

ARCH
hospice



Annual Report

April 1, 2013 - March 31, 2014

Comfortable end-of-life journeys



Care is the priority.

Compassionate people.

Commitment to value.

Collaboration for quality.

Hello.

We are pleased to have been able to provide another year of quality end-of-life care to our residents including support to families and members of the community. We are also grateful for the dedication and compassion that each staff member and volunteer brings to their work every day. We are equally grateful for the support we receive from our donors and partner organizations. All of their support helps to sustain our mission, which is to provide quality compassionate care through the end-of-life.

The 2013-14 fiscal year has been a time of change and growth for ARCH Hospice. This year marked our first year of Strategic Plan implementation, and by every measure, it was a tremendously successful one across our core goals.

On the quality front, we continue to use best practices and standards to guide our actions. Our quality is reflected in the care and comfort we provide and 98% satisfaction with our services. We expanded our supportive care program to include reiki and meditation and served 165 residents and their families.

At the same time, advances in our team objectives were reflected in the phenomenal care that is provided each and every day. We welcome the addition of our new Registered Practical Nurses and Nurse Practitioner to our care team. We also continue our focus on learning opportunities and are proud to have implemented an Annual Skills Fair for clinical staff to ensure advanced practices in nursing and personal supportive care. Through our educational initiatives, we help build capacity and expertise to ensure high quality care is available for people dealing with life limiting illnesses, death, grief and bereavement.

Through our operational excellence initiatives, we began exploring a potential expansion project for a clinical learning centre and group bereavement area, staff wellness area, administrative and storage space, as well as donor recognition area. We have engaged a local architectural firm to perform an initial design and functional plan to inform a decision on this project. We also implemented new fundraising and donations software in 2013 to improve our administrative efficiencies and we continue to look to doing the best we can in all that we do.

Recently, the provincial government released its “Declaration of Partnership and Commitment to Action” Plan. This Commitment to Action outlines the government’s commitment to high quality and high value end-of-life care for the citizens of Ontario. With the continuing support of our community, ARCH will do its part in making this enhanced care plan a reality. We look forward to new partnerships and continued service excellence as we work together to ensure quality end-of-life care for every member of our community.

Finally, we wish to express our sincere gratitude to our Interim Executive Director, Diane Hilderley, who served while our Executive Director Theresa Mudge was on maternity leave. Through her leadership ARCH continued to stay focused on our vision for a comfortable end-of-life experience for all.

Bill Walker, Chair of the Board of Directors
Theresa Mudge, Executive Director





297
Referrals



165
Admissions



98% Comfort

Family satisfaction surveys reveal that families and residents alike felt comforted and emotionally supported while at ARCH Hospice.



1040

Resident visits & support



520

Grief & bereavement interventions



1820

Family visits & support



60

Bereavement group participants

Our dedicated professionals provide compassion and end-of-life care to residents and their families 24 hours a day. Our skilled people allow us offer quality care to our community.

Some highlights from the past year:

- We expanded our care team and welcome our new Registered Practical Nurses and Nurse Practitioner.
- Our nursing and personal support staff completed advanced palliative care education, which focuses on the concept of total care and providing physical, emotional and spiritual support at the end-of-life.
- As part of their ongoing professional development, our nurses attend seminars in wound care, advanced pain assessment and symptom management, psychosocial support, and caregiver wellness.
- We continue to support our students by participating in the development of future nurses, personal support workers, physicians and social workers.
- Our Medical Advisor, Dr. Sharon Buehner, has been instrumental in setting clinical quality standards.
- Rita Mannarino, our Nurse Practitioner, Jennifer MacLeod, Manager of Residential Hospice Services, and Dr. Buehner developed and implemented case-based learning opportunities for our care staff this past year.

12,857 Volu



2013 June Callwood Award



Brendan Cullen has a long and rich history as a hospice volunteer. His commitment to hospice palliative care dates back to the early development days before Algoma Residential Community Hospice was incorporated.

Brendan played a key leadership role for seven years in the early days, sitting on the Board of Directors. He is a caring and compassionate presence and also our longest serving volunteer. From writing for our newsletters, playing cards with residents, and greeting our families, Brendan's care for others is manifested in the way he lives his life and looks beyond his own needs. He demonstrates that life is lived to the fullest when you serve others.

Thank You Brendan!

Volunteer Hours

Wow. Thank You.

Volunteers play a vital role in all areas of our work. Nearly 100 volunteers were active in both residential care and supportive care areas. They provide support to family members and friends, perform clerical support, sit on committees, serve on our Board, as well as keep our grounds and facilities beautiful, safe and clean. Volunteers also have a key role in our fundraising efforts. We can say with confidence that our volunteers have a positive impact on the lives of residents, family members, event participants and hospice staff. We could not do our work without the support of these exceptional people.

Highlights from this year:

- Continued focus on semi-annual safety and service training as well as our core palliative fundamentals training.
- Launch of new partnerships for gardening and landscaping. We are grateful to New North Greenhouses and Ideal landscaper for helping us to beautify our property.
- In April 2013, we celebrated National Volunteer Week with our volunteers at a recognition dinner. At the same time, we honoured Brendan Cullen, who received the June Callwood Award for Outstanding Volunteer Services.

“I started as a volunteer at ARCH in the fall of 2008 and I have valued every moment of it. I sit in the front row, viewing a perfect example of how residents and their families should be and are treated. ARCH’s high standards are an example to any health care organization.”

– Volunteer

Commitment

ORGANIZATIONAL DONATIONS

TENARIS ALGOMATUBES EMPLOYEES & CORPORATE	\$15,000.00
ROTARY CLUB OF SAULT STE. MARIE	\$10,000.00
ESQUIRE CLUB - PORKETTAS	\$7,000.00
GHC, JESSIE BRIGGS MEMORIAL FUND	\$6,985.00
RON BURKELL FOUNDATION	\$5,089.20
BMO	\$2,200.00
MEMONITE FOUNDATION OF CANADA	\$1,864.32
CENTRAL UNITED CHURCH	\$1,600.00
PUB FUNDRAISING FOR PATRICIA FAZI	\$1,550.00
ATLAS AUTO PARTS	\$1,500.00
RBC ROYAL BANK	\$1,500.00
WILLOWGROVE UCW	\$1,260.00
KOC PRECIOUS BLOOD CATHEDRAL #11608	\$1,100.00
GOLDWING ROAD RIDERS ASSOCIATION	\$1,038.25
KOC CHEVALIERS DE COLUMBE #7999	\$1,000.00
ONTARIO ENGLISH CATHOLIC TEACHERS ASSOC.	\$1,000.00
KNIGHTS OF COLUMBUS CONSEIL DES GRAND LAC	\$1,000.00
KOC SUPERIOR COUNCIL #932	\$1,000.00
FIDELITY INVESTMENTS CANADA	\$1,000.00
USW LOCAL 9548	\$1,000.00
FREE METHODIST CHURCH	\$1,000.00
OUR LADY OF GOOD COUNSEL CHURCH	\$900.00
MARCELLO'S SALON	\$852.00
VOLUNTEER SAULT STE. MARIE	\$675.26
OUR LADY OF LOURDES SCHOOL	\$575.00
PITT OHIO EXPRESS LLC	\$508.90
UNITED WAY OF FORT MCMURRAY	\$508.00
SOO MILL STAFF FUND	\$500.00
DIRECT MECHANICAL INC.	\$500.00
KUSWA SOAR CHAPTER C7	\$500.00
KOC #12003	\$500.00
ST. BASIL STUDENT COUNCIL	\$500.00
WEBER SUPPLY	\$500.00
USW LOCAL 2724	\$500.00
ST. MARY'S FRENCH IMMERSION	\$499.00
THE OIL SPILL CO-OP	\$465.83
RETIRED WOMEN TEACHERS OF ONTARIO	\$450.00
ALGOMA UCW	\$431.00
SAULT 7 DISTRICT PROSPECTOR'S ASSOCIATION	\$400.00
SEAMLESS EAVESTROUGH INC.	\$400.00
SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY	\$372.68
UNITED WAY OF SAULT STE. MARIE & DISTRICT	\$365.04
JOHN HOWARD SOCIETY	\$356.67
HOLY FAMILY CWL	\$350.00
SAULT MAJOR HOCKEY ASSOCIATION	\$310.05
GRAND OLD DAD GOLF	\$306.87
POSSIBILITIES GROUP	\$300.00
MARTIN'S TRAILERS & ACCESSORIES INC.	\$300.00
ST. FRANCIS SCHOOL	\$300.00
ST. MATTHEW'S ANGLICAN CHURCH	\$300.00
ROYAL CANADIAN LEGION #25	\$300.00
SAULT STE. MARIE DUTY FREE	\$282.50
CHRIST CHURCH KORAH	\$275.40
SAULT STE. MARIE COURTHOUSE	\$265.00
FUNG LOY KOK INSTITUTE OF TAOISM	\$255.00
SHAMPOO ALLEY & BLUSH	\$255.00

LOS ANGELES KINGS HOCKEY	\$254.48
COMCAST SPECTATOR CHARITIES	\$254.38
RAKER INNOVATIVE SERVICES	\$250.00
ALGOMA CAMBRIAN BRIDGE CLUB	\$250.00
LABOURER'S INTERNATIONAL UNION OF NA	\$250.00
ALGOMA OFFICE EQUIPMENT	\$250.00
CI INVESTMENTS	\$250.00
CALGARY FLAMES LIMITED	\$250.00
GERMAN AUSTRIAN ASSOCIATION	\$250.00
SOO VAN & STORAGE	\$250.00
TELUS CORPORATION	\$250.00
HARMONY UNITED CHURCH	\$200.00
REDARO CONSULTING SERVICES	\$200.00
COLUMBIAN DWELLERS SENIORS CLUB	\$200.00
ST. PETER'S ANGLICAN CHURCH	\$200.00
VANCOUVER CANUCKS LTD.	\$200.00
MGP ARCHITECTS-ENGINEER INC.	\$200.00
ST LUKE'S ANGLICAN CHURCH	\$200.00
EAST KORAH MAXWELL UCW	\$200.00
GRACE UNITED UCW	\$200.00
EMMANUEL ANGLICAN CHURCH	\$200.00
UNIFOR LOCAL #1359	\$200.00
K.J. BEAMISH CONSTRUCTION	\$200.00
FUTURESHOP	\$200.00
JOHNSON'S RV	\$200.00
PRACTICAL SHOOTERS OF ALGOMA	\$200.00
DICK'S GARAGE	\$200.00

ARCH FUNDRAISERS

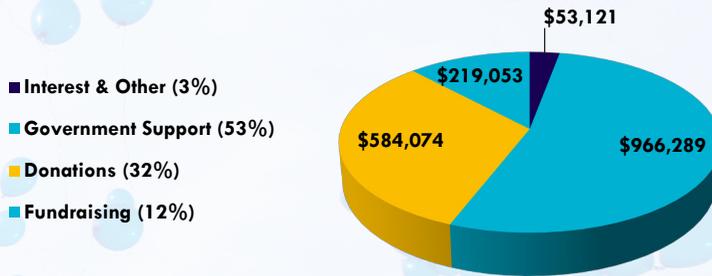
HOSPICE GOLF CLASSIC	\$32,032.62
HIKE FOR HOSPICE	\$19,421.18
HAIR FOR HOSPICE	\$11,235.00
ARCH COOKBOOK SALE	\$6,679.92
HANGING FLOWER BASKET FUNDRAISER	\$5,102.77
ARCH GEAR SALES	\$1,222.00
BAKE SALE AND BAZAAR	\$311.75

THIRD PARTY ARCH FUNDRAISERS

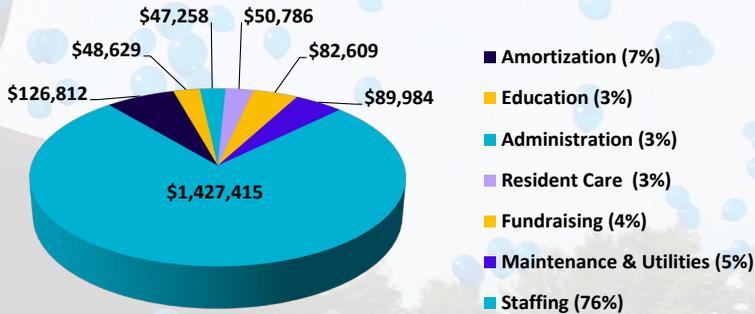
CHARITY HOCKEY CLASSIC TOURNAMENT	\$32,502.10
OPEN ICE, 3 ON 3 HOCKEY TOURNAMENT	\$24,867.04
KELSEY HROCH KEYCHAINS	\$21,350.00
MEADOW PARK MONTESORRI GALA	\$16,957.23
DR. BUEHNER, WOMEN'S HOCKEY LEAGUE	\$7,111.45
SARAH BUGS SWEET TREATS	\$6,480.67
GAIL GRAY, DRAGONFLY JEWELLERY	\$5,284.16
ALGOMA UNIVERSITY COLOUR DASH	\$4,115.91
SAULT COLLEGE PSW FUNDRAISER	\$3,717.10
STEELCITY HOCKEY TOURNAMENT	\$2,625.73
NORTHERN CREDIT UNION BBQ	\$2,000.00
ST PATRICK'S DAY PUB	\$1,880.50
JENNIFER SWENSON & SWEET DESIGNS	\$1,828.00
RUN THE GREAT LAKES	\$1,500.00
CITY OF SAULT STE. MARIE EMPLOYEES	\$1,400.00
ARC FOR ARCH	\$1,172.50
ST. BASIL ARTS FESTIVAL	\$500.00

to value.

Funding Resources



Operating Expenses



+3%
New donors

Collaboration

This year, ARCH continued to develop long term, sustainable partnerships that will contribute to our future. The community continues to rally together to ensure ARCH Hospice can serve the Algoma District for years to come - they will continue to help ARCH provide comfortable end-of-life journeys.



RBC Royal Bank



Tenaris

Ruby Partners

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



Women's
Hockey
League
Sault Ste. Marie, ON



Sapphire Partners

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



Wellness Partner



Service Partners



Garden Partners

for quality.

"It takes a special kind of person to do what you people do. Together you make a great team, and that is what we feel makes ARCH such a peaceful place at this most unpeaceful time. Thank you."

- A Hospice Family

Governance Board of Directors

William Walker	Chair	Micheline Naccarato	Director
Father Hamish Currie	Vice Chair	Marie Paluzzi	Director
Philip Virene	Treasurer	Terry Scott	Director
Carole McPhee	Secretary	Wendy Walker	Director
Diane Hilderley	Director	Kelly Weeks	Director
Harry Koskenoja	Director	Dr. Sharon Buehner	Medical Advisor
Jennifer McFarling	Director	Theresa Mudge	Executive Director
Michael Mingay	Director		

Leadership Team

Therea Mudge	Executive Director
Jennifer MacLeod	Manager of Residential Hospice Services
Laura Fryia	Intake Coordinator
Shaunagh Gravelines	Supportive Care Coordinator
Judi McLeish	Administrative Coordinator
RaeLyn Hojem	Volunteer Services Coordinator
Lee Skinner	Fund Development Coordinator

ARCH has recently embarked on a journey of its own. In 1999 we were simply a community need and an idea; then we finally opening our residential hospice's doors in September of 2008. Today, we continue to flourish within the community. Recently, ARCH underwent a Strategic Planning process that will ensure our continued development and success in the future. For many who volunteer with, work at, or support ARCH, the dragonfly holds special meaning. It represents change, beauty, nature, and life. Appropriately, we have included the dragonfly in our new logo, and would like to share the following story with you:

ARCH
hospice



Once, in a little pond, in the muddy water under the lily pads, there lived a little water beetle in a community of water beetles. They lived a simple and comfortable life in the pond. Once in a while, sadness would come to the community when one of their fellow beetles would climb the stem of a lily pad and would never be seen again. They knew when this happened; their friend was dead, gone forever. Then, one day, one little water beetle felt an irresistible urge to climb up that stem. However, he was determined that he would not leave forever. He would come back and tell his friends what he had found at the top. When he reached the top and climbed out of the water onto the surface of the lily pad, he was so tired, and the sun felt so warm, that he decided he must take a nap. As he slept, his body changed and when he woke up, he had turned into a beautiful blue-tailed dragonfly with broad wings and a slender body designed for flying. So, fly he did! And, as he soared he saw the beauty of a whole new world and a far superior way of life to what he had never known existed. Then he remembered his beetle friends and how they were thinking by now he was dead. He wanted to go back to tell them, and explain to them that he was now more alive than he had ever been before. His life had been fulfilled rather than ended. But, his new body would not go down into the water. He could not get back to tell his friends the good news. Then he understood that their time would come, when they, too, would know what he now knew. So, he raised his wings and flew off into his joyous new life.

Comfortable end-of-life journeys.