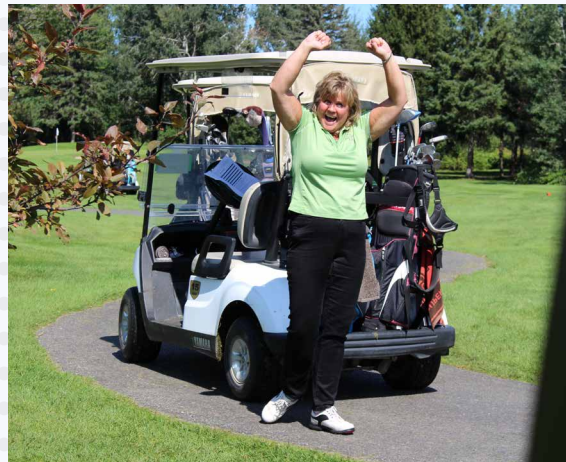
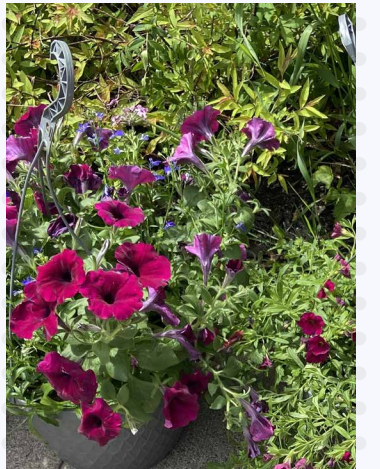




2020 2021

ANNUAL REPORT





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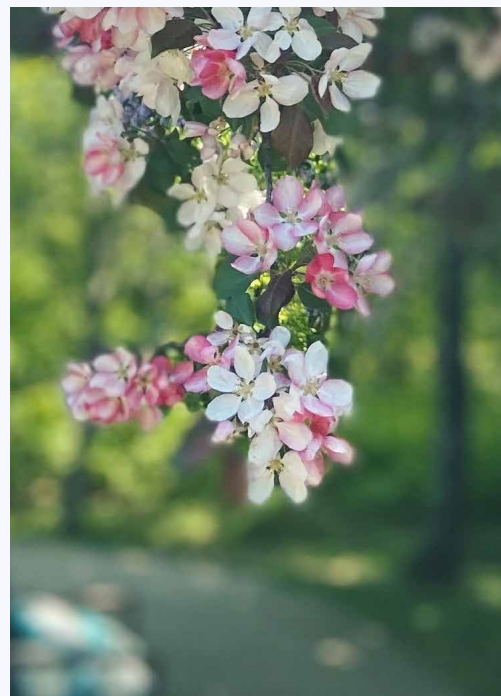
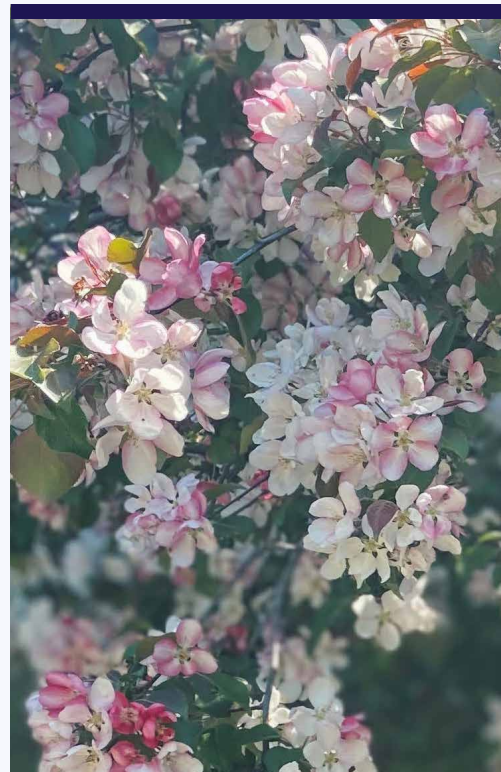
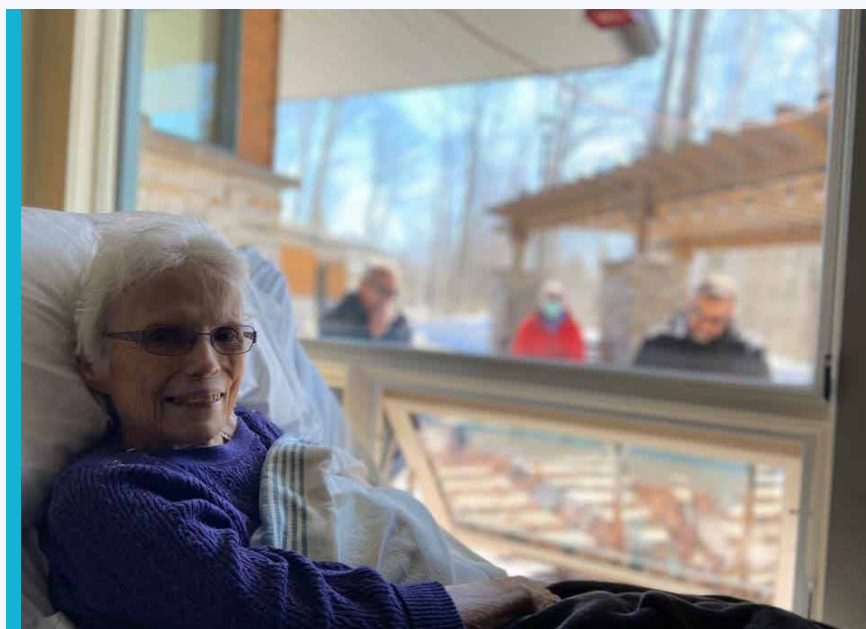
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Self-care is the priority.
Comfort for those we serve.
Leaders in compassion.
Building capacity.

We provide quality
compassionate care
through end-of-life.



ARCH provides quality, compassionate care through end-of-life to the Algoma District at no cost. The emotional, spiritual, and physical comfort of our residents and their loved ones is our highest priority. We offer a home-away-from-home during one of life's most important moments: the end-of-life journey.

ARCH is only partially government-funded, requiring more than \$900,000 annually in community support, as well as the generosity of over 140 volunteers to provide our services to the community. By donating to ARCH, you are contributing to the comfort of the entire community.



OUR MISSION

PROMOTING A COMPASSIONATE COMMUNITY

Serving hundreds of individuals annually, Algoma Residential Community Hospice (ARCH) is a leader in providing compassionate care. In our quest to provide quality and comfortable end-of-life care to all, ARCH is truly grateful for the support of our invaluable Community partners in doing so. Our amazing ARCH Team is collectively focused on care, education and advocacy for our District of Algoma. Our Early Resource Nurse Coordinators, Intake RN, Front-Line Care Team, Supportive Care Experts, Volunteers (for Palliative Care, Facility and Events) and Administrative Support Leads work collaboratively and synergistically to ensure compassionate experiences and fulfillment of final wishes.

THE YEAR IN REVIEW

ARCH, like the rest of our Community, has now weathered a full year in this global pandemic. Our Team has been incredible in adjusting, adapting and maintaining a strong and educated presence, while integrating the necessary precautions of care. Although our residents have not been able to utilize our congregating spaces, with the support of our Medical Director and guidance from Algoma Public Health, ARCH has been able to safely maintain and continue an approach of flexibility in supporting residents and their families (allowing for essential and designated visitors who have passed the required screening, and sometimes testing) throughout their stays. The greatest challenge besides the inability for different families to support one-another, has been the limitations of visitors from admission through the end of life. The Team and the families are to be commended for implementing creative solutions to ensure our residents have been supported, such as: virtual visits, window visits, socially-distanced (scheduled) outdoor visits. Throughout this Annual Report, one can see a sampling of many celebrated family stories of their ARCH experiences, despite Covid-19's presence in our Community. The Team's resolve in providing quality, compassionate end-of-life care warrants distinct recognition and acknowledgment. ARCH is truly grateful for the united work force that encompasses the very heart of our Hospice home.

Aside from our expertise in compassionate care and leadership in providing comfort, ARCH is less than halfway through a multi-year strategic plan that also prioritizes building capacity and prioritizing self-care of our caregivers (both essential caregivers of our residents and our very own Care Team as well). Focused efforts have been made to improve our outreach

program (Early Resource Nurse Coordinators who support Advanced Care Planning) and the overall wellness of our Team through offerings of Mindfulness opportunities, Yoga, post-mortem debriefings, resiliency training and the services of Compassion Fatigue experts. As well as our Annual Education Day, our Annual Skills Fair, opportunities to attend Palliative Care Conferences, and Health & Safety Training, ARCH has also brought in an experienced Psychotherapist and Psychologist to support debriefing efforts and enhancing the resilience of our valued experts. Our team does tough work but finds it incredibly rewarding and generally feels privileged to be by the side of our residents at the end of their journeys. The ability of our Team to continue such rewarding work throughout their accomplished careers remains a priority for ARCH. Strengthening our Leadership Team, through focused leadership development training, has also been paramount.

Passionate Governance, empowered and passionate Volunteers, and a highly responsive Medical Director and group of Palliative Care Specialty Practitioners, round out the precious human resources that make-up ARCH. Beyond our internal and related Clinical experts, our Community Partners in Health Care, our Funeral Home Colleagues, our Fundraising & Events Sponsors/Leaders and generous Donors help complete our village and continue to empower ARCH in doing what we do best - providing quality and compassionate end-of-life care!

On behalf of the Board of Directors, its Leadership Team and our expert Care Providers, we thank you for supporting ARCH in achieving its mission & vision, while serving the Algoma District and providing care at no cost to families. Thank you to all involved in sustaining our Hospice home, this year and always.

With sincerest gratitude,



Christianne Monico
Executive Director



John Stadnyk
Chair, Board of Directors

ARCH Hospice Strategic Plan

ENGAGE. INSPIRE. ELEVATE.

Comfortable end-of-life journeys for all
Offer quality, compassionate care through end-of-life.

Self-care is the priority



Investing in the well-being & growth of our warm-hearted team.

ACTIONS:

Develop & implement mindful caregiving model.



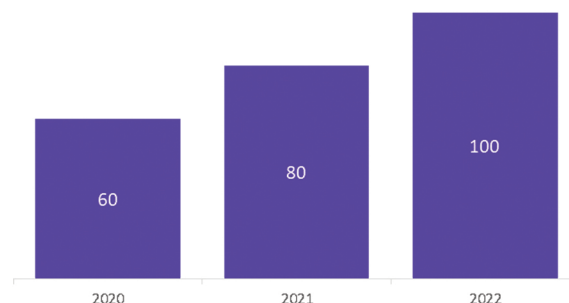
Extend supportive care programs to ARCH caregivers.

Integrate case-based learning & engagement model as core practices.

VISION:

Engage all in growth through diverse & specialized training

100% of staff & volunteers engaged in mindful caregiving training.



Comfort for those we serve



Caregiving is a deeply human service: creating comfort is our purpose.

ACTIONS:

Continue to use best practices to guide us.

Expand reach throughout the Algoma District for early resource palliative services & connected care.

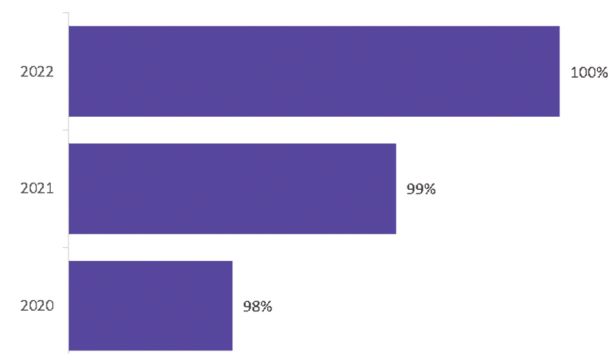


Serve & engage youth through children's grief programs and compassion camps.

VISION:

Comfort 100% of those we serve

Residents & families feel comforted by our services.



Leaders in compassion



Daring to look at death directly as a way of embracing life fully.

ACTIONS:



Host Open Death Conversations & Getting Comfortable with the Uncomfortable series.

Engage our community to build comfort in discussing death & dying.

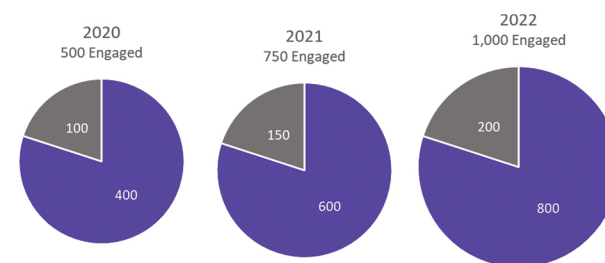
Promote advance care planning & having The Talk.



VISION:

Inspire our community to have The Talk

Engage 1,000 people to have The Talk.



Build capacity



Creating supportive infrastructure to provide the best care.

ACTIONS:

Develop comprehensive suite of resources for mindful caregiving & grief.



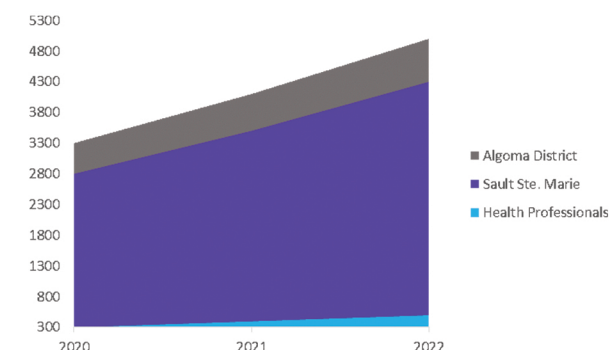
Implement comprehensive Communications Strategy to increase awareness of hospice palliative care.

Enhance the use of technology to increase our reach.

VISION:

Elevate awareness of hospice care

Increase community reach by 25% yearly.



ENGAGE. INSPIRE. ELEVATE.

Our strategic priorities continue as follows:

Self-care is the priority

Investing in the well-being and growth of our warm-hearted team.

We believe that by investing in the people who serve, encouraging their personal and professional growth, then and only then will we create the greatest potential for quality care and service to our residents and families. Our intention is to engage all employees and volunteers in growth through specialized training and self-care strategies. We will be the pre-eminent trainers and information facilitators in mindful caregiving (caregiver wellness) and holistic healing from grief. We will start first with our team and will expand this offering to family caregivers in the Algoma District and beyond.

Comfort for those we serve

Caregiving is a significant and deeply human service: creating comfort is our purpose.

As a human service organization, we believe that through mindful, loving, compassionate care, we create comfort for those we serve. Our intention is to provide 100% comfort to those we serve. We also recognize that it is important for us to expand our reach throughout the Algoma District for early resource palliative services.

Leaders in compassion

Daring to look at death directly as a way of embracing life fully.

We want to change the way we approach death and dying in our culture. We do this by supporting individuals in their end-of-life journey with mindful and compassionate care. Through conversation, we bring death out into the open. We dare to look at death directly and consider what we want for ourselves. We consider how we might prepare for not getting what we want when our time comes. At ARCH, we trust in the value in contemplating one’s own death, as a way of embracing life fully. Our intention is to inspire others to have The Talk. We will do so through offering practical sessions to health professionals, our community at large, and beyond.

Building capacity

Creating supportive infrastructure to serve.

Supportive infrastructure is a key enabler to advance our vision and mission. We acknowledge that we need to invest in several areas to enhance and sustain our services. Our intention is to elevate awareness of hospice palliative care and to build capacity for growth in our supportive care programming. Through increased awareness, we believe we will augment our financial sustainability. Through creation of supportive care capacity building, we position ourselves to reach many others in the future.



OUR BOARD OF DIRECTORS

Chair
John Stadnyk

Vice Chair
Thomas Ambeault

Treasurer & Secretary
Alison Oswin

Director
David Orazietti

Director
Bonnie Ostroski

Director
Andrea Moraca

Director
Janice Beatty

Director
Mary Ellen Luukkonen

Director
Lyne Gagnon

Director
Jeanette Biemann

Director
Heidi Atkinson

Director
Annette Katajamaki

Executive Director
Christianne Monico

Medical Advisor
Dr. Sharon Buehner

The Board of Directors is the governing body of ARCH and is responsible for exercising governance authority and setting policy direction. The Board is accountable to the Members of the Corporation for the effective governance and implementation of ARCH’s Mission, Vision and Values.

EDUCATION

ARCH engages in education, training and development to develop evidence-based care practices to advance humanistic, compassionate palliative care. Physicians, nurse, pharmacists, social workers, personal support workers and other health care professionals look to ARCH to help them build basic and advanced skills in the field of palliative care. We expanded our community education to include more health fairs and taking on more practicum student placements.

Internal Education & Training

STAFF

Albac Training	All Staff
Amplify Diversity & Inclusion	5 Managers & All Care Team
AAA Leadership Development	Leadership Team
BSO Training & Neurocognitive Disorders	10 people
Conflict of Interest Training.....	All Staff
COVID Precautions & Training Manual	All Staff
Debrief with Bonnie Skinner	All Care Team
Delirium and COVID Palliative Care	All Care Team
Dignity in the Workplace	All Care Team
End of Life Emergencies Training.....	All Care Team
Fire Training & Extinguisher Training	All Staff
First AID & CPR Training.....	9 people
Hand Hygiene	All Staff
HPCO Advanced Care Planning & Health Care Consent.....	10 people
Indigenous Social Determinants of Health & Palliative Care.....	1 person
In Good Hands Training	20 people
Mindfulness Program.....	12 people
Respectful Workplace	All Staff
Safe Back Program	All Care Team

VOLUNTEERS

COVID-19 Education.....	All Volunteers
HPCO Volunteer Online Training	17 Volunteers
In Good Hands Training	20 people



Thank you to our Palliative Care Algoma Partners for an amazing conference this year.

STATISTICS

Student Placement Hours

Georgina completed 525 hours for her Social Work placement at ARCH. During times of lockdown she was able to achieve her requirement's at a distance by completing three online courses;

- 1. Grief Counselling Certificate
- 2. Trauma, Grief and Loss in Children & Youth Certificate
- 3. HPCO Volunteer Certificate

Sault College Placement Students

- 3rd year RN students @2
- 1 RPN student
- Future plans to rotate EMS students through ARCH also

Amplify Kick-off Event

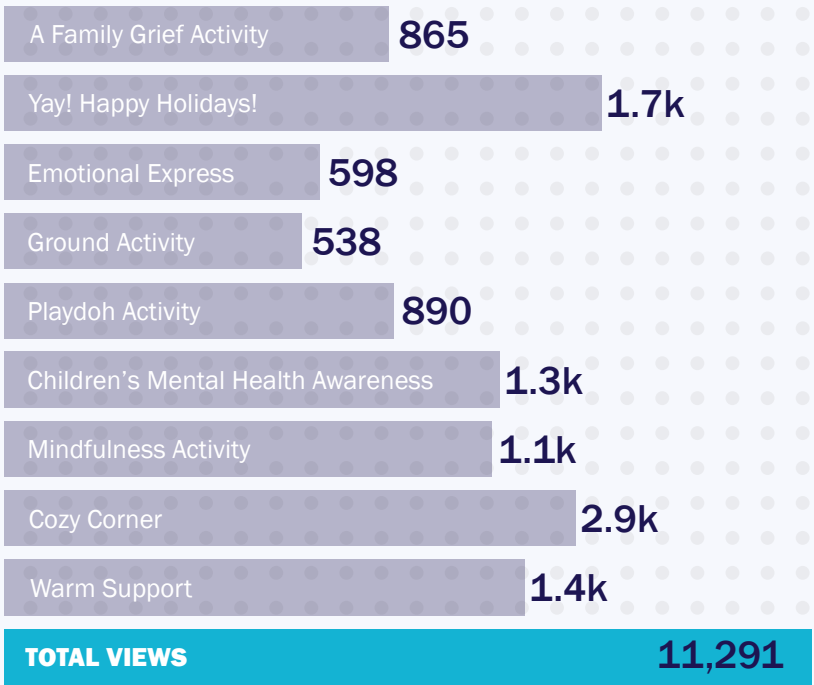
Achieving equity through palliative care for people with structural vulnerabilities. Anti-racism in health care: an introduction. ARCH is an inclusive, safe space for all.



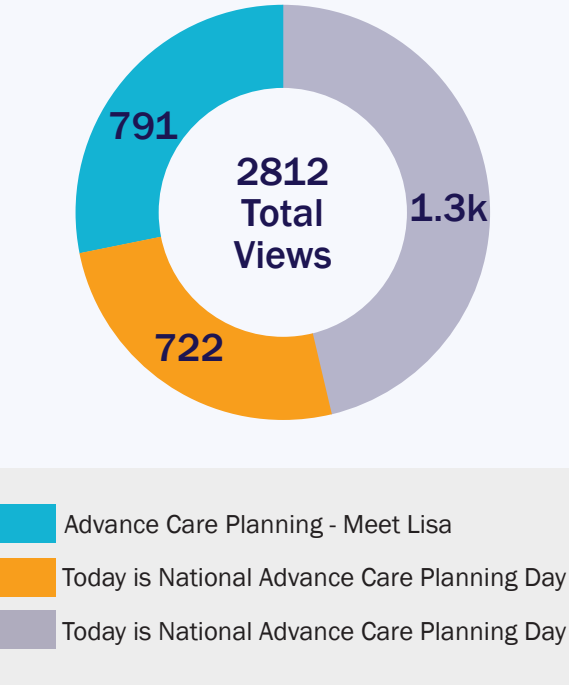
Mindfulness Program

The six week CARE Mindfulness program was offered to staff twice; Nov 25-Dec 30 2020, and Feb 17 – Mar 24 2021. Staff met weekly to partake in mindfulness based stress reduction exercises with the purpose of incorporating them into their lives for decreased stress personally and professionally. At any given session, there were 3-7 people in attendance.

Cozy Corner with Jenna



Advance Care Planning



CARE IS THE PRIORITY.

ARCH provides quality, compassionate care through end-of-life to Algoma District families at no cost. The emotional, spiritual, and physical comfort of our residents and their loved ones is our highest priority. We offer a home-away-from-home during one of life’s most important moments: the end-of-life journey.

Early Resource Nursing & Outreach

Our Early Resource Nurses in our Shared Care Team/Early Resource Coordination Program program help engage with the broader community so they can understand their care options at any time. We connect community members with services and provide information about Advance Care Planning (ACP) and end-of-life planning. We strive to assist and empower our patients through their serious illness, by encouraging them to have discussions (early & often) with their family and friends about their health and personal care wishes. We also aim to engage our community to have these important conversations, regardless of one’s current health. The team continues to offer educational sessions and presentations at conferences, skills fairs and community partner meetings; as well, the pandemic has highlighted the need for everyone to identify their personal goals of care in these unexpected times, so this expertise has been invaluable. Consistently engaging in these conversations can bring peace of mind to the individual sharing their wishes, as well as can create a less stressed experience for the person(s) filling the role of their SDM(s). We continue to lead by offering education and support to our community members, healthcare partners, and patients including their families. This next year will focus on enhancing Primary Care engagement and upstream adoption of ACP principles.

Staff Wellness

We hold a strong value in ensuring that our staff take the time needed to care for themselves. The supportive care team worked together with community members to continue to offer wellness opportunities for ARCH’s staff. Such as yoga, mindfulness and other self-care related wellness opportunities.

Supportive Care Services Go Virtual!

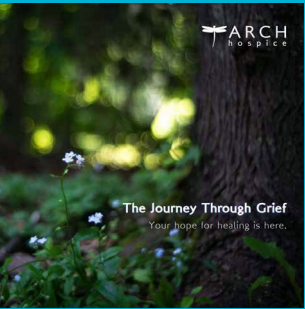
With the current and ongoing COVID-19 pandemic, we still were able to support our residents and grieving community! The supportive care team launched and began to offer virtual supportive care services. Our virtual supportive care services include: children, youth & adult grief and bereavement support, resident and family support, virtual resident visits, and our bi-annual memorial service!

Cozy Corner – Warm Support with Jenna!

During the Covid-19 pandemic, in person groups, and educational sessions were put on a hold. Many families within the community were struggling on how to keep their children engaged while at home, and how to support their needs through these difficult and uncertain times. During the initial lockdown, every Friday at 1pm, Jenna, our Child and Youth Worker, provided live support on the ARCH Facebook page. This support provided families with tips, tools and interactive activities to help children express emotions that they may be feeling through these difficult times. Jenna was also able to answer questions, and engage participants each session.

Grief Resources

This year, our Supportive Care and Fund Development Teams were able to work on two new grief books. We are so grateful that we have a team that can collaboratively create resources to support our community.



The Journey through Grief was created to help readers through their own unique grief journey. The book contains tips and hope for healing from our own ARCH Grief Group members.



The ABC’s of Death book is in the works and will serve as a resource to support children. It will be filled with tools, tips, and activities to help support children that have questions regarding death, life limiting illnesses, or the loss of a loved one.

Resident and Family Fun Amidst a Pandemic

Our supportive care team worked together during this pandemic to ensure that our residents were provided with a comfortable, caring and compassionate end of life experience at ARCH. With our capacity of daily visitors restricted, we wanted to provide our residents with some fun and safe activities to keep them occupied during their stay. Here are some of things that we did:

Summer Concert Series

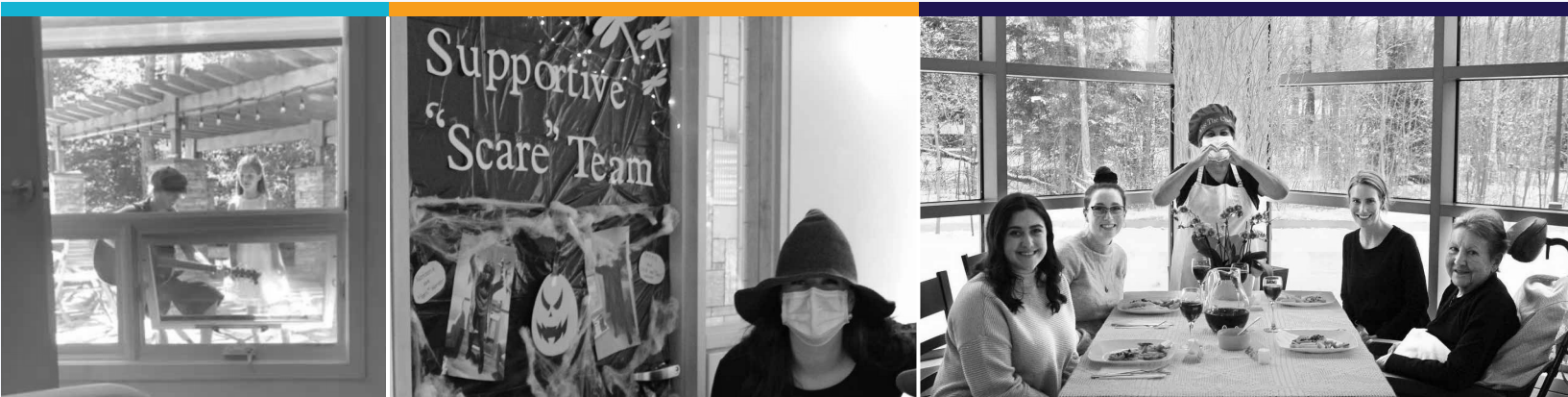
During the summer, we had local musicians stop by and share their musical talents with our residents and families! Each musician provided ours residents with a private concert, as they performed directly outside of each window! We had bagpipes, violinists, singers, guitarists and more. The musicians provided our residents with joy, laughter and light... and sometimes even encouraged them to dance and sing along to the music in the comfort of their own rooms.

Halloween

This Halloween we challenged all staff to decorate their office doors and prepare to have trick or treaters visit each office. Little did they know who these trick or treaters may be. On Halloween we were able to bring our residents into our hallways and trick or treat at each office door. Witches, Scarecrows, and Candy Galore!

Wish Fulfillment Story

This fall we transformed our Garden Room into a 5 Star exquisite restaurant experience for our resident Marlene. Marlene expressed that she would love a fresh fish dinner and we made her wish come true. Lemon dill fresh fish with hand-cut French fries was requested and served to order, with nothing but love and laughter filling the room. A winter wonderland sparkled the senses, as memories were shared and time stood still.



SHARED CARE TEAM / EARLY RESOURCE COORDINATION PROGRAM

Our Early Resource Nurses in our Shared Care Team / Early Resource Coordination Program help engage with the broader community so they can understand their care options at any time. We connect community members with services and provide information about Advance Care Planning (ACP) and end-of-life planning. We strive to assist and empower our patients through their serious illness, by encouraging them to have discussions with their family and friends about their health and personal care wishes. We also aim to engage our community to have these important conversations, regardless of one’s current health.

Consistently engaging in these conversations can bring peace of mind to the individual sharing their wishes, as well as can create a less stressed experience for the person(s) filling the role of their SDM(s). We continue to lead by offering education and support to our community members, healthcare partners, and patients including their families.

- 92 new Shared Care Team/Early Resource Coordination Program referrals
- 115 active clients on Shared Care Team/Early Resource Coordination Program caseload
- Maintaining connection with active clients through follow-up calls (average 350 calls per year)
- Two zoom presentations - Palliative Care and Advance Care Planning (4 participants per session). Due to the COVID-19 pandemic, many planned outreach sessions (Wellness Wednesday’s, SAH skills fair, etc.) were postponed/cancelled which is reflected in our statistics.

Shared Care Team/Early Resource Coordination Program Update:

- Filled Shared Care Team/Early Resource Coordination Program vacancy, allowing for increased capacity to support workload and outreach.
- Accessibility to online platforms to connect virtually during the COVID-19 pandemic to increase educational offerings to our community.
- Build on concepts within the current Shared Care Team/Early Resource Coordination Program model with a goal to take an upstream approach to introduce ACP early on.
- Developing core education materials and resources to assist in building capacity in our region.
- The Team is pursuing membership with HPCO’s Health Care Consent & Advance Care Planning Community of Practice.
- One of our Early Resource Nurse Coordinators is pursuing the role of Regional Champion for Health Care Consent & Advance Care Planning for the Algoma District.
- Investigating opportunities to partner with Primary Care to implement ACP.
- Engaging organizations, partners, and stakeholders in ACP education that is compliant with the Ontario Legal Framework.
- Building capacity in Algoma to empower health care partners to enhance ACP skills and discussions.

This Team is currently in the process of re-branding to the **Collaborative Care Team (CCT)** as it more clearly speaks to the nature of their work!





FOOD SERVICES

Our Food Services department at ARCH has continued to shine hope to those we serve from Hospice. In 2020-2021, our Chef Tom, our staff, and volunteers took on the task to create custom meals, desserts, and beverages to bring joy to our residents. On any day you would see our Kitchen full of love, cooking and baking.

As the heart of hospice, the kitchen is where wishes are filled by our residents, a simple yet meaningful request of a favourite meal is a commonplace. In 2020-2021, we continued to fulfill this request. Just a few requests included creating a lobster dinner for a resident born and raised on the East Coast! Wow did she enjoy her hometown meal, you can see the joy on her face. For another resident we set up our Garden Room for a Parisian Style dinner, for a night filled with candlelight and companionship. They often say love is in the details. And I can say that our resident had a night to remember.

There is no wish too big or too small that we do not try to fulfill for our residents and their loved ones. In the summer, we had a Friday “Float” day in our Courtyard after one of our residents wanted an outdoor adventure with ice cream floats. In that moment, memories flooded in of vanilla ice cream with your favourite pop. What would you choose? Cream Soda? Root Beer? Grape? I remember choosing grape and beautiful memories were made that day.

It is memories such as these that seem so small in the moment yet evokes so many thoughts of our childhood. There is a power in meeting the need of those through food. These are stolen moments at Hospice. The moments that remind us to find joy in the little things, to ask for that little bit of luxury and remind us to make life just a little more beautiful. For these memories I am grateful.

Our Food Services department consists of people, people making memories, making connections and making wishes of our residents met. It also consists of food, home-cooked and full of love and memories. Thank you to our team of volunteers, staff and Chef Tom for all the creations you make for our residents and their loved ones.

Julie Premo
Manager of Training & Coordination

OUR VOLUNTEERS



TOTAL HOURS & VOLUNTEERS

Volunteer Type	Hours by Department 2019 - 2021	Hours by Department 2020 - 2021	Volunteers by Department
Complementary Therapy	585:00:00	013:00:00	6
Departmental & General Meetings	110:00:00	25:00:00	n/a
Fundraising - Events	2293:00:00	692:00:00	13
Housekeeping	437:00:00	376:50:00	8
Interior/Exterior Maintenance	1588:00:00	1282:50:00	29
Kitchen	1483:00:00	857:50:00	13
Office	737:00:00	096:30:00	8
Palliative	5276:00:00	2025:55:00	30
Reception	3687:00:00	1732:25:00	44
Direct Resident Care	5276:00:00	2025.55	30
Ancillary Care	10920:00	5224:40	121
Total Volunteer Hours	16196:00	7,249.95*	151

DEMOGRAPHICS

Data Summary	2019 - 2020	2020 - 2021
Female	132	131
Male	26	21
Average Age	60	43
Average Date of Birth	1960	1978
Total Volunteers	149	96*

* COVID Impacts - notable reduction in hours and available volunteers

COPING WITH COVID

We continue to work closely with Algoma Public Health to deliver ongoing education and vaccination opportunities to Employees, Volunteers, Residents and Essential Care Givers. We have had good uptake and statistics are as follows:

- 94% of staff have received both doses (Pfizer)

Many residents, essential caregivers and volunteers have been vaccinated as well.

94%

OPERATIONAL UPDATES

It's been a challenging year supporting our residents, staff and volunteers through the pandemic. ARCH has remained grateful that there was the ability to utilize the hospice's beautiful outdoor spaces, in the times when some precautions had been lifted. All internal congregating spaces remain closed at present; however, we look forward to when our families can once again connect with other families, in such supportive spaces. ARCH continues to support final wish fulfillment and legacy work with residents. ARCH is extremely grateful for grants and donations that allowed for virtual visits by families, Physicians and other health care Professionals providing support. Although visitor restrictions have been extremely tight at times, ARCH is grateful to have been able to allow for compassionate visits throughout the pandemic, never having to completely restrict visitors.

Nicole Pearce
Manager of Operations



OUR STORIES

Sam was a gentle soul who was always smiling and sharing his light. Sam’s special gift was his extraordinary memory. He could remember everyone’s birthday, song lyrics, movie, music facts, and liked to share his immense knowledge with anyone nearby. Sam was adored by his family, friends and downtown business owners with whom he shared many memories. At ARCH, you could always see Sam with his siblings at either side joking back and forth while holding his hand. Sam kept a special place in his heart for Wonder Woman. The supportive care team at ARCH went above and beyond making a few calls to Warner Brothers to set up a pre-screening for the new movie. Unfortunately, it wasn’t meant to be, but instead ARCH was able to plan a Wonder Woman themed panzerotti party for Sam with his nearest and dearest. The moments shared with Sam at Hospice will never be forgotten.

SAM



Marie loves to crochet, knit, paint, and spend time with friends. She calls ARCH her second home, and most days you will find her sitting at the window taking in the sunshine.

MARIE

“My husband, Calvin, was my main caregiver for a very long time and I couldn’t stand to see the stress it was causing him any longer. The day we came through the front doors, I saw the stress immediately leave his eyes. Since I’ve been at Hospice, I have seen happiness brought back to my loved ones. The staff are always going above and beyond to fulfill every wish, they even arranged bringing a little piece of Cape Breton to me. Chef Tom prepared the most wonderful lobster dinner which brought back many memories of my childhood in Nova Scotia. The burden is off my family. The staff are always making me laugh. I finally feel human again.”

- Velma, Resident at ARCH

VELMA



“I haven’t seen her smile like this in years”
- Calvin, Velma’s Husband

A LETTER OF THANKS TO ARCH

I wanted to send you an email to let you know how thankful my family and I are for the wonderful staff you have at ARCH. Although my grandma's residency was short at ARCH, the care she received was second to none. Before this experience, I was not aware of what exactly palliative care was nor what a peaceful end of life journey would look like.

As strange as it might sound, my grandma was happy to be at ARCH. After spending months in the hospital, ARCH was a nice change for her. It was an incredible change for our family as well. We could sleep at night knowing she was being treated with respect, care and compassion during her last days. She went through many ups and downs in the hospital and was sure to let us know how she was being treated. Not once, did she complain about one thing at ARCH.

Your staff is exceptional. I know myself, I would not be able to be physically close to a stranger who is in their last days of life. I watched as nurses spoke so kindly to my grandma, held her hand and provided her with care as if it was their own grandmother. They assured us that she was not in any pain and did what they needed to do to keep it that way. My grandma was wearing a new nightgown every day, she was bathed and kept clean. The nurses were always just a phone call away for anything. They kindly moved my grandma's bed to face the window so that she could see my son (her only great grandson) that she had not seen in over 5 months. He was the light of her life and I find peace in knowing she got to see him before she passed. The staff always offered us a beverage and a snack. They checked in on us and made sure to ask us how we were doing. They provided us with information and education as to what was happening with her body. They provided us with an amazing resource to read, which answered a lot of the questions I had in my mind. It also made me more comfortable being in the room with her and knowing that if she was to make any movement or noises that she was OK.

With Covid, everyone's job has become much more complex. I cannot thank you enough for granting permission for my uncle to see my grandma in her last days. I want you to know that your compassion for our family's situation means the world to us. He lives out of town and did not see my grandma as often as he would have liked. The last time we were together as a family was Christmas 2019. Obviously, a lot has changed since then. You gave him the opportunity to see his mother for the last time while she was alive. We will never be able to thank you enough for this, as he would have not had that one on one time with her the day before she passed. My grandma passed peacefully with one of your amazing staff members, so thank you from the bottom of my heart.

What you and your team do is incredible. I have a hard time putting it into words. I will continue to share my experience with everyone that I encounter. I believe it is SO important that people are aware of how truly incredible the care team is at ARCH. Although it is never easy losing someone, I know she left us peacefully and was loved beyond measure by her family and treated with the utmost dignity and respect by your staff.

I am a firm believer that a little thank you goes a long way.

Thanks again,
Lindsay Bertolo & Family of Phyllis Gayle Maki

YEARS OF SERVICE

STAFF

10 years

2021

- Cynthia L.
- Heather C.
- Karen G.
- Nicole P.

2020

- Christine C.
- Penny P.

5 years

2021

- Katherine W.
- Brenda L. (two terms combined for 7 years, not previously able to acknowledge.)

VOLUNTEER

10 years

2021

- Anna-Marie W.
- Barry N.
- Ron & Helene C.
- Ina D.
- Peggy G.
- Shelley G.

2020

- Christine G.
- Holly W.
- Jill R.
- Lois H.

5 years

2021

- Barry K.
- Bonnie Y.
- Cheryle V.
- Don A.
- Ellie L.
- Georgina F.
- James (Jimmy) C.
- Jamie L.
- Joyce C.
- Karen M.
- Lori S.
- Matt L.
- Michele (Shelley) P.
- Todd W.
- Tom Y.

2020

- Armida B.
- Betsy C.
- Brenda M.
- Chelsea W.
- Donna B.
- Dorothy R.
- Fernando J.
- Gale D.
- Janet M.
- Kevan M.
- Kim H.
- Kim S.
- Linda S.
- Mary W.
- Nadine C.
- Priscila (Polly) P.
- Rodney B.
- Sandra (Sandy) M.
- Sandra M.
- Shirley J.
- Valerie B.

What extraordinary service we've seen from our team members since the day they've joined the ARCH Family!

HOSPICE HEROES



Armida Brown
Volunteer Hospice Hero

"The happiest people are not those getting more, but those giving more." These words spoken by H. Jackson Brown Jr., embody Armida Brown to the core. She goes above and beyond in her role as a volunteer. Her compassion and loving nature can be seen throughout everything she does. You will regularly find Armida at ARCH putting countless hours in the kitchen, helping out at the reception desk, working at an event, or directly supporting our palliative residents and their families; Armida is always willing to help wherever needed most! She spends much time sitting with our residents and their families, ensuring their journey at ARCH is meaningful. She has a keen awareness of what each resident needs and leaves an everlasting impression on those who cross her path, and ARCH loves her for it!

It is ARCH's privilege to have the combination of Armida's ever-helpful, loving presence and the endless amount of genuine kindness she shows towards others. We are truly grateful to have Armida on-site, not only as a Hospice Hero but as a valued and dependable ARCH Champion.



Kelly Leith
Staff Hospice Hero

Kelly always goes above and beyond in her role as ARCH's Clinical Care Lead. She is a strong advocate for her team and all those who ARCH serves. As Maya Angelou once said "Whatever you want to do, if you want to be great at it, you have to love it and be able to make sacrifices for it," and Kelly exemplifies this. She is a team player who is trustworthy, knowledgeable, supportive, an excellent communicator and always strives for that extra measure of care and comfort for our residents. Her attention to detail is remarkable, and her outstanding dedication to excellence and quality care is evident in everything she does. She is held in the highest regard by her colleagues; as Kelly is someone who genuinely represents all of ARCH's mission, vision and values in her everyday work. She inspires the entire ARCH team with her strengths, and always creates a safe and comforting environment for our residents and their families.

Kelly can often be seen assisting with fundraising events and is always willing to help out when needed! Her support is invaluable. She is a natural caregiver and it is truly an honour to work alongside Kelly.



United Steelworkers
Community Partner Hospice Hero

During times of need at ARCH, it always seems that the United Steelworkers are there to help. They have shown continued support throughout the years with an undeniable dedication to Hospice. When they see an opportunity, they jump at the chance to help. Whether it's participating in annual fundraising events, providing assistance with necessary renovations, donating baskets to our residents and their families over the holidays, replacing our blanket warmer or making a significant donation during challenging times, they have been there for ARCH! The Hospice residents find ongoing warmth and comfort in the newly donated blankets received along with the new blanket warmer!

The USW is an inspiring partnership, having supported ARCH since its early days of inception and development; we are grateful for their ongoing support and the good works we see them doing throughout our community. The USW team has invested in Algoma District's well-being by supporting Hospice in providing quality, compassionate care to local families. They've not only helped to make our home better, but our community is better as a result. We are thrilled to honour the USW with the 2021 Hospice Hero Partner Award.



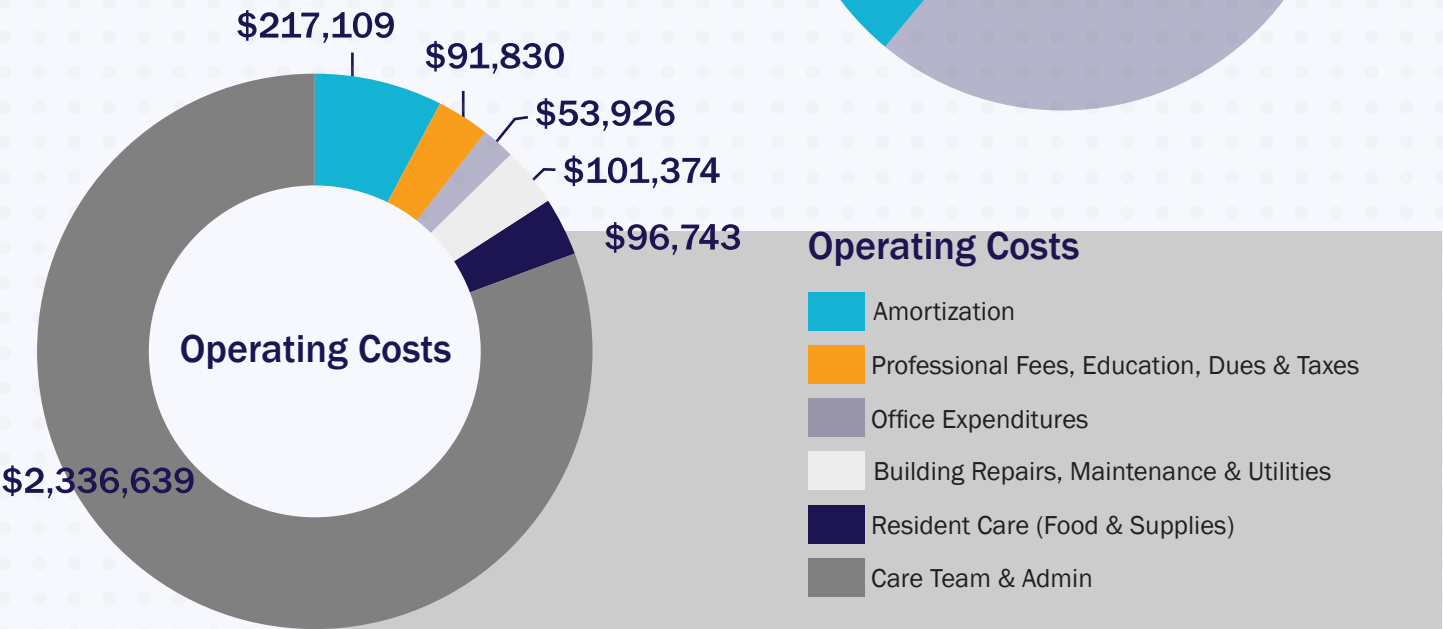
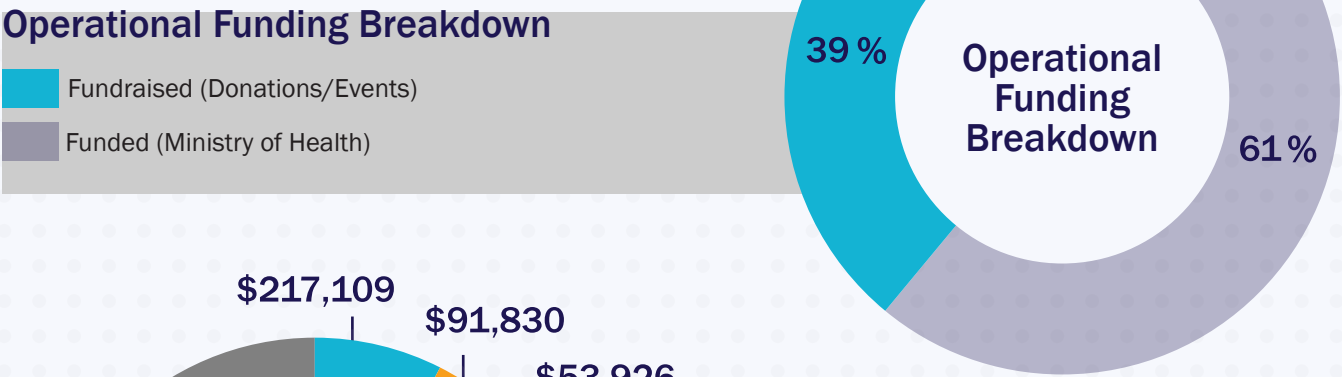
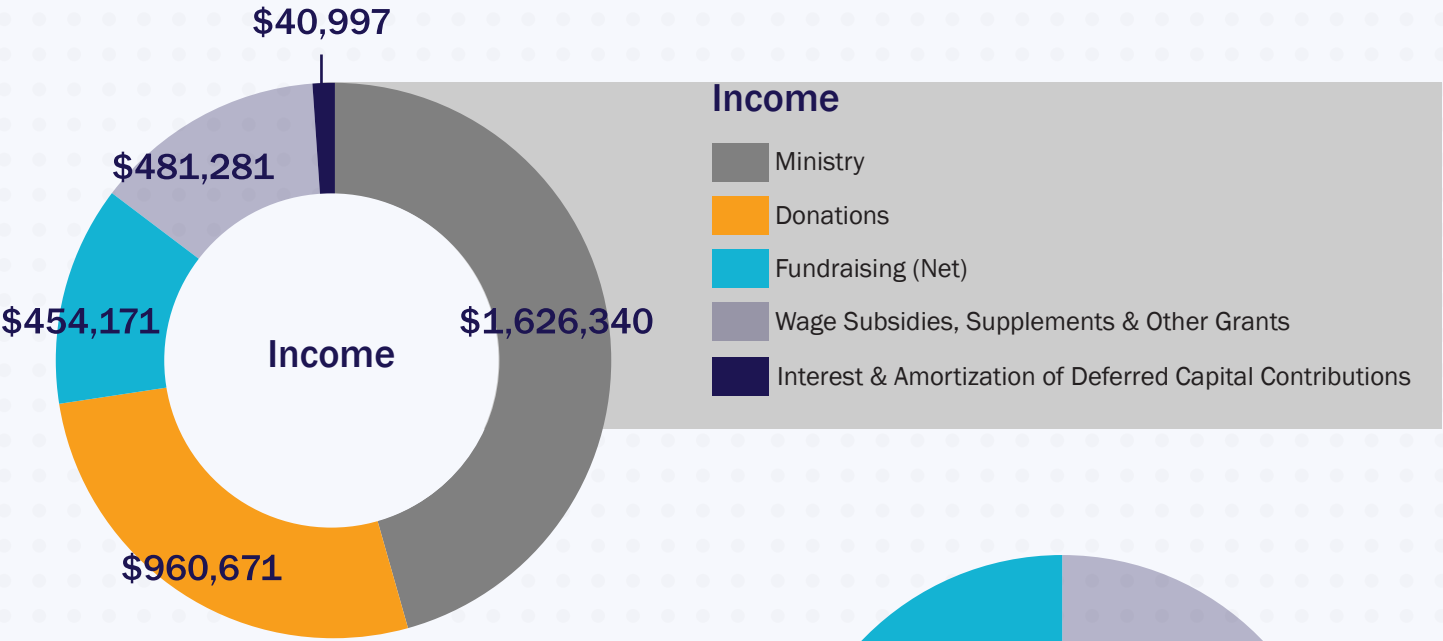
COMMUNITY SUPPORT

By supporting events, you help provide comfort to the community. Every event organizer, volunteers, participant, sponsor and donor makes caring for local families at ARCH possible. Our warmest thanks to you!

Thank you to our events volunteers, organizers, participants, & donors:

Social Services April Dress Down Day	\$500.00
Flower Sale	\$16,159.00
Mike Doan Memorial Tournament	\$4,000.00
Google Review	\$1,000.00
CAN'T Run The Great Lakes	\$4,952.40
Facebook Contest	\$250.00
USW Local 2724 Donor Match	\$5,153.00
Butterfly Release	\$1,055.00
Emily Basswood Bake Sale.....	\$800.00
Emily Pinder Bake Sale.....	\$925.00
Yoga Class.....	\$100.00
Flowers in Bloom.....	\$749.00
Give a Little, Help A Lot Campaign.....	\$5,184.00
Fall Mums Sale.....	\$4,794.27
Hospice Golf Classic	\$24,667.47
Smile Cookie.....	\$25,180.03
Bucket List Cycle	\$35,539.00
Hiawatha Fall Moonlight Walk.....	\$3,790.00
Joe Ruscio Taxes	\$585.00
Merry & Bright	\$860.00
Pickle Ball Group.....	\$182.95
Ryker's Bottle Fundraiser	\$1,000.00
Art for ARCH.....	\$150.00
Baby Elaina's Christmas Giving Project.....	\$1,000.00
Santa Bernie Suit Fund.....	\$1,210.00
A&W Fundraiser	\$3,409.33
Madelyn and Jenna's Bracelets for ARCH	\$320.00
Give Back to ARCH Ornaments	\$150.00
Hot Chocolate Bombs for ARCH	\$300.00
Santa Photo Shoot	\$1,180.00
Grammies Masks	\$5,030.00
Great Bucket List Challenge.....	\$3,420.00

FINANCIAL SUMMARY



Note: Public Relations & Fundraising Expenses (Fundraising Revenue captured in graph above as net revenue)



COLLABORATION FOR QUALITY

All of us at ARCH are grateful for the generosity of our donors, staff, volunteers, board members, and community partners who make it possible to provide exceptional care to individuals and their families throughout Algoma District. It is because of this generosity that ARCH is able to offer services at no cost to families.

ARCH Partners are organizations that contribute year after year - whether they donate, give in kind, or organize events. We distinguish their donations so that their customers, and those that support ARCH, know of their outstanding contribution. A big, warm thank you to all of the organizations that support us and bring comfort and care to local families.

Friends

Have contributed more than \$500 per year to ARCH.

Algoma Bicycle Company	Northern Vision Care
Barsanti's at Root River Golf Club	Ontarion English Catholic Teachers Assoc.
Duke of Windsor	Sault Insurance Brokers Association
Eazy Express	Sault Potter's Guild
Exit Realty Lake Superior	Sault Ste. Marie Golf Club
Giovanni's/ Fratelli's	Savoy's Jewelers
Kevanna Studios	St. Joseph Island Lions Club
Lyon's Timbermart	Team Essentials
McLeod Bros. Mechanical Inc.	Velorution
Metro	

Tribute Partners

Have contributed more than \$1,500 per year to ARCH.

A&W	Nokomis Chapter 70: Order of the Eastern Star
Aurora's Westside	RBC Royal Bank
DOI: Compass Imaging	Tenaris
Lillie Investments	The Ideal Landscaper
Mio's	

Sapphire Partners

Have contributed more than \$5,000 per year to ARCH.



Ruby Partners

Have contributed more than \$10,000 per year to ARCH.



Emerald Partners

Have contributed more than \$20,000 per year to ARCH.



GIVING CIRCLE DONORS

Emerald Circle

Gifts between \$20,000 and above

Bishop Alexander Carter Foundation
Estate Of Diane Roy
Estate of Enrique Capriles
Estate of Lottie Linley
Estate Of Mary Catherine King
The Circle K
The Machine Shop
Tim Hortons
United Way of Sault Ste. Marie and Algoma District
USW

KiSS 100.5/Q104.3
Koskenoja, Harry
Mechanical Contractors Association Ontario
Mervyn, Janice
RE/MAX
Rector Machine Works LTD.
Red Rock Community Volunteers
Royal Canadian Legion Br 25 Ladies Aux
Ryall, Krista
Santana, Dr. Mark & Victoria
Sault College
Sault Online
Springall, Lorie
Whitehead, Bruce & Rhea

Ruby Circle

Gifts between \$10,000 and \$19,999

Baffinland Iron Mines Corp
Dragonfly Shop
Estate Of Diane Roy
Estate of Walter Gover
Frankie’s Automotive & Body Shop
G.Verdi/Princess Marie Jose Lodges
Mosher, Gwen
The Shoe Fits
Village Media

Tribute Circle

Gifts between \$1,500 and \$4,999

A&W Resturants
Brokerlink Insurance
Brookfield Great Lakes Power Ltd.
Brooks, Robert
Burbage, Derrick
Clearview Training & Consulting
Cliffe Printing
Coventry, Terry
Cresswell, Trevor
Dales, Ron
Elks Lodge #341
Employment Solutions
Ensurco Insurance Group
Estate of Joyce Katajamaki
Estate of Romualdas Striukas
Estate of Susan Jakomait
Favaro, Vittorio
Fidelity Investments Canada ULC
George Stone & Sons Inc.
Ghassmkharri, Javed
Gioia, Eugenio & Silvana
Health Care Solutions Inc
Hellinga, Elizabeth
Hern, Gordon
Ideal Snow Ploughing Inc

Sapphire Circle

Gifts between \$5,000 and \$9,999

Caswell Concrete Products
Cliffe Printing
Employment Solutions
Estate of Jeanette Waite
Evolugen by Brookfield Renewable
Grand Gardens
Health Care Solutions Inc.
I.D.A. Pharmacy
Joe’s No Frills
Kinsmen Club



Irwin, Carol
LeClair, Paul & Denice
Lillie Investments
Lloyd, Suzanne
Maltby, Kathryn
McCrank, Mary
Mechanical Contractors Association of Sault Ste. Marie
Melville, James & Ann
Nixon, Peter
Northern Fencing & Contracting Inc.
Orano Ltd.
Ostroski, Jack & Lonnie
Perry, Paul
Poulin, Jeannine
Pringle, Shirley
Redmond, Chris & Jo-Anna
Redmond, Jeff
Redmond, Paul
Robertson, Sharelle
Sault Insurance Brokers Association
Sault Ste. Marie Social Services
Sayers, Pamela
Schikofsky, Jack & Luningning
Simmons, Glenn
Spurway, Bradly
St. Mary’s College
Tibbles, Dr. J. James & Nancy
Waite, Craig
Wright, Brenda
Wright, Patricia
Mio’s Furniture Fashions

Friends Circle

Gifts between \$200 and \$1,499

2251 Health & Safety Representatives
Abbott, Don & Cristina
Agnew, Anita
Agnew, James & Terry
AK Graphics
Algoma Bicycle Company Ltd.
Algoma District Elementary Teachers
Algoma Nurse Practitioner-Led Clinic
Algoma Occasional Teacher Local
Algoma Treatment & Remand Centre staff
Allen, Steve & Vicki
Allibon, Paulette
And-Son Contracting & Gravel Enterprises Inc.
Apostle, Dr. Peter & Carrie
Arbus Restaurant, Skykrish Inc.
Assignack, David & Patricia
Ballantyne, Angeline
Baranski, Ted
Barban, Micah
Barbeau, John Terence
Barlow, Susan
Barrow, Winona
Barsanti's at Root River Golf Club
Batchewana Employment & Training
Beaudet, Dalton
Beith, Brenda
Belterra Corporation
Benoit, Kenneth & Donna
Berndt, Detlef
Bertolo, Brian
Bertrand, Marcel
Bessie, Carol
Beta Fluid Power Ltd
Boissineau, Carol Kirkland
Booth, Karen
Bostelaar, Arnold & Pam
Bouchard, Brian & Virginia
Boudah, Ronald
Boyer, Char
Brac, Natalie
Brazil, Philip & Jocelyne
Brocklesby, Ryker
Brookfield Renewable
Brown, Allan & Elaine
Brunton, Henry & Frances
Bryson, Pete

Buffitt, Shelley
Bumbacco, Edward & Barbara
Bunting, JoAnn
Buonomo, Michelle
Burbage, Bernadette
Burmester, Robert & Deborah
Butkovich, Samantha



Cadillac Fairview
Cambrian Carstar Collision
Cameron, Donald & Sharon
Cameron, Herman
Cameron, Marie
Cameron, Robert & Sandy
Capper, Amanda
Caron, Daniel
Caron, Ronald & Helene
Carricato, Michael
Carscadden, Timothy & Laurie

Carter, Elaine
Cassalman, Christa
Caughill, Rod and Susan
Central United Church
Cesco, John & Lorraine
Chiarella, Jay
Chikoski, Sylvia
Chouinard, John & Carol
Clouthier, Nicole
Clulow, Thomas
Coe, Raymond And Donna
Coe, Richard & Rose
Colizza, Sam & Denise
Condon, J Paul
Cook, Ron
Cooper, Brenda
Cooper, Chris
Coventry, Mary
Coventry, Susan
Coventry, Terry
Covin, Bernie
Covin, James
Craig, John & Patricia
Crawford, Joanne
Cress, Penny
Cresswell, Laura
Cresswell, Peter
Curran, H J Brain & Marian
Dagenais, Leonie
Dale, Lisa
Daley, Kristy
Dalseg, Pam
Danesi, John
Davey, Steve And Janet
De Simon, Sara
Del Bel, Leo & Laura
Development Engineering (London) Limited
Devos, Hans & Judy
Dickson, Robert & Gillian
DiTommaso, Fausto & Gabrielle
DNM Plumbing & Heating Ltd
DoProcess
Dougan, James & Leah
Dovigi, Chris & Phylcia
Dovigi, Dr. Wendy Wallace & Dr. William
Dr. Adrienne M. Kelly MPC
Dubas, Kyle
Duke Of Windsor Sport Shop
Dunn, Robert
Dunn, Suzanne



Dunning, Mrs. Paula
Earle, Kim
East Korah Maxwell United Church
Eazy Express
Elaine S Pitcher, David Galotta &
Elliott, Penny
Epstein, Gloria
Esson, Debby
Estate of Arlene Coventry
Estate Of Edesse Verdone
Estate of Frank Nichols
Evoy, Kimberlee
Exit Realty Lake Superior
Farrell, Donna
Favaro, Jordan
Fiegehen, Tammy
Fisheries and Oceans Canada; SLCC & GLLFAS
Fleming, Janet
Fleury, Jason
Foreman, Fred
Foshang, Rita
Franks, Monique
Fraser, John & Audrey
Fraternal Order Of Eagles Aeries 4061
FX Auto Care
Galbraith, Barbara
Galka, Stan & Leslie
Gallardo, Efren
Garniss, Derek
Gaudreault, Aime & Irene
Gentes, Carole
Georgian College
Georgina Foods Limited
GFL Environmental
Giddings, Sandra
Giovanni's Restaurant
Goertzen, Michael & Louise
Gold, Ian & Shelley

Golec, Nancy
Gorassini, Donald
Gould, Robert & Jean
Grandinetti, Amanda
Grattan, Graham & Patricia
Greco, Wayne & Gina
Greeley, Gail
Greene, Lorna
Gregorini, Joseph
Griswold, Sharon
Group Health Centre
Hagerman, Katie
Halford, Alston
Hammond, John
Hautala, Irma
Hemsworth, Steven
Henderson, Marlene Ida
Higaki, Raymond & Suzanne
Hildebrandt, Jason
Hill, James
Hillstrom, Don
Hohenadel, Debbie
Hollingsworth, Dale
Hollingsworth, David & Lynn
Hollingsworth, Rita Mae



Holmes, Marie
Home Siding Shop Inc.
Hooymans, Cornelius & Mavourneen
Hounsell, Roy & Lynda
Howse, Patricia

Hugill, Ceri
Huibers, Catharina
Ianni, Frank & Mary
Infanti, Lawrence & Shirley
Intact Insurance Company
Irwin, Lois
Janzen, Linda
Jennings, Janice Greco & Mike
Jessie's Girls
Jim Rennison Well Drilling Limited
Johns, Wayne & Mary
Johnson, William & Kathryn
Johnston, Ronald & Linda Tozer
Johnstone, Barbara
Jollineau, Wayne & Marilyn
Joseph and Rebecca Genys Foundation
Junusaitis, Dr. Jeff & Jessica
Kelly, Terry
Kempny, Debbie
Kent, Kim
Kevanna Studios
King, Grant & Lola
King, Maria
Kniahnicki, Susan
Kokkinen, Chris
Koskinen, Eila & Voitto
Kozlo, Irene
Kreutzweiser, Connie
Kristiansen, Gunnar & Elizabeth
Kruuk, Bryan
Kukurin, John & Catherine
Kuntz, Carrie
Kurki, Lorraine
Kurtz, Larry
Kuzbari, Dania
Labourer's Int'l Union Of North America, Local 1036
Ladouceur, Betty
Laidlaw, Dr. Archibald & Beverley
Laird International Raceway
Lajoie Bros. Contracting Ltd.
Lajoie, Mathew
Lajoie, Michael
Lajoie, Roland & Barbara
Lamothe, Raymond & Susan
Lang, Samantha
Lapish, David & Nancy
LeClair, Vicki
Ledlow, Mary
Lemire, Donna
Levesque, Arthur



Lilliput Hats
Local 678 Corrections
Lonergan, Marie
Loubert, Rachelle
Love, Sheila Farrell & Jacqueline
Lucidia Ltd.
Lukenda, Toni
Lyons Timber Mart
MacDonald, Walter & Wendy
Mackan, Dave
MacKay, Phyllis
Mackie, Keith & Shirley
MacMillan, Lois
MacPhail, Valerie Evans & Peter
Madigan, Stephen & Susan
Mahaffey, Mary
Maione, Emilia
Maitland, Marsha
Majic, Thomas
Makasoff, Michael & Linda
Maltby, David & Linda
Marrack, John & Anne
Martell, Joshua
Martineau, Jenny
Marvin, William A & Donna
Masse, Mandy
Matthews, Karen
Maxwell, Judy
McAllister, Sharon Field & Terrance
McAuley, Ken & Sonja
McClelland, Tracey
McClure, Jim & D Ann
McConnell, Don
McCracken, C Maxine
McEachern, Don
McGie, Betty
McLarty, Catrina
McLeod Bros. Mechanical Inc.
McNabb, Jodie

Metro Sault Ste. Marie
Mills, James
Mills, Linda
Mio's Furniture
Mitchell, Donald B.
Mitchell, Nana (Deanna)
Monteith, Neville
Moore, Dianne
Muncaster, Cathi
Murphy, Corey
Myers, Susan
Nardi, Joe & Carol
Nelson, Fleur
New North Greenhouse
Newman, Graham & Heather
Nicastro, Marilyn
Nor Mech Engineering Inc.
Norman, Janet
Northern Vision Care
Oak, Tom & Louise
Oaklin Trucking & Leasing

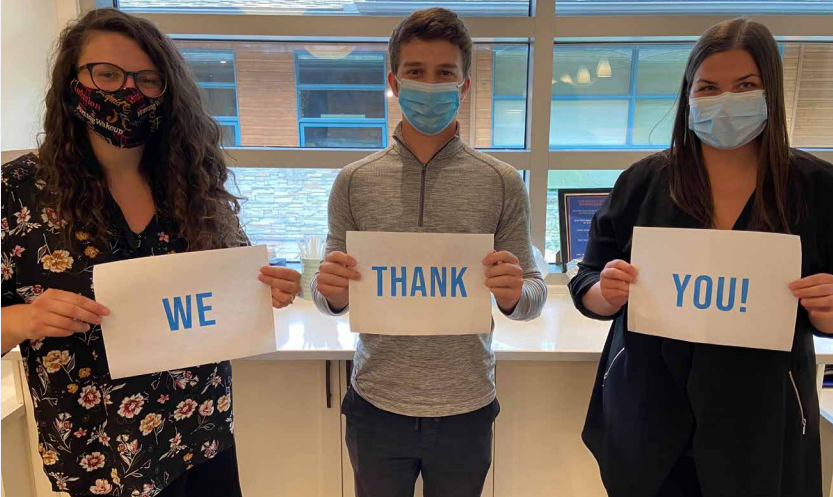
OBrien, James
O'Brien, James
OLG - Divisional Planning And Performance Group
O'neil, Shawn
Ontario English Catholic Teachers Assoc.
Orano Ltd.
Ostroski Law Professional Corp.
Ostroski, Bonnie
O'Sullivan Funeral Home
O'Toole, Michael
Ouellette, Michel & Susan
Our Lady Of Good Counsel Church
Overman, Eric & Doris
Palarchio, Eugene
Paquette, Chantal
Paradiso, Carmine & Sandra
Parent, Adam
Park, Agnes Bunty
Parr, Beth
Passant, Ruth
Pasternak, Joe
Paterson, Thomas & Valerie
PayPal Giving Fund Canada
PDQ Signs And More
Peak OT Services
Pearce, Nicole
Pearson, Janice L
Pearson, Tim & Krista
Pelland, Diane L
Perreault, Mari
Phi Dental
Pigeon, Michael
Pinder, John & Vicki
Pino's Get Fresh
Piroli, Shawna
Pochtaruk, Martin & Sofia
Poirier, Norma
Poitevin, David
Pollard, Marilyn 'Marny'
Polutanovich, Christine
Porco, Tony & Tracy
Porter, Marlene
Posgate, Susan
Premo, Julie
Priest, Jack & Shelagh
Prouse, Wayne & Ruby
Provenzano Law
Punch, Shelley
Purnis, Florence MacLeod & William
Pusch, Bert



Quevillon, Jack & Emma
Quinn, Brian & Dianne
Rahn, Gerald
Rainone, Tristan
Rancourt, William & Cheryl
Raycroft, Daniel & Jill
Raycroft, Jill
Rector Machine Works LTD.
Rector, Melanie
Rees, Pamela
Reguly, Tyler
Reid, Colin
Reid, James & Linda
Rendell, Alexandra
Rendell, Jacob
Rennison, Mrs. Steve & Patti
Richards, Gillan & Marshall
Richardson GMP
Richichi, Carmine & Susan
Riddick, David & Elizabeth
Ritsema, Danielle
Robertson, Brian & Leona
Robinson, Velma & Jenny
Rollins, Rita
Ross, Ken and Helen
Rouleau, Daniel & Cynthia
Routh, Philip & Rosemary
Ruscio Masonry & Construction
Ruscio, Marcella
Russon, Lori

Ryan, Laurie Anne
Sachetti, Edward
Sachro, Gil & Nancy
Santana, Lisa
Sarlo, Frank & Laura
Sault Area Hospital Emergency Medicine Doctors
Sault Hockey Officials
Sault Insurance Brokers Association
Sault Potter's Guild
Sault Ste. Marie Golf Club
Sault Ste. Marie Police Service
Savage, Marci
Savoy's Jewelers
Sawyer, Merrill
Schaffer, Riley
Scornaienchi, Marcus
Scott, E Ann
Sierzputowski, Chris & Cindy
Silvano, Lucy
Silvano, Maria
Simmons, Sharon
Slagel, Brad
Smeltzer, Lori
Smith, Alissa
Smith, Ian & Ivana
Smith, Shelly
Smith, Tanya
Smyth, Greg
Soltys, Paul & Judie
Sonke, Ron
Sorrenti, Joseph
Spadoni, Ron & Teresa
St Peters Anglican Church
St. Joseph Island Lions Club
St. Jules, Roger
Steele, Karen
Stephenson, Norman
Stevens, Wesley & Sharon
Stilin, Lara
Streich, Chelsea
Streich, Robert & Janice
Stubbe, Carol Ann
Superior Heights C & V School
Suriano, Jean & Val
Sutherland, Pat
Sweezey, Ken
Sylvan Automation Ltd.
Syrette, Kevin
Tamar's Trends
Tarasuk, Steve & Anna

Taylor, Cheri
Taylor, Doreen
Team Essentials
Tenaris Algoma Tubes
The Board Of Big Brothers Big Sister Of Sault Ste Marie
The Estate of Carole Parton
Thessalon Church of Christ
Thibeault, Kevin
Thibodeau, Linda
Thomas, Pat
Thomas, Ralph & Caroline
Tomie, Larry & Adriana
Travaglini, Rick & Marilyn
True North Custom Homes Ltd
Tuckett, Betty Ruth
Ujanen, Bev
United Floors
United Way East Ontario
Valade, Rose Marie
Varcoe, Shawna
Vardy, Patrick & Maria
Velorution Bike & Ski
Venn, Mary A.
Ventura, Wendy
Vetrie, Linda
Vogel, Barbara
Vukets, Mike & Karen
Wallenius, Brian & Jennifer
Wallenius, Jennifer
Walton, Laurie
West, Norman & Joanne
Whent, Edith
Whorrall, Susan
Wight, Danielle
Wilding, Micki
Williams, Ann
Williamson, Kevin & Sandra
Willowgrove United Church Unit 5
Wing, Roger
Wood, Barbara
Wood, Scott
Woods, Don
Yakich, Wayne
Young, Linda
Zaharko, Richard
Zeppa, Joanne
Zorzi, Matthew
Zuccato, Aaron
Zuccato, Elizabeth



THANK YOU FOR ALL OF THE SUPPORT

ARCH would like to express gratitude for the generous support of our donors whose gifts were received from April 1, 2020 to March 31, 2021. We could not provide our services without you.

Every effort has been made to assure the accuracy of donor names. If a name has been misspelled or omitted, please accept our deepest apologies and contact our Administrative Services so we can correct our records.







ARCH exists to support individuals and their families during one of life's most challenging, yet most meaningful, times. As serious illness progresses, individuals and their families enjoy life to the fullest of their abilities, helping them create more cherished moments and memories together. We honour individual needs, providing support to live each day with comfort, dignity and the opportunity to embrace living every moment.