

Annual Report

BETHELL HOSPICE | APRIL 1, 2020 – MARCH 31, 2021

BETHELL HOSPICE FOUNDATION | JANUARY 1, 2020 – DECEMBER 31, 2020



**Warm, respectful
palliative care to
enhance quality of life**



**Dignity and comfort
for every resident
and client**

**Courage, compassion
and collaboration
through the pandemic**



**Community support
makes it all possible**



Here when you need us



BethellHospice

Bethell Hospice Board of Directors

Ann Atkins – Secretary
 Chris Cummins – Director
 Lynn Dobson – Chair
 Muneerah Kanji – Treasurer
 Melodie Mason – Director
 Michael McLaughlin – Director
 John Palmer – Vice Chair
 Janette Panhuis – Director

During this fiscal year, Kyle Kroeker and Sandra Starr retired from our Board.

We thank them for their contributions and wish them the very best in their future endeavours.



BethellHospice FOUNDATION

Bethell Hospice Foundation Board of Directors

Mollie Cavan – Director
 Robert Fines – Director
 Barb Gough – Secretary
 Adrian Horwood – Director
 Bonnie Klaassen – Vice Chair
 Stephanie Lockhart – Director
 Danila Maric – Director
 Lori O'Hara-Hoke – Director
 Tim Powell – Treasurer
 John Sanderson – Chair

During this fiscal year, Syd Harmon retired from our Board, and Alan Frittenburg and Larry Simpson resigned their Directorships.

We thank them for their contributions and wish them the very best.



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“Throughout this unprecedented year, the hospice staff and volunteer team has shown remarkable resilience and courage. Our team has adapted to the numerous changes in clinical protocol over the past many months, while still delivering excellent care at both the hospice and in the community. We have even been able to start a new clinical excellence committee dedicated to furthering our goals of being a centre of excellence for palliative care in the region. There has not been a time when I have been more proud to be the Medical Director of Bethell Hospice.”

DR. MICHAEL GAGNON
MEDICAL DIRECTOR

A Message from Bethell Hospice Foundation



The pandemic has changed our world. It has also reinforced the values we hold dear, and the incredible importance of community. Thanks to the generosity of donors, sponsors and community partners, Bethell Hospice Foundation had its most successful year ever, raising over \$1,500,000 – all amidst a global pandemic.

Hospice care has always been about compassion, respect, and genuine caring. Throughout the challenges of COVID-19, the wonderful and dedicated Bethell Hospice nurses, personal support workers, social workers, spiritual care coordinators and volunteers have continued to provide outstanding palliative care to our residents and their families. The demand for Bethell Hospice Community Programs has also increased exponentially, as people isolated during the pandemic reached out for counselling, grief and bereavement support in record numbers.



All Bethell Hospice programs and services are available in our community at **no charge** to all who need them. That is only possible because of people like you. Fundraising was a challenge in 2020, as in person events had to be cancelled in response to the global health crisis. At the same time, hospice operating costs increased, with the additional measures necessary to keep everyone safe. Through it all, your support was unwavering. You let us know how much Bethell Hospice is needed and valued in our community, and stepped up to make sure that care could continue. We could not be more grateful.



Your support over the past year has been inspiring. As community event organizers, you showed incredible resourcefulness to find ways to adjust when events could not be held in person. As sponsors, you graciously worked with us to find creative ways to continue your support. And as individual donors, in record numbers, you supported our ***Celebration of Light & Love Virtual Tree Lighting*** during the holiday season, raising over \$240,000 to directly support Bethell Hospice programs and services. Every gift, whether large or small, made a real difference.

As we move into the second year of pandemic restrictions, the challenge continues, as the need for hospice funds remains greater than ever before. We cannot thank you enough for your continued support and belief in the importance of Bethell Hospice in our community. We are confident that, with your help, we can continue to weather this storm, and look forward together to brighter days ahead. Please know how grateful we are for your compassion and your generosity.



We thank you, and everyone who has been comforted by the compassion and caring of Bethell Hospice thanks you.

Please stay well, and stay safe.



John Sanderson
Board Chair
Bethell Hospice Foundation



Jeannette Vanden Heuvel
Executive Director
Bethell Hospice Foundation



Bethell Hospice Foundation Board

A Message from Bethell Hospice



This was a year like no other, but the one gift of COVID-19 was to underscore the value of partnerships – both personal and professional. In times of crisis – especially a healthcare crisis – we all hold each other closer, and need each other more. This was a year characterized by pivots, creative solutions, partnerships, Zoom, window visits, home, vaccines, and togetherness.



We all faced the challenges of restrictions and lock-downs, missing loved ones, and living in a much smaller world. When challenges like these arise, especially in a healthcare setting, it is vitally important to have a team of individuals committed to facing obstacles together, and supporting each other in the face of adversity. The Bethell Hospice team of staff and volunteers rose to the challenge in stellar fashion, and continued to provide excellent palliative care in the hospice and in the community.

The connections between clinical team members, volunteers, residents and clients were impacted with the need for masks, face shields, goggles and gowns in the residence, and primarily virtual support through telephone and Zoom in the community. Despite these obstacles, through the commitment to the highest standard of care and compassion from our Leadership Team, staff and volunteers, Bethell Hospice resident and client care was preserved with excellence in a world filled with uncertainty.

STRATEGIC PLAN



Our strong partnerships with donors, the community, Bethell Hospice Foundation, and partners in the Hills of Headwaters Ontario Health Team helped to make the journey easier, and opened opportunities to provide grief and bereavement care in different ways. Our previously robust community care programs truly came alive through partnerships to meet the needs of individuals who were unable to be with their loved ones at end of life in long term care or hospital.



A pandemic provides a window to examine policies, health and safety practices, and the capabilities of a team. We could not be more impressed with the resilience and abilities of our staff and volunteers. To say that everyone rose to the occasion does not begin to describe the situation. When challenges seemed daunting, staff and volunteers leaned on each other, and became even more attuned to recognize when someone needed a helping hand, or to sit quietly with them and just listen.

Many of our volunteers were unable to be active in the hospice during the pandemic, and this was a difficult absence. Long-standing friendships are formed between volunteers and staff, and staff depend a great deal on the assistance and contributions provided by volunteers. We are eager for the day when all volunteers can return to the hospice, and administrative staff can again work onsite rather than from home. We are also deeply grateful to our community for your ongoing support over the past year to enable us to keep our doors open.

While the past year was certainly not one anyone would choose to repeat, we could not be more inspired, or more grateful, for our team and for our community.

Thank you all for holding Bethell Hospice in your hearts, and helping us to help others.



Lynn Dobson
Board Chair
Bethell Hospice



Margaret Paan, MN BScN RN CHE
Executive Director
Bethell Hospice



Bethell Hospice Board

Bethell Hospice at a Glance 2020–2021



“What the community program has achieved over the last year is truly extraordinary, especially considering it was done in the face of a global pandemic. We did not simply maintain the progress that had been made, we achieved growth and success. The year saw the introduction of many new programs, hundreds of clients served virtually, and the development of novel partnerships and community collaborations.”

NATALIE TALMA, Social Worker
PSYCHOSOCIAL SPIRITUAL CARE LEAD

Bethell Hospice Highlights 2020–2021

This past year, Bethell Hospice and Bethell Hospice Foundation relied on each other, and on our community partnerships, to not only survive but thrive. Our Bethell Hospice core values always guide our care, but this year it was *Courage, Compassion* and *Collaboration* that were key to successfully meeting the challenges of a global pandemic.

Courage

Our team stood side by side, demonstrating courage in the face of the unknown, determined to work together to provide the best possible care amidst a global pandemic.

- Staff and Volunteers persevered despite the ever-changing Public Health guidelines, and infection prevention & control practices. They became experts at **‘donning and doffing’ personal protective equipment**, and ensuring our visitors and families were comfortable and safe.
- Our Housekeepers and Facilities Team, comprised of both staff and volunteers, played an integral role in keeping everyone safe with their **meticulous preventative cleaning and sanitizing**. These front line heroes increased cleaning frequency and added new products and methods to their routines, all with kindness and commitment.



Amita, RN & Sukhjeet, RPN



Dorothy, RN – Intake Coordinator

- While difficult conversations have always been a part of hospice care, the additional stresses and concerns during COVID-19 required our team to be more courageous than ever before, as residents, clients and families reached out for extra support. In response, Bethell Hospice invested in mandatory training for staff in **‘Courageous Conversations’** to equip our team for these new challenges. This important education will continue into the next fiscal year as well, building on the shared language and skills to respectfully and honestly address important issues.

“I feel true gratitude to be able to volunteer at Bethell Hospice during the time of COVID. Baked goods, cups of coffee and a hot meal from our kitchen will reach a resident or family member I might never meet, but I know that I have contributed in some small way to ease their burden and provide comfort. It fills my heart to be part of such an incredible team.”

JOANNE PATTISON
VOLUNTEER

Bethell Hospice Highlights 2020–2021

Compassion

Compassion has always been at the heart of hospice care. Throughout the pandemic, our team demonstrated creativity and ingenuity in their care to ensure residents, clients and families continued to feel connected, safe and valued.



Kat – Volunteer Program Lead

- Recognizing the importance of connecting and demonstrating the depth of their support, our Social Workers and Spiritual Care Coordinators created **Comfort Care Kits** to deliver to community clients and hospice residents. Observing all social distancing protocols, team members dropped off these thoughtful bags to their clients, going the extra mile to keep their support flowing.
- With the necessary, but very difficult, visiting restrictions mandated by the provincial government, the **Heart Project** was initiated to support a tangible connection when loved ones were not always able to be at bedside with residents or community clients. Bethell Hospice volunteers and community members crocheted small red or pink hearts that would fit in a hand. One heart was given to the

resident or community client, with the matching heart given to their loved one. These lovely hearts acted as touchstones, and provided comfort across the distance.

- Kitchen Volunteers desperately missed the connection with our residents and families, as they were not able to deliver food into the residents' rooms. To foster connection and care, our volunteers began **writing notes and drawing pictures on the disposable plates or napkins** with the meals they prepared to help residents and families feel less alone. Often, notes of appreciation would be written back, reinforcing the positive feelings.
- Our residents and families were also very grateful for our beautiful gardens, courtyard and large windows in each resident room, which enabled **courtyard and window visits**, providing an opportunity for visitors to see and connect with their loved ones, when in room visits were not possible.



Robert – Volunteer & Elizabeth – Volunteer Coordinator

“As a housekeeper, I have come to realize how important I am, both to my team and to the residents and families at Bethell Hospice. I cherish my colleagues, and every resident and family member that I meet. I am honoured to be a part of the team in this place of compassion and love.”

MELISSA LITTLE
HOUSEKEEPING

Collaboration

Working together and supporting each other through the pandemic has made our staff and volunteers stronger, and has highlighted the expertise of the Bethell Hospice team to our partners in the community.

- As a member of the **Hills of Headwaters Ontario Health Team**, Bethell Hospice supported community members and health care colleagues struggling with impacts of the pandemic. Key initiatives included a virtual memorial event, and a video series 'Coping with Cancer in the Community'.



Margalith – Volunteer

- In collaboration with the Town of Caledon Public Library, our Community Care Team provided a **virtual webinar series** that focused on palliative care and grieving during the pandemic. Our Residence Team also partnered with the library to establish **virtual library cards**, offering full virtual access to library materials and resources through our in-house tablets for all Bethell Hospice residents and visiting family members.



Bruce – Volunteer & Carlie – Social Worker

- Our Team partnered in a **24/7 palliative care hotline** to support community members in our region struggling with grief and bereavement.
- Our Leadership Team is committed to **supporting professional growth and development**, resulting in strong staff retention and satisfaction. This year, we were proud to support six staff members in additional education and training, which allowed them to move into new roles within Bethell Hospice.

“Nursing during a pandemic has required us to become more creative in the way we provide care to our residents and families. It has been more emotional for many reasons, but I am so proud of the care we have provided, and so grateful to my team for their support.”

TIFFANY STEWART

REGISTERED PRACTICAL NURSE

Karen Rammage Profile

Seeing It from Both Perspectives



Our residents and family members tell us that hospice care is a gift to the entire family, not just those at end of life. As a Personal Support Worker at Bethell Hospice since 2012, Karen Rammage has made a difference to countless residents and their families. But last spring, Karen experienced hospice care as a daughter, when her father, Ken, fell ill unexpectedly, and became a resident at Bethell Hospice.

“I have always treasured the relationships I make with our residents and their families, and the gift they give me by allowing me to be in their lives at such a difficult time. I love waking up each day knowing I’m making a difference in so many people’s lives. We have the opportunity to touch, and be touched, by our residents and their families at one of the most delicate times in their lives. We hear their fears, support their decisions and get to know who they are. We advocate and help them be heard, letting them know we will always be there to listen.

You would think that would prepare me in some way for my Dad’s diagnosis. But the moment I received the call that he was palliative was a true blur to me. To everyone at Bethell, thank you for your honesty and the support you showed me. You saw me at my worst. Your empathy, compassion, support and humour are what got me through.

My Dad died with honour, dignity and compassion. I witnessed that first hand at his bedside, with you by my side. I was so grateful to be surrounded by caring staff and volunteers, supporting my family through this journey.

When I started at Bethell Hospice, my parents took a drive to see where it was. I remember a week later my Dad called me, saying “Get me a room when my time comes”. I hope I did you proud, Dad.

I’ve been dealing with a kaleidoscope of feelings. To all of the volunteers and staff who have reached out to me, thank you. Your comforting words and presence have reminded me why I work at Bethell Hospice.”

Baby Lucie Profile

There are No Words

**Sometimes there are no words.
The heartbreak of a situation is overwhelming.
Thoughts and emotions overflow.**

When the family of nine-week-old Lucie MacInnis was referred to the Bethell Hospice Community Program by the Hospital for Sick Children, it was one of those moments. Born with a congenital heart defect, Lucie's prognosis was uncertain, and her family faced an unimaginable loss in their near future. Within days of meeting the family, the Bethell Hospice team came together in creativity and compassion to support them through their journey. Liaising with Bethell Hospice Foundation, arrangements were made to gift the family with a photography session as part of a legacy activity to capture some beautiful, lasting family moments. In the months that followed, the family worked closely with Bethell Hospice Community Social Worker, Carlie Fink, confronting the difficult and emotional discussions around Lucie's illness. Together with Carlie, parents Stephanie Berlingeri and Nick MacInnis navigated the balance of finding the special 'proud parent moments' with the fears that each day might be Lucie's last. It was a deeply emotional and difficult journey.



The journey ended differently, and more beautifully, than anyone imagined. Recently, Carlie received the wonderful news that, after several involved medical procedures, Lucie had fought her way through recovery and was thriving. She is now expected to live a strong, healthy and fulfilling life. Carlie, and the rest of the Bethell Hospice team, is forever grateful to this family for the honour of walking hand in hand with them through their darkest time, and the opportunity to share in their strength and resiliency in the brighter times ahead.

“We are beyond grateful for being referred to Bethell Hospice. Carlie has been an unbelievable support to our family through this difficult time. I am so thankful for all of her support – constantly checking in, making me feel comfortable, and showing so much compassion. Thank you for everything. You have helped us more than you know.”

Lucie's Mom, Stephanie Berlingeri



Virtual Hike for Bethell Hospice



COVID-19 closures took effect less than seven weeks prior to our 10th annual Hike for Bethell Hospice, scheduled for May 3, 2020. The hike was ultimately postponed to September, and converted to a fully virtual event.

While support was significantly reduced from the record-breaking totals of our 2019 hike, our first major virtual event during the pandemic was encouraging, raising almost \$100,000 in support of Bethell Hospice.

As it was not possible to gather in person, an Opening Ceremonies video was shared online on September 13. Virtual hikers found many creative ways to complete their own Virtual Hike for Bethell Hospice by walking their dogs, cycling, completing an online fitness class or dancing in their living rooms. In this early stage of the pandemic, the support was amazing and showed what a special place Bethell Hospice holds in the heart of our community. We could not be more grateful to every hike team, and to every person who pledged support, for helping us to keep the doors of Bethell Hospice open.

The Virtual Hike for Bethell Hospice was also generously supported by many steadfast sponsors:

Presenting Sponsor

Meadowvale Cemetery, Cremation and Funeral Centres & The Simple Alternative Funeral Centres Mississauga

Platinum Sponsors

Ledson Investments Inc.
Town of Caledon

Matching Gift Partner

Scotiabank – Main Street Branch,
Brampton

Gold Sponsors

Benson Steel Limited
Fines Ford Lincoln
Scott Funeral Home –
Brampton Chapel

Silver Sponsor

Thomas Carberry Insurance Ltd.

as well as several Bronze and Route sponsors



**Hike for Comfort.
Hike for Compassion.
Hike for Love.**



Celebration of Light & Love Tree Lighting



The Celebration of Light & Love is an annual tradition honouring former Bethell Hospice residents, clients and community members.

Through your incredible generosity, our 2020 Celebration of Light & Love raised over \$240,000 in support of Bethell Hospice Foundation – \$20,000 more than our record-setting 2019 numbers. We are overwhelmed, and profoundly grateful.



In 2020, more than 375 individuals were remembered with Light & Love gifts. Many additional gifts were also made to help ensure that Bethell Hospice services would always be available in the community for all who need them. Though we could not gather in person for our traditional Tree Lighting Ceremony, a special video tribute was shared across social media on December 10, with Bethell Hospice nurses, personal support workers, social workers and spiritual care coordinators lighting the Bethell Hospice trees and candles of remembrance.

Thank you to each donor for holding Bethell Hospice in your hearts, and demonstrating your belief in the importance of Bethell Hospice in our community.

Deepest thanks to our 2020 Tree Lighting event sponsor, Fines Lincoln.

2020 Community Partners & Fundraising Event Organizers

Thanks to the generosity and creativity of our many community partners and event organizers, support of Bethell Hospice remained strong through the uncertainty of the pandemic.

Thank you all for your continued belief in the importance of Bethell Hospice in our community.



DON OLSON CLASSIC

100 Women Who Care Caledon

310 Running Club – Don Olson Classic

As We Grow – Charity Shop Partnership

Berry Sweet Notes

Bethell Hospice Christmas Market* –

Elizabeth Birnie, Mollie Cavan, Lynn Dobson,
Barb Gough, Bonnie Klaassen, Lori O'Hara-Hoke,
Yvonne Parker, Janice Peplow, Karen Steen,
Carol Walker & Janet Wilczynski

Bolton Old Timers Hockey Association

Brampton Caledon Community Foundation

Brampton Funeral Home – Candlelight Service

Brant Haldimand Norfolk Catholic District
School Board

Caledon East Foodland – The Joy of Giving

Caledon East United Church Women



CALEDON MUSIC FESTIVAL



100 WOMEN WHO CARE CALEDON

Caledon Hills Brewing Company – Caledon Craft Beer & Cider Tasting Event

Caledon Music Festival – Livestream Virtual Concert Series featuring Emily Rho, Rory McLeod & Michele Mele

Caledon Ski Club – Ladies' Day

Cavalier Transportation Services – Employee Event Fundraisers

Caven Presbyterian Church

Cheltenham United Church

Chinguacousy Lions Club

CKF Inc. – Christmas Social Fund

David Nixon Memorial Golf Tournament

Diamond in the Hills Fashion Show* – Bonnie Ledson, Marj Dennis, Debbie Glover, Judy Petursson, Danila Maric, Barb Gough & Barb Goodhand

Dufferin County

Facebook Fundraisers – Birthdays, Anniversaries & Events

Faith Fellowship Church of Dufferin County

Garage Sale – Lucy Ferreira

Garden Foods – Caledon Craft Beer & Cider Tasting Event

Glen Eagle Golf Club – Friends of Bethell Hospice Golf Days 2020

Grand Valley Lions Club

* Event postponed until 2021 due to COVID-19



GLEN EAGLE GOLF DAYS

“When my husband and father to my three young children passed away suddenly last July, the Bethell Hospice team was nothing short of amazing. My children felt very supported and understood through group therapy, and were encouraged to creatively express their feelings through Bethell Hospice art therapy classes. Individual counselling and adult art therapy classes gave me the tools and strategies to assist me in the healing process. The Bethell Hospice staff have been such a blessing to my family, and we are forever grateful!”

MICHELLE ENOS & FAMILY
COMMUNITY CLIENT



PIXIE PROPERTIES – PEGGY DICKEY



MOCON GREENHOUSES PLANT SALE



HEALING CYCLE RIDE

Healing Cycle Ride – Cycle for Bethell Hospice Team – Robert Mansbridge, Duncan McCallum & Bruce Stewart

High Country United Church Women, Camilla

Hillsburgh & District Lions Club

Inglewood Lemonade Stand – Tara Farrow & Kids

Inglewood United Church

Inside Out Family Chiropractic – Christmas Celebration

Islington Sportsmen's Club Incorporated – Golf Tournament

Knights of Columbus Council 4973 – Bingo Event

Knights of Columbus Council 14749

Knox Presbyterian Church Mission & Outreach

Knox United Church, Caledon Village

Mocon Greenhouses Plant Sale – John, Bob & Les Sanderson and Glenda & Terry Coupland

Palgrave Loyal Orange Lodge #288

Pampered Chef Virtual Mystery Box – Shelly Witzke

Parlour Project – Lee-Anne Simpson

Peel Masonic Lodge #468

Pixie Properties – Peggy Dickey

Rotary Club of Bolton

“As a Resident Support Volunteer at Bethell Hospice for over six years, it was a new experience to be a family member in need of support. We were so grateful to be at Bethell, where Bobby was safe, comfortable, and treated like a prince. I can't express how comforting it was for Bobby, and for my whole family, to be supported on this journey. It is so vital that more people know about Bethell Hospice, and I can just feel Lorna Bethell gently nudging us forward.”

JOANNE GARDNER

IN MEMORY OF HER HUSBAND, ROBERT GARDNER



SPIRIT TREE ESTATE CIDERY WASSAIL FESTIVAL



CAMPBELL'S CROSS FARM SUNFLOWER FESTIVAL

Rotary Club of Brampton – Heart Lake

Rotary Club of Palgrave – Caledon Craft Beer
& Cider Tasting Event

Royal Canadian Legion Branch 609, Brampton

Shop with a Purpose Market – Jessica Medeiros

Spirit Tree Estate Cidery – Caledon Craft Beer
& Cider Tasting

Spirit Tree Estate Cidery – Wassailing Family Day

St. Alban's Church, Georgetown

St. James Anglican Church

St. Paul's Women's Fellowship

St. Peter of the Apostles Council #8851

Sunflower Festival – Campbell's Cross Farm

The Corporation of the Town of Caledon

The Maples Women's Institute

The McConnell Family Foundation

Town of Caledon – Dress Down Days



GARAGE SALE – LUCY FERREIRA

TPC Toronto at Osprey Valley

Trinity United Church Women, Grand Valley

Upsilon Alpha Master Chapter

Wicked Shortbread

Women Supporting Women, Brampton Chapter

Women's Probus Club of Brampton

“Thank you for taking such good and compassionate care of my father in the short time he was a resident of Bethell Hospice. It meant so much for my Mom and I to be in the room next to him at the end. Thank you for finding a way to make that possible. Truth be told, I was hesitant about hospice care because I knew nothing about it. But from the moment we settled my Dad in the room, I could feel it was going to be a very beautiful, peaceful, serene and caring environment, and it was. Thanks again for everything.”

GRACE PRIOLO

IN MEMORY OF HER FATHER, MIKE PRIOLO

Bethell Hospice Foundation Donors



BethellHospice
FOUNDATION

January 1 – December 31, 2020

Bethell Hospice Foundation wishes to thank the generous donors listed here who have supported us in the past year, and those who have given gifts anonymously.

Visionaries (\$50,000+)

Diamond in the Hills Fashion Show
Estate of Joan Hassall
Anne Livingston
The Stewart Family in memory of Lynn Fearn-Stewart
TPC Toronto at Osprey Valley

Bethell Benefactors (\$10,000 – \$24,999)

Airlie Foundation, Robin & Robert Ogilvie
Trevor Annis
Stuart & Elizabeth Birnie
Brampton Caledon Community Foundation
Ann Carberry, Thomas Carberry Insurance Ltd.
Pat DiBerto
The Egan Family Foundation
Estate of Margaret Falvey
Fines Ford Lincoln
Vincent Law
George P. Ledson
Ledson Investments Inc.
Meadowvale Cemetery, Cremation and Funeral Centres
& The Simple Alternative Funeral Centres Mississauga
Merkley Design
Timothy & Valerie Powell
The Waechter Family
The WB Family Foundation

Leaders (\$5,000 – \$9,999)

100 Women Who Care Caledon
310 Running Club – Don Olson Classic
Access Storage – Caledon Alton Holdings Inc.
Benson Steel Limited
Susan & John Brook
Ryan Browne
C.B. Powell Foundation
Cheltenham United Church
J. Rob Collins
David Nixon Memorial Golf Tournament
Doby Enterprises Inc. – Ann Scheuermann
Glen Eagle Golf Club – Friends of Bethell Hospice
Golf Days
Graham Munro Charitable Foundation
Donald & Diana Greer
John Heppler & Judy Petursson
Bonnie & Doug Klaassen
Bob & Julie Laverdure
The B. Ledson Land & Cattle Corp
Hilda, Marvin & Brian Lenstra
Helen Mason
The McConnell Family Foundation
Cathy & George Newhouse
Estate of Trevor Nicholas

Patrick O'Malley
Palgrave Loyal Orange Lodge #288
Joseph Quinn
Jean Rammage
Shirley Rottare
Richard Schunicke
John Tesluk
Warren's Waterless Printing
Bruce & Debra Wilson

Partners (\$2,500 – \$4,999)

Estate of Nettie Wanda Black
Sherri Bowie
Brampton Brick Limited
Caledon East Foodland – The Joy of Giving
Anne Clark
Steve & Shelley Craig
Nancy Crawford
Douglas & Margaret Derry
Dufferin County
Facebook Fundraisers – Birthdays, Anniversaries & Events
Richard Felix
Glen The Plumber
Healing Cycle Foundation – Cycle for Bethell Hospice Team
Patricia Horner
Islington Sportsmen's Club Incorporated – Golf Tournament
Shanil M. & Amala Jayatilleke
Jazzamco Management Consulting
Knights of Columbus Council #4973 – Bingo Event
Janine & Jim Livingston
Nora Martin
Mocon Greenhouses Plant Sale
Nick & Ria Schaafsma Foundation
John Rainford
Rock Garden Farms
Rotary Club of Bolton
Rotary Club of Palgrave – Caledon Craft Beer & Cider
Tasting Event
Royal Bank of Canada
Scotiabank – Bovaird & Mountainash Branch
Scott Funeral Home – Brampton Chapel
Jane Ann Snyder
Ian Stevenson
The Corporation of the Town of Caledon
Richard Webster
Katharine Williams

Supporters (\$1,500 – \$2,499)

Arbor Memorial Foundation
Gregory Aziz & Irene Reimanis-Aziz
Caledon Ski Club – Ladies' Day
Maria & Ferdinando Ceci



Ruth Chusroskie
Barbara Coleman
Sarah DeGruchy
Lynn & Peter Dobson
Catherine Earle
Fidelity Investments Canada ULC
Sydney Harmon
Adrian Horwood
Ian McCallum & Ann Johnson
Eleanor McClure
David McMechan
Richard McMechan & Family
Michael Gagnon Medicine
Trish Moody
Gilbert Moreau
Lori & Paul O'Hara-Hoke
Bernice Parish
Rotary Club of Brampton – Heart Lake
Don & Robin Rowntree
Silcotech
Lisa Speirs
The Stafford Family
Fernando & Beatriz Teves
Lloyd & Margaret Thompson
Visa Canada
Lynda Voegtle
Ruth Watson
Margaret Wyton

Mentors (\$1,000 – \$1,499)

1337564 Ontario Inc.
Margaret Anderson
Lenore Armstrong
Backman Family Foundation
Lindy Barrow
Beaumier Churcott Foundation
Bethell Hospice Christmas Market
James Blaides
BP Landscaping
Brampton Funeral Home –
Candlelight Service
Kirk Brannon
Brannon Steel
John Brophy
Babette & Gord Buck
Burckhardt Compression Canada Inc.
Douglas & Patricia Butcher
Cavalier Transportation Services –
Employee Event Fundraisers
Cooksville Tire Ltd.
Rosa DeFreitas
Wilfrid Dinnick

EdgeHill Insurance Brokers Ltd. –
Patti Hull
Fieldgate Developments
Bob Fitzpatrick
Jean Fleming
Laurie Gallant
Lorna Gibson-Gluck
Barbara & David Gough – Motivated
Staffing
Richard & Vera Grabowski
Marty Graham
Barbara Harron
Jacquelyn Heeney
James Hepburn
Gunda Herzog-Gross
Doug Hietkamp
High Country United Church Women,
Camilla
Charles Hooker
IG Wealth Management –
Headwaters Office
Domenic Imbarlina
Inglewood United Church
James Dick Construction Ltd.
Warren & Jean James
Gurmit Johal
William Johnstone
Betty Keating
Louise Klaassen
Knights of Columbus Council 14749
Knox Presbyterian Church Mission
& Outreach
David Kolb
Ina Laing
Alex & Ann Lawrence
David & Diana Lawrence
Patti Lent
Marion Leslie
Luc Leveille & Connie Craig-Leveille
Linda & David Livingston
Scott Lucas
David & Judy Lyons
M&P Tool Products Inc.
John & Marian MacFarlane
Gail MacNaughton
Robert & Cheryl Magee
Melodie Mason
Renaté Merton & Ben Reis
Devinder Multani
Mary Nelson
Terry & Marlene Nelson
Sharon Olesen & John Varnell

Peter Parkinson
Pushpa Patel
Brian Perras
Carman & Olive Piercey
Roger Presgrave
Khris Ramjattan
James Robb
Royal Canadian Legion Branch 609,
Brampton
St. Alban's Church, Georgetown
Paul Sanghera
Richard & Tamara Schmidt
Sesco Design/Build
Ann Shanahan
Richard Skinner
Cheryl Smits
Spirit Tree Estate Cidery – Wassailing
Family Day and Caledon Craft Beer
& Cider Tasting
Jane & Gordon Thompson
Susan Tiffin
Town of Caledon – Dress Down Days
Trailcon Leasing Inc.
UPS Canada
Ray Vanderburgh
Karin Vetro
Donna & Cliff Walters
Robert Ward
Wicked Shortbread

Endowment Fund Supporters

Estate of Lorna Bethell
Janet D. Cottrelle Foundation
Estate of Karl Heinz Diesing
Graham Family Foundation
Estate of Susan Elaine Grange
Nora Martin – Gift Funds Canada
Estate of Don Naylor
TPC Toronto at Osprey Valley –
Mackenzie Tour, Osprey Valley Open

Legacy Supporters

Stephanie Axworthy
Alan Frittenburg
Amala Jayatilke
Dace & Eric Johnson
Herman Klooster
Lea-Anne Leavens
Tim Powell
Estate of Beverley Jean Reid
Estate of Frederick M. Wagg
Deirdre Wright

Bethell Hospice Financial Statements

Bethell Hospice Statement of Financial Position

For the Year Ended March 31, 2021

	2021		2020	
	Operating Fund	Restricted Fund	2021	2020
ASSETS	\$	\$	\$	\$
Current				
Cash on hand and in bank	255,651	—	255,651	190,575
Temporary investments	5,538	—	5,538	5,504
Accounts receivable	38,744	—	38,744	37,700
Deposits and prepaid expenses	41,724	—	41,724	31,999
	341,657	—	341,657	265,778
Capital Assets	422	3,840,237	3,840,659	3,948,072
	342,079	3,840,237	4,182,316	4,213,850
LIABILITIES				
Current				
Accounts payable and accrued liabilities	90,140	—	90,140	92,422
Government funding repayable	45,512	—	45,512	7,671
Bethell Hospice Foundation payable	80	—	80	80
Deferred revenue – Bethell Hospice Foundation	3,584	6,247	9,831	6,242
Deferred revenue – others	101,454	40,574	142,028	153,070
	240,770	46,821	287,591	259,485
COMMITMENTS				
Fund Balances				
Restricted funds	—	3,793,416	3,793,416	3,894,763
Unrestricted funds	101,309	—	101,309	59,602
	101,309	3,793,416	3,894,725	3,954,365
	342,079	3,840,237	4,182,316	4,213,850

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, 2021

	2021		2020	
	Operating Fund	Restricted Fund	2021	2020
	\$	\$	\$	\$
Revenue				
Bethell Hospice Foundation	744,088	1,323	745,411	822,140
Donations and other revenues	2,874	—	2,874	10,774
Grant funding	1,771,527	9,752	1,781,279	1,523,924
Interest income	35	—	35	1,106
Special purpose grants	805	—	805	300
	2,519,329	11,075	2,530,404	2,358,244
Expenses				
Client service	44,221	—	44,221	93,368
Communication	26,255	—	26,255	24,935
Community awareness	11,328	—	11,328	29,623
Insurance	17,807	—	17,807	14,787
Occupancy	28,647	—	28,647	36,889
Office and general	71,942	—	71,942	66,935
Printing and stationery	14,279	—	14,279	18,378
Professional and service fees	63,361	—	63,361	68,504
Recruitment and resources training and recognition	24,071	—	24,071	32,189
Repair and maintenance	35,706	—	35,706	47,001
Travel	1,227	—	1,227	12,391
Wages and benefits	2,123,544	—	2,123,544	1,985,172
	2,462,388	—	2,462,388	2,430,172
Excess (Deficiency) of revenue over expenses before amortization	56,941	11,075	68,016	(71,928)
Amortization of capital assets	416	127,240	127,656	183,124
Excess (Deficiency) of revenue over expenses for the year	56,525	(116,165)	(59,640)	(255,052)
Transfers between funds				
Capital assets purchased net of deferred revenue received	(14,818)	14,818	—	—
Fund balances, beginning of year	59,602	3,894,763	3,954,365	4,209,417
Fund balances, end of year	101,309	3,793,416	3,894,725	3,954,365

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

Bethell Hospice Foundation Financial Statements

Bethell Hospice Foundation Statement of Financial Position

For the Year Ended December 31, 2020

	2020			2019	
	General Fund	Internally Restricted	Externally Restricted	2020 Total	2019 Total
ASSETS	\$	\$	\$	\$	\$
Current					
Cash	349,011	81,945	64,481	495,437	622,983
Short-term investments	—	759,027	—	759,027	684,022
Accounts receivable	259,273	—	—	259,273	14,755
Prepaid expenses	3,223	—	—	3,223	5,006
Interfund loans	(521,266)	1,137,570	(616,304)	—	—
	90,241	1,978,542	(551,823)	1,516,960	1,326,766
Long-term investments	—	421,146	2,059,066	2,480,212	2,425,009
Capital assets	504	—	—	504	1,140
	90,745	2,399,688	1,507,243	3,997,676	3,752,915
LIABILITIES AND FUND BALANCES					
Current					
Accounts payable and accrued liabilities	62,163	—	—	62,163	31,075
Long-term debt	28,582	—	—	28,582	—
	90,745	—	—	90,745	31,075
Fund Balances					
Externally restricted	—	—	1,507,243	1,507,243	1,803,938
Internally restricted	—	2,399,688	—	2,399,688	1,917,902
	—	2,399,688	1,507,243	3,906,931	3,721,840
	90,745	2,399,688	1,507,243	3,997,676	3,752,915

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

Bethell Hospice Foundation

Statement of Operations

For the Year Ended December 31, 2020

	2020				2019			
	General Fund	Internally Restricted	Externally Restricted	2020 Total	General Fund	Internally Restricted	Externally Restricted	2019 Total
	\$	\$	\$	\$	\$	\$	\$	\$
Revenues								
Grant/subsidy revenue	125,018	—	—	125,018	—	—	—	—
Donations and fundraising	1,399,577	—	—	1,399,577	1,346,068	—	15,000	1,361,068
Interest	—	10,355	244	10,599	—	4,405	27	4,432
Dividends	—	15,512	51,114	66,626	—	21,520	58,503	80,023
Other	453	5	10,115	10,573	1,049	(26)	3,730	4,753
Gain (loss) on disposal of investments	—	(280)	36,375	36,095	—	1,140	37,786	38,926
	1,525,048	25,592	97,848	1,648,488	1,347,117	27,039	115,046	1,489,202
Expenses								
Amortization of capital assets	636	—	—	636	998	—	—	998
Bank charges	19,982	—	—	19,982	20,894	—	—	20,894
Fundraising	112,965	—	—	112,965	132,786	—	—	132,786
Insurance	1,186	—	—	1,186	1,072	—	—	1,072
Office	65,338	8,277	14,506	88,121	71,185	8,631	14,848	94,664
Professional fees	15,022	—	—	15,022	11,655	—	—	11,655
Wages and benefits	472,068	—	—	472,068	343,605	—	—	343,605
	687,197	8,277	14,506	709,980	582,195	8,631	14,848	605,674
Excess of revenues over expenses before donations and change in fair value of investments	837,851	17,315	83,342	938,508	764,922	18,408	100,198	883,528
Donations	(779,999)	—	—	(779,999)	(784,424)	—	—	(784,424)
Excess of revenues over expenses (expenses over revenues) before unrealized gain (loss) on investments	57,852	17,315	83,342	158,509	(19,502)	18,408	100,198	99,104
Unrealized gain (loss) on investments	—	31,065	(4,483)	26,582	—	9,939	310,825	320,764
Excess of revenues over expenses	57,852	48,380	78,859	185,091	(19,502)	28,347	411,023	419,868

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

Bethell Hospice Foundation Financial Statements



Bethell Hospice Foundation Statement of Changes in Fund Balances

For the Year Ended December 31, 2020

	2020				2019			
	General Fund	Internally Restricted	Externally Restricted	2020 Total	General Fund	Internally Restricted	Externally Restricted	2019 Total
Balance, beginning of the year	\$ —	\$ 1,917,902	\$ 1,803,938	\$ 3,721,840	\$ —	\$ 1,892,763	\$ 1,409,209	\$ 3,301,972
Excess of revenues over expenses (expenses over revenues)	57,852	48,380	78,859	185,091	(19,502)	28,347	411,023	419,868
Transfers	(57,852)	433,406	(375,554)	—	19,502	(3,208)	(16,294)	—
Balance, end of the year	—	2,399,688	1,507,243	3,906,931	—	1,917,902	1,803,938	3,721,840

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



Service Awards & Distinctions

BETHELL HOSPICE

Michael Gagnon

Medical Director

Recipient of the Dr. David Scott Award, Headwaters Healthcare Centre

Presented to an individual or organization that has made a positive impact on the quality of health care through their service to the community, leadership, advocacy, and by strengthening the integration of care in the community

Lynn Dobson

Bethell Hospice Board Chair

Recipient of the John Huether Award for Volunteering Excellence, Volunteer MBC

Presented to a volunteer who has demonstrated exemplary commitment in a leadership capacity through mentoring, leading by example, and providing contributions to the team and the community

Susanne McRoberts

Landscape Committee Lead & Garden Volunteer

Recipient of the Debbie Davis Outstanding Achievement Award, Bethell Hospice

Presented to an individual who has made a difference to Bethell Hospice, and the many team members who are focused on providing excellent end-of-life care

Peter Thompson

Maintenance Volunteer

Recipient of the Helping Hands Award, Volunteer MBC

Presented to a volunteer who has demonstrated exemplary commitment and a passion for helping others

Joanne Pattison

Resident Support & Kitchen Volunteer

Nominated for the June Callwood Circle of Outstanding Volunteers, Hospice Palliative Care Ontario

Recipients of COVID-19 Star Awards, Volunteer MBC

Louise Duffy – Resident Support & Kitchen Volunteer

Donald Gray – Maintenance Volunteer

Robert Mansbridge – Resident Support & Reception Volunteer

Nancy McNeill-Dwhyte – Resident Support, Reception & Visiting Volunteer

Nancy Taylor – Kitchen & Garden Volunteer

Distinguished Staff Service Award for 10 Years

Dorothy Rankin – Intake Coordinator

Distinguished Volunteer Service Awards for 10 Years

Marj Dennis – Reception & Community Program Volunteer

Jan Ferreira – Reception Volunteer

Helen Hydon – Kitchen Volunteer

Marcia Reid – Reception Volunteer

David Roth – Kitchen Volunteer

Maud Toogood – Kitchen Volunteer

Ruth Watson – Reception & Fundraising Volunteer

Distinguished Volunteer Service Awards for 5 Years

Audrey Faris – Resident Support, Reception, Administration & Visiting Volunteer

Niki Gallo – Kitchen, Reception & Visiting Volunteer

Monica Gill – Resident Support Volunteer

Connie Judge – Kitchen & Garden Volunteer

Kristina Mathews – Garden Volunteer

Paul McMorro – Resident Support & Complementary Therapy Volunteer

Nancy McNeill-Dwhyte – Resident Support, Reception & Visiting Volunteer

Joanne Pattison – Resident Support & Kitchen Volunteer

Bruce Stewart – Resident Support, Reception & Visiting Volunteer

Manjot Sunner – Resident Support, Reception & Visiting Volunteer

Lorraine Van Wagner – Kitchen Volunteer

BETHELL HOSPICE FOUNDATION

Diamond in the Hills Organizing Committee

Bonnie Ledson, Debbie Glover, Judy Petursson, Marj Dennis, Danila Maric, Barb Gough & Barb Goodhand

Lorna Bethell Legacy Award, Bethell Hospice Foundation

Presented to an individual, family or organization that has made an outstanding contribution to the ongoing development and sustainability of Bethell Hospice

Rock Garden Farms

Margaret & Paul Galati and Nick & Tish Iuglio

Elizabeth Birnie Leadership Award, Bethell Hospice Foundation

Presented to an individual or organization that has demonstrated outstanding leadership and contribution to Bethell Hospice Foundation in promoting and raising funds

BETHELL HOSPICE THANKS ALL OUR FUNDERS FOR THEIR GENEROUS SUPPORT

“I was at a total loss and quite frankly, in shock, dealing with my Stage IV diagnosis. And I was trying to cope with all of it during a global pandemic. I was worried about being isolated and disconnected. Bethell Hospice walked me through this journey, asked the hard questions, and held my hand through the options. I felt cared for, supported, and safe.”

LESLIE CALDWELL
COMMUNITY CLIENT

C O N T A C T U S

Bethell Hospice

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Inglewood, Ontario
L7C 1H4

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Fax: 905.838.0302

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email: foundation@bethellhospice.org

foundation.bethellhospice.org

Bethell Hospice Charitable Registration #14003 8167 RR0001

Bethell Hospice Foundation Charitable Registration # 82636 7948 RR0001

Bethell Hospice programs and services are partially funded through the Ontario Ministry of Health.

In addition, Bethell Hospice Foundation must raise at least \$1,500,000 each year to bridge the funding gap.



BethellHospice



BethellHospice
FOUNDATION

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

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