personal Support Worker
Stephanie Carter	Registered Practical Nurse
Rose Frimpong	Registered Practical Nurse
Cecile Fung	Registered Practical Nurse
Joyce Haase	Personal Support Worker
Nancy Hall	Registered Nurse
Judy Held	Personal Support Worker
Debra Henry	Personal Support Worker
Pat Hickman	Registered Nurse
Vanessa Kanapka	Personal Support Worker
Paul Kaups	Registered Nurse
Manfred Koetzle	Personal Support Worker
Jericho Lee	Registered Nurse
Shannon Leighton	Registered Practical Nurse
Helena Love-Makkonen	Registered Nurse
Jaqueline MacDonald	Personal Support Worker
Leone McComiskey	Registered Practical Nurse
Kerri Neelands	Registered Nurse
Theresa Nicoll	Personal Support Worker
Margaret Odutayo	Registered Practical Nurse
Karen Rammage	Personal Support Worker
Donna Reilly	Registered Practical Nurse
Rupa Samuel	Registered Nurse
Tannis Sherwood	Clinical Administrative Officer
Tammy Shook	Registered Practical Nurse

"We would like to thank the family that was waiting for us here at Bethell Hospice, a 'home' that God brought us to spend this very important time, held and guided by amazing angels. A time to cherish. From my heart to yours, thank you, thank you, thank you."

Katherine Fleitas

IN MEMORY OF FERNANDO FLEITAS

Kiry Sittampalam
Cynthia St. Louis
Loreta Tantalo
Chris Tuck
Tim Valyear
Margaret Vance
Teresa Waldner
Elaine Welsh
Lesia Wilkinson

Registered Practical Nurse
Registered Practical Nurse
Registered Nurse
Personal Support Worker
Registered Nurse
Registered Nurse
Clinical Administrator
Registered Nurse
Registered Nurse

Community Services Team

Jo-Anna Gould
Tina Hynes
Alma Lennox
Teigen McCulloch
Nancy Umphrey

Volunteer & Care Coordinator
Community Care Coordinator
Client Care Coordinator
Client Care Coordinator
Client Care Coordinator

Facilities Team

Mary Brock
Linda Clarke
Kristin Gregory
Patty Gregory
Keith Hall
Yvonne Willemssen

Housekeeping
Housekeeping
Housekeeping
Kitchen Coordinator
Facilities Coordinator
Housekeeping

Bethell Hospice Foundation Fundraising Team

Julie Hymers
Barbara Van Vliet

Fundraising Manager
Finance Officer





Award Winning Volunteers

This year, some special Bethell Hospice volunteers were honoured as award recipients:

Gayle Lawr – Town of Caledon Volunteer Achievement Award

Gayle brings joy to everyone, singing and dancing her way through her shift in the kitchen every Sunday morning. A truly dedicated volunteer, Gayle has missed only two shifts in the past three years. Gayle also delivers groceries and home baking from her neighbours to Bethell Hospice each week.

Maria Taylor – Hospice Palliative Care Ontario June Callwood Award

Maria breathes love and compassion into every shift as a resident support volunteer. Maria also assists with the music program, and ensures the knitting baskets for residents and families are always well stocked. This year, Maria also helped the young daughter of a resident knit a quilt for her mother.

Donelda Chemello – Volunteer MBC Helping Hands Award

Donelda brings considerable talent and creativity to the kitchen every Monday afternoon. Donelda's homemade biscotti is a Bethell Hospice favourite, and her whimsical handmade aprons outfit every kitchen volunteer in style. Donelda also created the quilted cloth used to celebrate high tea, and assisted the young girl to create a quilt for her mother.

**Jem, Shirley & Tricia Cain –
Elizabeth Birnie Leadership Award**

Former Bethell Hospice resident, Darlene Cain, was an inspiration, determined to raise funds for Bethell Hospice to help future residents experience the same care and compassion she treasured. Darlene's sisters carry on her vision, devoting their time, energy and talents to the Bethell Hospice Foundation. Jem, Tricia and Shirley have fundraised over \$50,000 in the past two years through *Hearts for Bethell Hospice* jewellery sales, and their *Life is Good* team at each year's *Hike for Bethell Hospice*.



"A resident was in her final moments of life, and had no friends or family present. As a resident support volunteer, I was asked to sit with her. As I approached the room, I noticed a member of the nursing team entering the room to be with the resident. As we walked into the room together, we found a member of the housekeeping staff sitting by the bedside of the woman who was dying. After a very special moment shared, the two women left to attend to their duties while I remained, silently holding the resident's hand."

Here is why I love Bethell Hospice: we were lined up three-deep to ensure that a woman would not die alone. There are countless beautiful 'Bethell Stories'. Mine is only one."

Your loyal and faithful servant,
Michael Corrigan

Bethell Hospice Volunteers

10+ Years of Service

Elizabeth Birnie
Phyllis Graydon
Jake McArthur
Judy Parks
Anne Shabason

5 - 9 Years of Service

Norma Casselman
Donelda Chemello
Sheilagh Crandell
Marj Dennis
Gail Dickson
Niki Gallo
Gerri Hill
Diana Hillman
Judy Jones
Terry Leslie
Jane Lyndon
Jill MacLachlan
Nora Martin
Carol McLean
Jim Metson
Pamela Moreland
Pansy Mullings

Audrey Partridge
Kelley Potter
Valerie Powell
Rita Rei
Julie Anne Richard
Denise Sutherland
Ken Thomas

Up to 5 Years of Service

Freda Agar
John Alexander
Evelyn Aquino
Patricia Avery
Sahaab Bajwa
Nora Bankert
Moira Barbour
Gisele Barrow
Ken Barrow
Veronica Beishuizen
Dawn Bennett
Anthony Berne
Jenny Bloemendal
Curtis Boone
Anne Bradley
Brian Braun

Noreen Brigden
Stephen Brigden
Mary Brock
Brenda Broekema
Diane Brown
Sue Brundle
Pat Brutsch
Shannon Butcher
Tricia Cain
Stan Cameron
Sandra Carr
Wendy Chard
David Chesterton
Lori Church-Santos
Dale Cimolai
Mario Citta
Betty Clark
Christine Clark
Jeff Clark
J. Rob Collins
Rachelle Conlin
Mary-Lou Cook
Michael Corrigan
Owen Corrigan
Eve Corvese

Nell Crathern
Sally DaRosa
Debbie Davis
Diane Demidow
Karen Derooy
Silvia Desrocher
Sharon Deugo
Joanne Dinardo
Gail Douglas
Diana Dunn
Jean Dunn
Shannon Eckstein
Patricia Edwards
Margalith Esterhuizen
Andrea Farkas
Michael Faulkner
Jan Ferreira
Sheila Flattery
Larry Flint
Sandra Foster
Eva Gallo
Tina Gaudio
Lois Giannini
Gurwinder Gill
Barbara Goodhand





Meagan Goodhand
 Clare Gorman
 Mary Lou Gormley
 Jo-Anna Gould
 Susan Graham
 Donald Gray
 Jeffrey Gregory
 Brad Hains
 Nancy Hains
 Janice Hannah
 Syd Harmon
 Jill Henderson
 Manon Hesp
 Jackie Higham
 Carmel Hili
 Sally Holt
 John Hunter
 Helen Hydon
 Kathie Ingleson
 Carol Jeffs
 Kevin Junor
 Sonita Kashyap
 Debi Kelly
 David Kerr
 Catherine Keyes
 Karen Koch
 Rosemary Koza
 Rita Kuchirka
 Meghna Lamore

Marilyn Lamson
 Maria Larginho
 Angela Larsen
 Gayle Lawr
 Irena Lechnowsky
 Sharon Lewis Mair
 Cam Lindsey
 Megan Lindsey
 Teresa Lipari
 Monica Long
 Kevin MacDonald
 Paul MacDonald
 Cheryl Magee
 Jennifer Malcolm
 Glenn Margison
 Danila Maric
 Julie Marzoli
 Duncan McCallum
 Joan McKay
 Susanne McRoberts
 Linda Moorcroft
 Neil Morris
 Karen Nichols
 Sandra Nicholson
 Liz Oliver
 Genevieve O'Toole
 Tracey Pacheco
 Debra Ann Page
 Beth Paisley

Nora Paradis
 Richard Paterak
 Christine Picano
 Linda Pim
 Tim Powell
 Ruth Prankard
 Samantha Rahaman
 John Ratcliffe
 Candace Raymond
 Marcia Reid
 Sharon Robertson
 Debbie Rodrigues
 David Roth
 John Sanderson
 Brittany Senra
 Lydia Seton
 Kasia Seydegart
 Dan Sherwood
 Wendy Sievert
 Kelly Similas
 Emily Simpson
 Jane Skeffington
 Jo-Anne Smith
 Kathy Smith
 Maurice Smith
 Pamela Smith
 Sheena Smith
 Wendy Smith
 Victoria Soucier

Lisa Speirs
 Catherine Steer
 Cindy Storey
 Pamela Stratton
 Bob Strong
 Carol Sybenga
 Maria Taylor
 Marie Thompson
 Nikki Thompson
 Peter Thompson
 Pat Thomton
 Maud Toogood
 Dawn Turrin
 Jennifer Unger
 Anton Vermunt
 Maria Vieira
 Sue-Anne Vincze
 Carol Walker
 Laura Washington
 Ruth Watson
 Lucille Weber
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January 1 – December 31, 2013

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Woodstock General Hospital
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Bethell Hospice
FOUNDATION

Bethell Hospice Statement of Financial Position

For the Year Ended March 31, 2014



	2014		2013	
For the Year Ended March 31, 2014	Operating Fund	Restricted Funds	March 31 2014	March 31 2013
	\$	\$	\$	\$
ASSETS				
Current				
Cash at bank and in hand	254,113	—	254,113	139,711
Temporary investments (Note 1)	484	—	484	480
Accounts receivable (Note 2)	69,426	—	69,426	70,139
Deposits and prepaid expenses	16,889	—	16,889	10,090
	340,912	—	340,912	220,420
Capital Assets (Note 3)	3,642	4,736,379	4,740,021	4,891,940
	344,554	4,736,379	5,080,933	5,112,360
LIABILITIES				
Current				
Accounts payable and accrued liabilities	88,734	—	88,734	17,029
Government remittances payable	17,887	—	17,887	—
Accrued property taxes (Note 4)	—	—	—	64,560
Deferred revenue (Note 5)	114,593	—	114,593	84,998
	221,214	—	221,214	166,587
COMMITMENTS (Note 6)				
Fund Equity				
Restricted funds	—	4,736,379	4,736,379	4,885,643
Unrestricted funds	123,340	—	123,340	60,130
	123,340	4,736,379	4,859,719	4,945,773
	344,554	4,736,379	5,080,933	5,112,360

Please contact Bethell Hospice for complete audited financial statements and accompanying notes.

Bethell Hospice Statement of Operations and Fund Balances

For the Year Ended March 31, 2014



	2014		2013	
For the Year Ended March 31, 2014	Operating Fund	Restricted Funds	March 31 2014	March 31 2013
	\$	\$	\$	\$
Revenue				
Grants (Note 7)	1,042,548	—	1,042,548	1,042,548
Bethell Hospice Foundation (Note 8)	638,119	—	638,119	673,870
Special purpose grants (Note 5)	1,405	—	1,405	11,933
Donations and other revenues	15,256	—	15,256	12,882
Interest income	15	—	15	13
	1,697,343	—	1,697,343	1,741,246
Expenses				
Amortization of capital assets	3,702	153,548	157,250	154,334
Client service	36,342	—	36,342	36,358
Community awareness	10,826	—	10,826	2,121
Insurance	12,351	—	12,351	12,392
Occupancy	56,307	—	56,307	62,240
Property tax recovery (Note 4)	-64,560	—	-64,560	—
Office and general	6,286	—	6,286	4,900
Communication	23,466	—	23,466	24,359
Printing and stationery	15,809	—	15,809	11,012
Professional and service fees	60,000	—	60,000	61,120
Recruitment and resources training and recognition	23,307	—	23,307	13,513
Repair and maintenance	59,705	—	59,705	55,867
Travel	7,935	—	7,935	10,363
Wages and benefits	1,378,373	—	1,378,373	1,376,092
	1,629,849	153,548	1,783,397	1,824,671
Excess of revenue over expenses (expenses over revenue)	67,494	-153,548	-86,054	-83,425
Transfers between funds				
Capital assets purchased through operating fund	-4,284	4,284	—	—
Fund balances, beginning of year	60,130	4,885,643	4,945,773	5,029,198
Fund balances, end of year	123,340	4,736,379	4,859,719	4,945,773

Please contact Bethell Hospice for complete audited financial statements and accompanying notes.

Bethell Hospice Foundation Statement of Financial Position

For the Year Ended December 31, 2013



	2013				2012	
For the Year Ended December 31, 2013	General	Capital Assets	Restricted	Endowment	December 31 2013	December 31 2012
	\$	\$	\$	\$	\$	\$
Current						(Unaudited)
Cash	204,329	—	37,500	219,703	461,532	98,663
Short term investments	283,929	—	—	109,702	393,631	78,724
Accounts receivable	13,011	—	—	4,082	17,093	32,610
Prepaid expenses	2,902	—	—	—	2,902	4,885
	504,171	—	37,500	333,487	875,158	214,882
Long term investments	200,969	—	—	407,652	608,621	1,007,676
Capital assets	—	4,265	—	—	4,265	5,230
	\$705,140	\$4,265	\$37,500	\$741,139	\$1,488,044	\$1,227,788

LIABILITIES AND NET ASSETS

Current						
Accounts payable and accrued liabilities	62,601	—	—	—	62,601	66,894
Net Assets						
Externally restricted	—	—	37,500	741,139	778,639	517,080
Internally restricted	—	4,265	—	—	4,265	5,230
Unrestricted	642,539	—	—	—	642,539	638,584
	642,539	4,265	37,500	741,139	1,425,443	1,160,894
	\$705,140	\$4,265	\$37,500	\$741,139	\$1,488,044	\$1,227,788

Please contact Bethell Hospice Foundation for complete audited financial statements and accompanying notes.

Bethell Hospice Foundation

Statement of Operations and Changes in Net Assets

For the Year Ended December 31, 2013



	2013					2012				
For the Year Ended December 31, 2013	General	Capital Assets	Restricted	Endowment	Total	General	Capital Assets	Endowment	Total	
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Revenue										(Unaudited)
Donation revenue	797,558	—	37,500	204,970	1,040,028	613,341	—	—	613,341	
Interest income	13,312	—	—	14,856	27,968	13,707	—	14,560	28,267	
Other revenue	2,270	—	—	—	2,270	3,480	—	—	3,480	
Fundraising revenue	19,047	—	—	—	19,047	66,759	—	—	66,759	
	832,187	—	37,500	219,826	1,089,313	697,287	—	14,560	711,847	
Expenses										
Amortization	—	965	—	—	965	—	822	—	822	
Bank charges	7,023	—	—	—	7,023	4,652	—	—	4,652	
Fundraising	37,340	—	—	537	37,877	25,800	—	—	25,800	
Insurance	859	—	—	—	859	838	—	—	838	
Office	32,792	—	—	—	32,792	26,066	—	—	26,066	
Professional fees	7,330	—	—	—	7,330	5,538	—	—	5,538	
Wages and benefits	143,938	—	—	—	143,938	127,593	—	—	127,593	
	229,282	965	—	537	230,784	190,487	822	—	191,309	
Excess (deficiency) of revenues over expenses before donations	602,905	-965	37,500	219,089	858,529	506,800	-822	14,560	520,538	
Donations	-593,980	—	—	—	-593,980	-650,802	—	—	-650,802	
Excess (deficiency) of revenues over expenses	8,925	-965	37,500	219,089	264,549	-144,002	-822	14,560	-130,264	
Net assets, beginning of year	638,584	5,230	—	517,080	1,160,894	787,959	679	502,520	1,291,158	
Transfers	-4,970	—	—	4,970	—	-5,373	5,373	—	—	
Net assets, end of year	\$642,539	\$4,265	\$37,500	\$741,139	\$1,425,443	\$638,584	\$5,230	\$517,080	\$1,160,894	

Please contact Bethell Hospice Foundation for complete audited financial statements and accompanying notes.

BETHELL HOSPICE HIGHLIGHT STATISTICS

Bethell Hospice Funding Fiscal Year 2013-2014



Community Care Access Centre:	57%
Central West LHIN:	4%
Bethell Hospice Foundation:	38%
Other:	1%

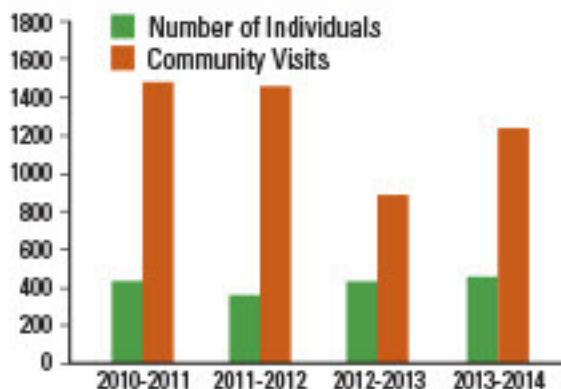
Bethell House, Resident Care Program: Clients Served by Community Fiscal Year 2013-2014



Brampton:	42%
Caledon:	15%
Dufferin:	20%
Other:	23%

Bethell Hospice, Community Services Fiscal Year 2013-2014

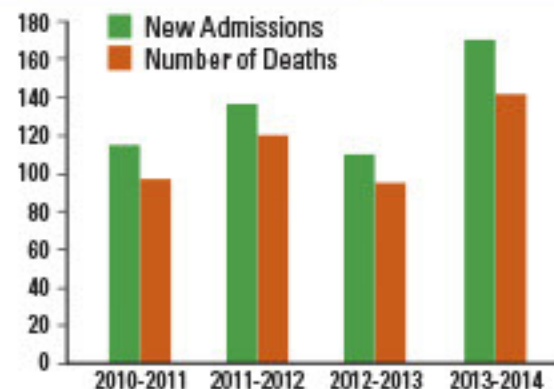
434 Individuals Served and 1244 Contacts



- Delivered 2 children's bereavement groups
- Completed Community Services Report
- Engaged with various chronic care organizations and other health and human service agencies

Bethell House, Resident Care Program Fiscal Year 2013-2014

166 Admissions and 141 Deaths



- Average length of stay (includes discharges) = **20 days**
- Average number of bed days per person served = **12 days**
- Average occupancy = **81%**
- Average age = **74**
- **84%** of clients referred had a cancer diagnosis

"This journey has been like no other that our family has experienced. It is with deep gratitude that I write this . . . we were welcomed here with open arms to a place where we were comforted in knowing that Nana would receive impeccable care and love from everyone who met her.

The support, understanding, and compassion that everyone showed us is something that will not be forgotten. Every question we had was answered, every concern we had was reassured, and every difficult moment we had was embraced.

Thank you for everything you did for my Nana. Thank you for everything you have done for me and my family, and thank you for every single day that you make a difference in the lives of people that need it."

Linda Petrucelli

IN MEMORY OF IVY NASH

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Thank you to Merkley Design and Silvershadow Productions for their assistance in the production of this annual report.

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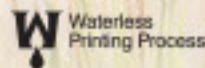
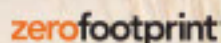
Bethell Hospice programs and services are partially funded through the Ministry of Health and Long Term Care through the Central West CCAC and the Central West LHIN. In addition, Bethell Hospice Foundation raises approximately 40% of operating costs each year to bridge the funding gap.



To make a donation in support of Bethell Hospice, please call the Fundraising Office at 905-838-3534, or scan the QR Code or donate online at www.bethellhospice.org



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