

Annual Report

BETHELL HOSPICE | APRIL 1, 2019 – MARCH 31, 2020

BETHELL HOSPICE FOUNDATION | JANUARY 1, 2019 – DECEMBER 31, 2019



BethellHospice



BethellHospice
FOUNDATION

Here when you need us



Bethell Hospice provides compassionate, respectful care to enhance the quality of life for individuals facing a life-limiting illness and their families. Dignity and comfort are the cornerstones of care at Bethell Hospice. We welcome people of all backgrounds, cultures and religions.



BethellHospice

Bethell Hospice Board of Directors

Ann Atkins – Secretary
Chris Cummins – Director
Lynn Dobson – Chair
Muneerah Kanji – Vice Chair
Kyle Kroeker – Treasurer
Melodie Mason – Director
John Palmer – Director
Janette Panhuis – Director
Sandra Starr – Director

During this fiscal year, Bonnie Grogan, Gagandeep Singh and Tiffany Stewart retired from our Board.

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



BethellHospice
FOUNDATION

Bethell Hospice Foundation Board of Directors

Mollie Cavan – Director
Robert Fines – Treasurer
Alan Frittenburg – Director
Barb Gough – Secretary
Syd Harmon – Director
Bonnie Klaassen – Director
Stephanie Lockhart – Director
Danila Maric – Director
Lori O'Hara-Hoke – Chair
Tim Powell – Director
John Sanderson – Director
Larry Simpson – Director

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“Our leadership at Bethell Hospice is stronger than it has ever been. We are making change for the better, and consistently checking in that the changes we make are improving patient care and staff satisfaction. Our role in our local OHT has been one of ‘leaders in the community’, and it is clear that others are looking to us to lead the way in the delivery of palliative care in the region. I am excited about where we are, and the direction we are taking.”

DR. MICHAEL GAGNON
MEDICAL DIRECTOR

A Message from Bethell Hospice Foundation



Thanks to the generosity of our donors, sponsors, community partners and volunteers, 2019 was Bethell Hospice Foundation's most successful year ever, raising almost \$1,500,000 in support of Bethell Hospice residential and community programs and services.



BETHELL HOSPICE FOUNDATION BOARD

Our *Celebrate Light & Love* holiday appeal garnered unprecedented support, raising over \$220,000 and remembering more than 450 individuals at our tree lighting ceremony. Our 2019 *Hike for Bethell Hospice* also had its best year ever, raising over \$170,000 and maintaining its distinction as the third largest hospice fundraising hike in Canada.

Our community partners and fundraising event organizers continue to be valued allies in support of Bethell Hospice. Together, community-organized fundraising events and donations from service clubs and community groups totaled \$447,000. We are also tremendously appreciative of our many individual donors, who make personal donations to support the ongoing operation of Bethell Hospice. This type of overwhelming support demonstrates what strong roots Bethell Hospice has in this community, and how valued its programs and services are to all of you. As the years pass, more and more people have benefitted from the care of Bethell Hospice. Thousands of lives have been touched and soothed. It is increasingly difficult to find someone in the community without a connection to Bethell Hospice – a family member, a friend or acquaintance, a co-worker or a neighbour. Even if you don't personally need Bethell Hospice today, you are absolutely committed to making sure it is part of the fabric of our community. You have embraced Bethell Hospice with your support, and we could not be more grateful.



Government funding alone contributes only to direct care medical staffing costs at Bethell Hospice. Every other cost – from food and medication to the residential hospice building itself – is funded directly from donations. Your commitment helps to keep the doors of Bethell Hospice open, and provides personalized palliative care at no charge to every resident and community client, and to all of their families. Quite simply, your support makes the work of Bethell Hospice possible.

From the bottom of our hearts, thank you all.



Lori O'Hara-Hoke
Board Chair
Bethell Hospice Foundation



Jeannette Vanden Heuvel
Executive Director
Bethell Hospice Foundation

A Message from Bethell Hospice

Through the past year, Bethell Hospice has undergone an exciting refresh, filled with change and opportunity. We have been fortunate to welcome a number of new team members as staff, volunteers and Board members who bring with them a wealth of knowledge and expertise. We are confident that our team is equipped to meet the current challenges, and those that lie ahead.

We write this report as the world is facing unprecedented change. We hope you remain resilient and well, as we all adjust together to the new realities before us.

In the past year, our Board and staff team focused on a number of key areas, establishing strategic priorities for the upcoming three years, and refining our mission, vision and values statements. We are excited for our new strategic plan and the direction and focus it offers. We believe it truly reflects who we are and what we will accomplish together for the community.

We have begun the tough work of examining our policies and procedures from every angle to ensure they are based on best practice and provide optimal care to those we serve. A strong team of outstanding staff and volunteers remains our priority, enabling us to provide excellent palliative and end-of-life care, both in the hospice and throughout the community.



BETHELL HOSPICE BOARD

STRATEGIC PLAN



We have also strengthened partnerships and continued to collaborate across the health care system. With the formation of Ontario Health Teams (OHT) throughout the province, Bethell Hospice has been instrumental in the Hills of Headwaters OHT from the beginning. For the first time, Executive Directors and Board Chairs from across the region have been meeting on a regular basis to share information and learn from each other. Frontline clinical staff and medical teams are sharing perspectives and wisdom learned with each other, and engaging with patient representatives from the broader community. These are exciting times to make real and meaningful change in the model of shared care for Dufferin Caledon.



Within Bethell Hospice, we have been building a team that is committed, mutually supportive, and respected for its professionalism. Our 173 volunteers are a very important part of the team and work seamlessly alongside staff, adding incredible value and support. One of our opportunities to recognize staff and volunteers this year was our first Board-hosted BBQ, where the Board served a meal to the frontline staff and volunteers, shared some laughter and stories, and showed our appreciation for all that they do.

Bethell Hospice is partially funded by the Ontario Ministry of Health, but grass roots funding and community support is crucial. Our ongoing sustainability is a direct result of the efforts of Bethell Hospice Foundation to raise funds on our behalf. We could not do what we do without their assistance and partnership, and we thank the Foundation team for their dedication and support. We also want to thank the many local businesses and community members who hold Bethell Hospice in a hug of kindness.

The quotes you will find throughout this report are a small sampling of the experiences that happen at Bethell Hospice every day. We could not be more proud of our staff and volunteers for the care they provide, and we could not describe their impact any better than these heartfelt messages.

We are blessed with a supportive community, families, staff and volunteers. It takes a village, and you make it all happen.



Lynn Dobson
Board Chair
Bethell Hospice



Margaret Paan
Executive Director
Bethell Hospice

Bethell Hospice at a Glance 2019–2020



Number of Meals
Prepared
3,715



Number of Nursing &
PSW Care Hours
23,360



Number of
Volunteer Hours
18,068



Number of Music
Therapy Hours
102



Number of Community
Client Sessions
1,986



Number of Bethell
Hospice Residents
181



Number of Physicians
Who Admitted & Cared
for Residents in Hospice
22



Number of Children
Supported Through
Bereavement Support
Sessions
90

“There is so much inner peace that comes from working at Bethell. Not only are we able to gain tangible satisfaction from the compassionate care that we provide, we also continue to always be challenged holistically. The relationships we are able to build here with our colleagues, our residents, as well as with resident families, provide an entirely new meaning to trust and empathy. I am honoured to be a part of this family, having the opportunity to not only influence others, but to be influenced in return. It is a blessing to be here.”

ALIYA HASSAM, RN

Bethell Hospice Highlights 2019–2020

STRATEGIC DIRECTIONS



Build Our Team



Build Our Community



Provide Excellence in Care

Build Our Team

A Human Resource Strategy was a key focus based on results from two employee surveys, in May 2019 and December 2019. Based on the results of the May survey, we took steps to implement positive change across the organization.

- Our Leadership Team restructuring was completed, and includes a new Executive Director, Clinical Care Lead, Social Work Lead and Volunteer Lead, along with a new Human Resources Manager role
- Our all-staff education day enjoyed a record number of participants, and very positive feedback
- A new performance management and development system was introduced
- A compensation review was completed to ensure Bethell Hospice is competitive within the market, and able to recruit and retain talented and high-performing staff

By the December survey, employees reported high degrees of satisfaction.

Highest metrics included:

I am optimistic about the future of Bethell Hospice

94%

Open and honest conversations are encouraged and valued

89%

I feel respected at Bethell Hospice

89%

Together, we provided 23,360 care hours to our hospice residents.

We provided 1,986 client sessions in the community.

Our team has a combined total of 291 years of experience in nursing and personal support care.

We are so proud of our team.



Bethell Hospice Highlights 2019–2020

Build Our Community

For many years, our residential care has been the heart of Bethell Hospice. This year, a renewed focus was placed on building our community programs and services to meet the ever-growing palliative care needs in the community.



PSYCHOSOCIAL SPIRITUAL CARE TEAM

- Our Psychosocial Spiritual Care Team provided supportive care through 1,986 community client sessions, serving 417 individual clients
- Our Psychosocial Team also provided 45 Bereavement Support Group Sessions, serving both children and adults, with a total number of 305 participants
- In June 2019, the team made a presentation to 50 elementary school teachers in Dufferin County on the topic of *Death, Dying and Resiliency*



- Our volunteer team provided over 450 hours of in-home visiting companionship
- Three new volunteer training sessions were held over the year
- Our Volunteer Development Day enjoyed record attendance
- Our volunteer engagement has increased this past year, with new volunteer meetings and an emphasis on volunteer training and development



“I feel so blessed to be part of this incredible organization. It is truly an honour and privilege to walk alongside individuals in my own community during the most difficult time of their lives. Our Psychosocial Spiritual Care Team is excited about our new community outreach initiatives, strengthened community partnerships and increased referrals, and look forward to all we can accomplish together.”

NATALIE TALMA

PSYCHOSOCIAL SPIRITUAL CARE TEAM LEAD

Provide Excellence in Care

Bethell Hospice has always provided excellent end-of-life palliative care. This year, we focused on expanding and supporting capacity building and expertise in palliative care. Our strong clinical expertise and team continues to lead within the palliative care community.



LEADERSHIP TEAM

- Our team supported hundreds of Legacy Projects with residents and their loved ones during their time in our Bethell Hospice residence
- Three Bethell Hospice nurses completed their *Comprehensive Advanced Palliative Care Education (CAPCE)*, designed to develop nurses as leaders with enhanced expertise in hospice palliative care
- Six Bethell Hospice nurses completed a two day *Advanced Pain Assessment* course
- Our Bethell Hospice Leadership Team was honoured to be selected to present a workshop at the annual *Hospice Palliative Care Ontario Conference 2020*

- A review was conducted to ensure our pre-admission and admission processes are as kind, compassionate and welcoming as possible with added efficiencies
- All nurses, personal support workers and kitchen volunteers completed food safety handling certification
- Support was provided to local PSW and nursing programs through preceptorship, education and hospice tours
- Partnerships and processes were strengthened with the Brampton Civic Hospital palliative care team
- Partnerships continued with other local hospices, including Heart House Hospice and Hospice Dufferin



“Bethell Hospice changed my life, and my family’s life. I’m so privileged to be here as a nurse now. I came here three years ago with my Mum. Our family was affected by the care given to us by the wonderful nurses at Bethell and, in turn, it really made me think about what I did for a living, and wanted to give that back to people who were walking in the same shoes that I had walked.”

MICHELE KEELER, RPN

Hike for Bethell Hospice



A record number of 47 teams, totalling nearly 600 participants, gathered in Inglewood on May 5, 2019 for the 9th annual *Hike for Bethell Hospice*. The event had its best year ever, raising over \$170,000 and maintaining its distinction as the third largest hospice fundraising hike in Canada.

Participants hiked an accessible 5K route along the Caledon Trailway, filled the memory board with photos and remembrances of friends and family members, received commemorative hike t-shirts, enjoyed a delicious barbecue lunch prepared by the Caledon Lions Club, and bid on a great range of silent auction items donated by local businesses.

Thank you to all our sponsors, participants, donors and volunteers for your overwhelming support, and your belief in the importance of Bethell Hospice in our community.





The Hike for Bethell Hospice was generously supported by:

Presenting Sponsor

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

Platinum Sponsors

Brampton Brick Limited
Ledson Properties Inc.
TPC Toronto at Osprey Valley

Gift Matching Partner

Scotiabank – Main Street Branch, Brampton

Gold Sponsors

Benson Steel Limited
Fines Ford Lincoln
Graham Munro Charitable Foundation
Scott Funeral Home – Brampton Chapel

Silver Sponsors

Armour Insurance Brokers Ltd.
Cavalier Transportation Services Inc.
James Dick Construction Ltd.
Thomas Carberry Insurance Ltd.
Town of Caledon

along with many Bronze and Route sponsors and anonymous donors



Light & Love Tree Lighting



On December 12, 2019, the Bethell Hospice Celebration of Light & Love brought together families of former Bethell Hospice residents and community supporters for a beautiful event honouring the memory of hundreds of special people.

Over 450 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. Guests at the tree lighting ceremony participated in a candlelit procession to the front of Bethell Hospice, where the trees were lit by Intake Coordinator, Dorothy Rankin, on behalf of the entire Bethell Hospice care team. The names of all those remembered were read aloud by Bethell Hospice resident support volunteer, Stan Cameron.



Through your tremendous generosity, our 2019 *Celebration of Light & Love* raised over \$220,000 in support of Bethell Hospice Foundation – \$50,000 more than our record-setting 2018 numbers. Many thanks to each of you for your overwhelming support, and belief in the importance of Bethell Hospice in our community.

The Celebration of Light & Love Tree Lighting was generously sponsored by Fines Ford Lincoln



Diamond in the Hills Fashion Show



A sold-out crowd gathered at the Greenhouse at the Royal Ambassador on June 9, 2019 for the third annual *Diamond in the Hills* Fashion Show. The event raised a record total of over \$140,000 to directly benefit Bethell Hospice programs and services.

Seven energetic local women – Bonnie Ledson, Marj Dennis, Debbie Glover, Judy Petursson, Danila Maric, Barb Gough and Barb Goodhand (with invaluable assistance from Joy Rounding) – put their talents to work to organize the entire event. “We call the event *Diamond in the Hills* because Bethell Hospice is a jewel in our community, and we want to do whatever we can to support the organization,” shared event organizer, Bonnie Ledson. The afternoon featured a spectacular luncheon, an amazing silent auction, a spirited live auction, the ever-popular glitter boxes, and gorgeous fashions from Georgetown’s Studio 49.

***Diamond in the Hills* was generously supported by the following partners and friends:**

Diamond

The Egan Family Foundation
Ledson Properties Inc.

Ruby

John Heppler & Judy Petursson
Gordon Tozer
The Waechter Family
The WB Family Foundation

Gift Matching Partner

Scotiabank – First Street Branch, Orangeville

Sapphire

Benson Steel Limited
Doby Enterprises Inc. – Ann Scheuermann
Ledson Land & Cattle Corp.
Anne Livingston
Morrissey Monaghan
The Stafford Family
Julie Wood & Robert Laverdure

Emerald

Joyce & Kirk Brannon
Cooksville Tire Ltd.
Charles Hooker
David & Diana Lawrence
George & Bonnie Ledson
The Geordie Ledson Family – Gullybridge Inc.
Danila & Dusan Maric
Jerome & Catherine Morse
Jim Thompson

along with many Pearl and Gem level supporters and anonymous donors

Special thanks to the staff of the Greenhouse at the Royal Ambassador for the beautiful venue, our beautiful models, and the Inglewood Firefighters for their tremendous support.

2019 Community Partners & Fundraising Event Organizers

Your support helps to keep the doors of Bethell Hospice open, and all programs and services available at no charge.

Thank you all.

100+ Women Who Care – Dufferin

310 Running

Don Olson Classic



DON OLSON CLASSIC

Airport Pizza

Customer Collection

Ballinafad United Church Women

Baseball Tournament in memory of Kevin Walker

Organized by Laurie Naughton

Bethell Hospice Christmas Market

Organized by 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 and District Probus Club

Bolton Old Timers Hockey Association

Bolton Travelling Bridge Group

Organized by Phyllis Graydon

Brampton Minor Lacrosse Association

Caledon Agricultural Society

Pie Auction

Caledon Classic Car Show

Caledon Cruisers Car Club

Caledon East Foodland

The Joy of Giving

Caledon East Old Geezers' Hockey Club

Caledon East United Church Women

Caledon Men's Senior Hockey League

Caledon Women's Hockey League



CALEDON WOMEN'S HOCKEY LEAGUE – UDDER TOURNAMENT

Caledon Women's Hockey League

Udder Tournament

Cavalier Transportation Services

Employee Event Fundraisers

Caven Presbyterian Church

BETHELL HOSPICE CHRISTMAS MARKET





DIAMOND IN THE HILLS FASHION SHOW

Cheltenham Firefighters Association

Cheltenham United Church

Chinguacousy Lions Club

Christmas in July

Organized by Carole Jones

Community of Christ Church, Grand Valley

Community Women's Circle, Caledon East
Breakfast & Auction

Dawna Hunt Memorial Golf Tournament

Organized by Debbie Hunt & Marilyn Hunt



**DAWNA HUNT MEMORIAL
GOLF TOURNAMENT**

Dawna Hunt Memorial Softball Tournament

Organized by Shirley Horsley

Delta Gamma Master Chapter, Orangeville

Diamond in the Hills Fashion Show

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

Facebook Fundraisers

Birthdays, Anniversaries & Events

Faith Fellowship Church of Dufferin County



**GLEN EAGLE CHARITY CLASSIC
GOLF TOURNAMENT**

Glen Eagle Golf Club

Glen Eagle Charity Classic Golf Tournament

Golf Tournament in memory of Michelin Morton

Organized by Glenn Morton

GR8 Friends

Annual Ladies' Euchre Fundraiser

Grand Valley Lions Club

Hannah's Cafe & Bakery Fundraiser

Organized by Iris Yacob



HEALING CYCLE RIDE

Healing Cycle Ride

Cycle for Bethell Hospice Team

Healing Cycle Ride

Team Cockburn

Hearts for Bethell Hospice

Organized by Tricia, Jem & Shirley Cain & Joy Rounding

High Country United Church

Hit 4 Bethell Hospice Baseball Tournament in memory of William W. Simpson

Organized by Charlene Simpson



HOCKLEY VALLEY RESORT –
DINNER & DANCING DATE NIGHT

Hockley Valley Resort

Dinner & Dancing Date Night

Hockley Valley Resort

Golf 4 Bethell Hospice

HOCKLEY VALLEY RESORT –
GOLF 4 BETHELL HOSPICE



Home United Church

Silent Auction

Home United Church Women, Caledon

Humber Valley Heritage Trail

Huttonville United Church

I.O.O.F. Maple Leaf Lodge #57, Orangeville

Immanuel Christian Reformed Church, Brampton

Inglewood Firefighters Association

Pancake Breakfast

Inglewood Singers

Inglewood United Church

Inside Out Family Chiropractic

Christmas Celebration

Jelly Sales

Organized by Neil Morris

Kinsmen Club of Bolton

Knights of Columbus Council #4973

Bingo Event

Knox United Church, Caledon Village

Ladies' Auxiliary Royal Canadian Legion 120

Maguire's Irish Pub

Golf Tournament in memory of Roger Bibby & Syd Terry

Nia in the Gardens

Organized by Mary Baxter & Crew

Octoberfest Party

Organized by Stephanie Lockhart & Horst Tim

Paint Nite in memory of Jessica Coupland

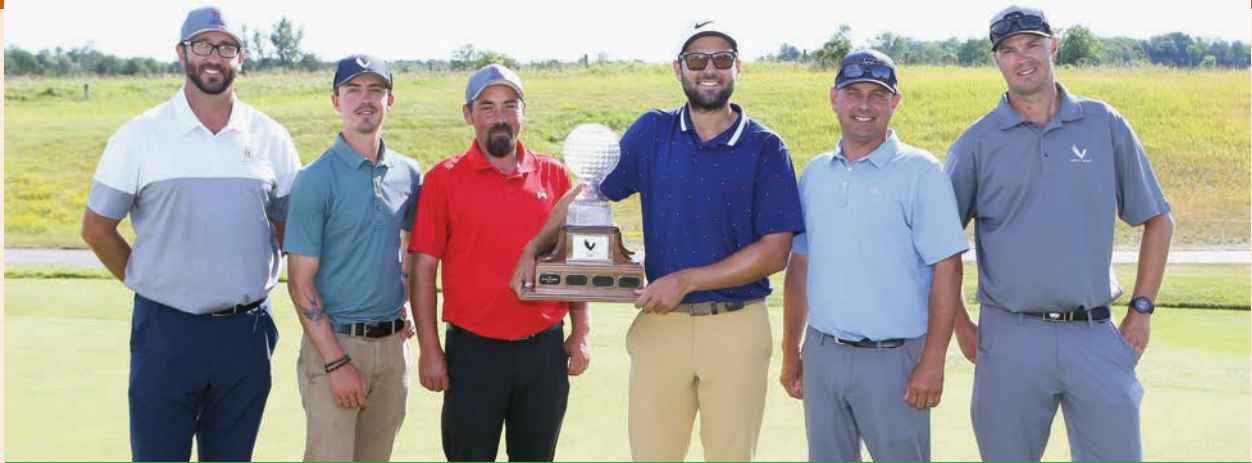
Organized by Michael & Becky Coupland

Palgrave Loyal Orange Lodge #288

Peel Masonic Lodge #468

Peel Regional Police

Senior Safety Presentation by Tyler O'Connor, Joe Jennison & Joy Edwards



OSPREY VALLEY GOLF – OSPREY VALLEY OPEN MACKENZIE TOUR

Ray's 3rd Generation Bistro Bakery Fundraiser

Sun's Out, Funds Out

RBC

Gardening Blitz

Riverdale Fitness Mill

Stuff-a-Stocking



RIVERDALE FITNESS MILL – STUFF A STOCKING

Rotary Club of Brampton

Rotary Club of Brampton

E-Bingo

Rotary Club of Orangeville, Highlands

Royal Canadian Legion Branch 609, Brampton

Royal Canadian Legion Ladies' Auxiliary, Branch 15

Royal Canadian Legion Ladies' Auxiliary, Branch 233

Royal Oak Orange Lodge #256

Secular Franciscans Order, St. Anthony Fraternity

Sharon's Purple Shirt Shuffle

Organized by Paul Hatton

Singing Medium

An Afternoon with Spirit – Organized by Jen Abra

Smokin Joe Golf Tournament

Organized by Ron Evans

Spirit Horse Reiki Meditation Nights

Organized by Sharon Olesen

St. Alban's Church, Georgetown

St. Bartholomew's United Church, Brampton

St. Michael Catholic Secondary School

Coffee House Fundraiser

St. Patrick's Catholic Women's League

St. Peter of the Apostles Council #8851

Summer Dance Party at the Creek

Organized by Carolyn & Ross Beverley

The Maples Women's Institute

Town of Caledon

Dress Down Days

TPC Toronto at Osprey Valley

Mackenzie Tour, Osprey Valley Open

Trinity United Church Women, Grand Valley

Tuuuba Palooza Event

Organized by Mandy Gould

Upsilon Alpha Master Chapter

Valley Chapter #297 O.E.S.

Victorian Garden Spa

Victorian Garden's Holiday Market

Women Supporting Women, Brampton Chapter



Supporters (\$1,500 – \$2,499)

Alvista Farms – Allan & Anne Thompson
 Gregory Aziz & Irene Reimanis-Aziz
 BMO – Bank of Montreal
 Cooksville Tire Ltd.
 Crawford Chondon & Partners LLP
 Sarah DeGruchy
 Cathy & Enzo Di Demenico
 Lynn & Peter Dobson
 Sarah Doughty
 E. Hofmann Plastics Inc.
 Catherine Earle
 Margaret Falvey
 Golf Tournament in memory of
 Michelin Morton – Glenn Morton
 Dr. Wendy Griffin
 Brenda Haines
 Paul Hatton
 Lee Held-Jeffries
 Charles Hooker
 Shanil M. & Amala Jayatilleke
 Knights of Columbus Council #4973 –
 Bingo Event
 The Gordie Ledson Family –
 Gullybridge Inc.
 Leavoy Rowe Beef Co.
 Stephanie Lockhart
 Manulife
 Michael Gagnon Medicine
 Glenn Morton
 MyFM 101.5 Orangeville
 Norton Rose Fulbright
 RBC – Gardening Blitz
 Ri-Go Lift Truck Ltd.
 Riverdale Fitness Mill – Stuff a
 Stocking Event
 James Robb
 Saint Elizabeth Foundation
 Glen Schnarr
 Services OR LP/SEC
 Singing Medium – An Afternoon with
 Spirit – Jen Abra
 The Stafford Family
 Ian Stevenson
 The Corporation of the Town of Caledon
 Jim & Sally Thomson
 Yvonne Winney
 Dorothy Wood
 Yale Industrial Trucks Inc.

Mentors (\$1,000 – \$1,499)

1337564 Ontario Inc.
 Backman Family Foundation
 Balzan Truck Centre Inc.
 Thomas & Sandra Baskerville
 Tom Blaney
 Clare Booker
 Joyce & Kirk Brannon
 John Brophy
 Douglas Butcher
 Caledon Building and Design

Caledon Cruisers Car Club
 Caledon Lions Club Inc.
 Michael & Becky Coupland
 Michael Doughty
 Ronald Evans
 Secondo Facin
 Steven Farstad
 Fidelity Investments Canada ULC
 Gagnon Walker Domes Ltd.
 Laurie Gallant
 Lorna Gibson-Gluck
 Jamie Gignac
 Jeffrey Gignac
 John & Linda Gignac
 Barbara Gough
 Avtar Singh Grewal
 GWD Professional Planners
 Sydney Harmon
 Terence & Norma Harrison
 Michael Haslam
 Healing Cycle Ride – Team Cockburn
 Jacquelyn Heeney
 Karin Heidolph-Bremner
 High Country United Church
 Inglewood Firefighters Association –
 Pancake Breakfast
 Inglewood United Church
 James Dick Construction Ltd.
 Anne Janza
 Mary Ann Johnston
 William Johnstone
 Khushwant Kaur
 Betty Keating
 Kinsmen Club of Bolton
 Mary & Eric Lange
 Gloria Wai Yee Lau
 June Laver
 David & Diana Lawrence
 Gerald Lee
 Matthew & Gini Lindsay
 Roy Livingston
 Robert & Cheryl Magee
 Danila & Dusan Maric
 Nora Martin
 Eleanor McClure
 Phillip McEnaney
 Jerome & Catherine Morse
 Devinder Multani
 Mary Nelson
 Sharon Olesen & John Varnell
 Paint Nite in memory of Jessica
 Coupland – Michael & Becky Coupland
 Bernice Parish
 Peter Parkinson
 Linda Pedulla
 Brian Perras
 Walter Phenix
 Pinchin Ltd.
 Ward Pitfield
 Roger Presgrave
 Brian Pulis
 Jasbinder Punia

Frank Reda
 Thomas Reilly
 John Richardson
 David Roth & Ginny Yule
 Joy Rounding
 Royal Canadian Legion Branch 609
 Royal Oak Orange Lodge #256
 Gina Ruocco-Osborne
 Navjeet Sangha
 Anita Schenk
 John & Shelley Scriver
 Rick Sekhon – Clover Mortgage
 SESCO Design/Build
 Jamie Silverberg
 Richard Skinner
 Smokin Joe Golf Tournament –
 Ron Evans
 Lisa Speirs
 Don Strongitharm
 Dennis & Lynne Summers
 John Than
 Jim Thompson
 Lloyd & Margaret Thompson
 Susan Tiffin
 Robert & Gail Tiller
 Town of Caledon – Dress Down Days
 C.R. Vanderburgh
 Mark Verschoote
 Lynda Voegtle
 Katherine Vyse
 Donna & Cliff Walters

Endowment Fund Donors

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

Legacy Supporters

Amala Jayatilleke
 Dace & Eric Johnson
 Herman Klooster
 Lea-Anne Leavens
 Tim Powell
 Dierdre Wright



BethellHospice
 FOUNDATION

Bethell Hospice Financial Statements

Bethell Hospice Statement of Financial Position

For the Year Ended March 31, 2020

	2020		2019	
	Operating Fund	Restricted Fund	2020	2019
ASSETS	\$	\$	\$	\$
Current				
Cash on hand and in bank	190,575	—	190,575	172,598
Temporary investments	5,504	—	5,504	61,017
Accounts receivable	37,620	—	37,620	149,523
Deposits and prepaid expenses	31,999	—	31,999	18,050
	265,698	—	265,698	401,188
Capital Assets	837	3,947,235	3,948,072	4,074,551
	266,535	3,947,235	4,213,770	4,475,739
LIABILITIES				
Current				
Accounts payable and accrued liabilities	92,422	—	92,422	98,249
Government funding repayable	7,671	—	7,671	—
Deferred revenue – Bethell Hospice Foundation	4,096	2,146	6,242	3,660
Deferred revenue – others	102,744	50,326	153,070	164,413
	206,933	52,472	259,405	266,322
COMMITMENTS				
Fund Balances				
Restricted funds	—	3,894,763	3,894,763	4,013,744
Internally restricted funds	—	—	—	27,228
Unrestricted funds	59,602	—	59,602	168,445
	59,602	3,894,763	3,954,365	4,209,417
	266,535	3,947,235	4,213,770	4,475,739

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, 2020

	2020			2019	
	Operating Fund	Reserve for Major Repairs and Replacement	Restricted Fund	2020	2019
	\$	\$	\$	\$	\$
Revenue					
Bethell Hospice Foundation	821,901	—	239	822,140	713,295
Donations and other revenues	10,774	—	—	10,774	9,040
Grant funding	1,514,171	—	9,753	1,523,924	1,429,554
Interest income	1,106	—	—	1,106	527
Special purpose grants	300	—	—	300	8,898
	2,348,252	—	9,992	2,358,244	2,161,314
Expenses					
Client service	93,368	—	—	93,368	132,233
Communication	24,935	—	—	24,935	29,096
Community awareness	29,623	—	—	29,623	3,934
Insurance	14,787	—	—	14,787	12,952
Occupancy	36,889	—	—	36,889	42,751
Office and general	66,935	—	—	66,935	43,978
Printing and stationery	18,378	—	—	18,378	16,816
Professional and service fees	68,504	—	—	68,504	89,216
Recruitment and resources training and recognition	32,189	—	—	32,189	37,490
Repair and maintenance	47,001	—	—	47,001	53,619
Travel	12,391	—	—	12,391	12,528
Wages and benefits	1,985,172	—	—	1,985,172	1,711,265
	2,430,172	—	—	2,430,172	2,185,878
(Deficiency) Excess of revenue over expenses before amortization	(81,920)	—	9,992	(71,928)	(24,564)
Amortization of capital assets	419	—	182,705	183,124	168,014
Deficiency of revenue over expenses for the year	(82,339)	—	(172,713)	(255,052)	(192,578)
Transfers between funds					
Capital assets purchased net of deferred revenue received	(53,732)	—	53,732	—	—
Allocation of reserve for major repairs and replacement	27,228	(27,228)	—	—	—
Fund balances, beginning of year	168,445	27,228	4,013,744	4,209,417	4,401,995
Fund balances, end of year	59,602	—	3,894,763	3,954,365	4,209,417

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, 2019

	2019			2018	
	General Fund	Internally Restricted	Externally Restricted	2019 Total	2018 Total
ASSETS	\$	\$	\$	\$	\$
Current					
Cash	233,236	167,270	222,477	622,983	309,528
Short-term investments	—	674,935	9,087	684,022	1,051,968
Accounts receivable	14,755	—	—	14,755	13,407
Prepaid expenses	5,006	—	—	5,006	3,693
Interfund loans	(223,062)	839,367	(616,305)	-	—
	29,935	1,681,572	(384,741)	1,326,766	1,378,596
Long-term investments	—	236,330	2,188,679	2,425,009	1,950,238
Capital assets	1,140	—	—	1,140	2,138
	31,075	1,917,902	1,803,938	3,752,915	3,330,972
LIABILITIES AND FUND BALANCES					
Current					
Accounts payable and accrued liabilities	31,075	—	—	31,075	29,000
Fund Balances					
Externally restricted	—	—	1,803,938	1,803,938	1,409,209
Internally restricted	—	1,917,902	—	1,917,902	1,892,763
	—	1,917,902	1,803,938	3,721,840	3,301,972
	31,075	1,917,902	1,803,938	3,752,915	3,330,972

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, 2019

	2019				2018			
	General Fund	Internally Restricted	Externally Restricted	2019 Total	General Fund	Internally Restricted	Externally Restricted	2018 Total
	\$	\$	\$	\$	\$	\$	\$	\$
Revenues								
Donations and fundraising	1,346,068	—	15,000	1,361,068	1,353,151	—	100,000	1,453,151
Interest	—	4,405	27	4,432	—	795	139	934
Dividends	—	21,520	58,503	80,023	—	19,169	91,841	111,010
Other	1,049	(26)	3,730	4,753	600	24	1,174	1,798
Gain (loss) on disposal of investments	—	1,140	37,786	38,926	—	—	(28,662)	(28,662)
	1,347,117	27,039	115,046	1,489,202	1,353,751	19,988	164,492	1,538,231
Expenses								
Amortization of capital assets	998	—	—	998	1,060	—	—	1,060
Bank charges	20,894	—	—	20,894	18,580	—	—	18,580
Fundraising	132,786	—	—	132,786	99,161	—	—	99,161
Insurance	1,072	—	—	1,072	974	—	—	974
Office	71,185	8,631	14,848	94,664	67,139	7,033	14,015	88,187
Professional fees	11,655	—	—	11,655	8,985	—	—	8,985
Wages and benefits	343,605	—	—	343,605	282,895	—	—	282,895
	582,195	8,631	14,848	605,674	478,794	7,033	14,015	499,842
Excess of revenues over expenses before donations and change in fair value of investments	764,922	18,408	100,198	883,528	874,957	12,955	150,477	1,038,389
Donations	(784,424)	—	—	(784,424)	(722,369)	—	—	(722,369)
Excess of revenues over expenses (expenses over revenues) before unrealized gain (loss) on investments	(19,502)	18,408	100,198	99,104	152,588	12,955	150,477	316,020
Unrealized gain (loss) on investments	—	9,939	310,825	320,764	—	(2,643)	(104,527)	(107,170)
Excess of revenues over expenses	(19,502)	28,347	411,023	419,868	152,588	10,312	45,950	208,850

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, 2019

	2019				2018			
	General Fund	Internally Restricted	Externally Restricted	2019 Total	General Fund	Internally Restricted	Externally Restricted	2018 Total
Balance, beginning of the year	\$ —	\$ 1,892,763	\$ 1,409,209	\$ 3,301,972	\$ —	\$ 980,052	\$ 2,113,070	\$ 3,093,122
Excess of revenues over expenses (expenses over revenues)	(19,502)	28,347	411,023	419,868	152,588	10,312	45,950	208,850
Transfers	19,502	(3,208)	(16,294)	—	(152,588)	902,399	(749,811)	—
Balance, end of the year	—	1,917,902	1,803,938	3,721,840	—	1,892,763	1,409,209	3,301,972

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



Service Awards & Distinctions

B E T H E L L H O S P I C E

Debbie Davis

Inaugural 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

Jim Metson

Resident Support & Complementary Therapy Volunteer

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

Joanne Pattison

Resident Support & Kitchen Volunteer

Nominated for Caledon 150 Award, Volunteer MBC

The Bethell Hospice Landscape Committee

Nominated for Friends of the Credit Award, Credit Valley Conservation Authority

Distinguished Volunteer Service Awards for 10 Years

Elizabeth Birnie – Kitchen & Gardening Volunteer

Diane Brown – Reception Volunteer

Stephen Brigden – Maintenance Volunteer

Michael Corrigan – Resident Support Volunteer

Don Gray – Maintenance Volunteer

Carol Jeffs – Kitchen & Reception Volunteer

Marilyn Lamson – Kitchen Volunteer

Irena Lechnowsky – Kitchen & Art Therapy Volunteer

Monica Long – Kitchen & Reception Volunteer

Neil Morris – Maintenance & Reception Volunteer

Sandra Nicholson – Kitchen Volunteer

Pam Stratton – Reception Volunteer

Peter Thompson – Maintenance Volunteer

Anne Yeager – Resident Support & Kitchen Volunteer

Distinguished Volunteer Service Awards for 5 Years

Cathy Daley – Kitchen Volunteer

Helen Dunstan – Kitchen Volunteer

Leslie Godlington-Kemp – In-Home Visiting & Resident Support Volunteer

Tiv Madarasz – Kitchen Volunteer

Joyce Norris – Kitchen Volunteer

Distinguished Staff Service Awards for 10 Years

Chantal Bearden – Registered Nurse

Joyce Buisman – Registered Nurse

Donna Loughren – Registered Nurse

Margaret Odutayo – Registered Practical Nurse

Distinguished Staff Service Awards for 5 Years

Steven Janzen – Psychosocial Spiritual Care Coordinator

Heather Waltho – Housekeeping

B E T H E L L H O S P I C E F O U N D A T I O N

Patti Foley

Elizabeth Birnie Leadership Award, Bethell Hospice Foundation

Presented to an individual who has demonstrated outstanding leadership and contribution to the Foundation in promoting and raising funds

Distinguished Volunteer Service Awards for 5+ Years

Barb Gough

Syd Harmon

Danila Maric

Tim Powell

John Sanderson

BETHELL HOSPICE THANKS ALL OUR FUNDERS FOR THEIR GENEROUS SUPPORT



Thank you to Merkley Design and Pete Paterson Photography for their assistance in the production of this annual report.

“Our mother, Lucy, spent the last two weeks of her life at Bethell Hospice. I’ve never met such caring people. They are Angels. The care and love they gave to our mom is incomprehensible. I will forever be grateful. Love you all.”

SUSAN LEONARDELLI BROOK

IN MEMORY OF LUCY LEONARDELLI

C O N T A C T U S

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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 raises over \$1,000,000 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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