



**Proud member of the Couchiching Ontario Health Team
serving Orillia, Oro-Medonte, Ramara, Severn
and Chippewas of Rama First Nation**

Mariposa House Hospice

1140 Brodie Drive

Severn ON Canada

705-558-2888

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Our story so far

The 2021–22 fiscal year was our first as a functioning hospice residence. After 5 years of planning, fundraising, designing, building, furnishing, hiring a staff team, and developing policies and partnerships to ensure quality care, we opened to serve the community on February 12 2021.

When the 2021–22 fiscal year began, our team had cared for 13 residents and families in our first few weeks of operations.

Our Vision

Honouring Every Moment of Life

Key Highlights of 2021–22

- Cared for 115 individuals and families, in addition to the 13 served during our first few weeks of operation
- Completed our first strategic plan with key stakeholders
- Continued to address building deficiencies
- Hired 6 new casual staff to ensure 24/7 care for our residents and families
- Trained 20 new reception volunteers to expand our weekly coverage of the front desk and contribute to a comfortable, welcoming atmosphere
- Created five new fundraising initiatives
- Hosted our first family memorial in December 2021

Our Mission

Providing quality end of life care with compassion, dignity and respect in a peaceful homelike setting.

Occupancy

80%

Satisfaction

98%

Positive Impact

96%

Our 2021–24 Strategic Priorities

1

Growing a resilient organization

The key elements of this priority include developing a Human Resources strategy that ensures staff well-being, developing an effective Board governance structure to align with provincial standards, and developing a volunteer framework to ensure that volunteer resources are adequate, ongoing support is offered and appropriate supervision is in place.



2

Strengthening & Optimizing Community Partnerships

The key elements of this priority include exploring partnership opportunities with Hospice Orillia to enhance and optimize palliative care services for our community, enhancing the profile of MHH within our local health care and community service organizations, and developing an ambassador program to expand our capacity for public speaking and participating at community events.



3

Increasing Financial Sustainability

The focus of this priority is to create a long-term Fund Development Strategy identifying priority areas to increase financial contributions and stimulate resource development.



A message from our Board President

This is an exciting time as we reflect on our first year as an operational hospice residence. As you will see through this report, the impact has been amazing. The number of individuals and, of course, their families who have been well looked after through one of life's toughest moments is inspiring. While the majority of this report explores our statistics and funding, I would like to take a moment to reflect on the human element.

Because this is our first AGM, I believe that it is important to recognize the hard work of the inaugural board. This consisted of Dr. Si Lowry and Dr. Erika Catford as co-chairs, Sylvia Smith as head of the capital fundraising team, treasurer Gord Robertson, Brian Barr, Greg Evans, and myself. It was exciting to be part of a team that was so focused on getting Orillia and area the care that they deserved.

Secondly, it is important to recognize the contributions of our various governmental partners. Major stakeholders include the provincial government, the county government, and the local municipalities. They all worked together to push the project forward and to support the mission financially.

Thirdly, we must recognize the incredible contribution of many of local businesses and sponsors. At the front entrance of our facility you will find a recognition placard of many businesses that gave Mariposa House the boost of support that it needed either in a donation or as in kind trade work. Also, at the front of the facility you will see a list of our major donors, as well as sponsored spaces throughout the facility. The outpouring of support from the community has been incredible.

Lastly, I want to make sure that the staff team at Hospice is recognized. It is hard to develop a functional work team in a healthcare setting, even more so when you consider that this team was built during the beginning of the COVID-19 pandemic. The leadership team and the clinical team have worked tirelessly to give our clients the care that they deserve, even through challenging times. They should all be commended.

I hope that the community stays engaged and is proud of the facility that we present to you today.

David Carson
Board Chair

Directors for 2022-23

Dave Carson, President
Beverly Lashbrook, Vice President
Gordon Robertson, Treasurer
John Mayo
Margaret Pomeroy
Jillian Brazda
Dr. Si Lowry

Committees

Board:
Governance
Finance, Investment and Audit
Fundraising
Building and Grounds
HR Advisory

Staff:
Health And Safety
Quality

A message from our Medical Director

In January 2021, I transitioned my role from being co-chair of the Board of Directors to becoming the inaugural Medical Director for Mariposa House Hospice.

I am honoured and privileged to fill this role where my focus is to provide medical leadership by mentoring the clinical staff, acting as a liaison to family physicians and nurse practitioners in the community, and keeping the Board of Directors informed of medical issues. Being part of the Mariposa House Hospice team has been a high point for me professionally. Thank you to the donors who recognized the need for hospice care in our community and played an important role in making this vision a reality!

Since we opened in February 2021, it has been a pleasure to work with the amazing staff. I have great appreciation for the work they do. This is echoed in comments I hear from my patients and their families over and over – the hospice staff are often described as “angels”. I am grateful to collaborate with the family physicians and nurse practitioners who provide care to patients through their hospice journey. As a practicing physician, it is a privilege to continue supporting patients while they are in hospice.

I also represent Mariposa House while participating in discussions with external partners and stakeholders to streamline palliative care provision in our community. It is important to advocate for improvements to the system for patients and families. I look forward to continuing our work together to ensure that every person in our community has access to quality palliative care!

Dr. Erika Catford
Medical Director



August 2019 - Groundbreaking



May 2020 - Hiring of Executive Director



February 2021 - Virtual Grand Opening



October 2021 - Ilse and Hugo Ruff Dedication

A message from our Executive Director

Our first year of operations was momentous! I am so proud and grateful for what our team has accomplished and how far we have come!

Our mission is to provide quality end of life care with compassion, dignity and respect in a peaceful homelike setting. We are also dedicated to maintaining a safe, supportive working environment for 50+ employees and volunteers.

Opening our hospice residence during the COVID pandemic was a remarkable feat. In addition to the normal problem solving required when beginning any new venture, during this time we also had to frequently review and update our day-to-day processes to maximize safety for all stakeholders in the midst of constantly shifting public health guidelines and protocols.

In addition to this, some of our major accomplishments included developing our first strategic plan, our first brochure to share information about our services with the community, the introduction of our "music corner" and many other achievements outlined on the following page.

Of all that we have accomplished, there are two things I am most proud of, and grateful for:

1. The people who came together to make Mariposa House Hospice a reality. This includes the inaugural volunteers (the Board of Directors, the Capital Campaign Committee and the Fundraising Events Committee), the staff team who took a leap of faith to work for a brand new organization, the "new" volunteers helping with our day to day operations, and all our community partners. There has been a lot of work happening behind the scenes to develop our organizational culture and processes, all while providing exceptional care. Together, we continue to strive for a strong team rooted in collaboration and communication.
2. How our generous community makes it possible for us to do this essential work. Your ongoing support means we are able to make a positive impact for those who need our services. I often find myself saying that hospice is the ultimate expression of community caring for one another. Without financial and volunteer support from our community, hospices simply cannot exist. Thank you for making it possible for us to make a difference!

Annalise Stenekes
Executive Director

128

Residents Cared For
Since Opening

10

Days is the Average
Length of Stay

1431

Days of Hospice Care
Provided

Program Highlights



Clinical Care

Led by our Clinical Manager, Katlyn Ross, our team of nurses and personal support workers provide exceptional care 24 / 7 / 365.

- Continuous monitoring of provincial and local guidance related to COVID, as well as evaluating and adjusting internal processes to ensure alignment
- Developing relationships and processes with our community partners, including pharmacy, physicians, funeral homes, paramedics, hospital, home care, and palliative care providers
- Developing policies to address clinical questions
- Working to increase awareness of hospice as a potential setting for end-of-life care and continuously recognizing and addressing barriers to that awareness



In-House Volunteers

Our Administrative Coordinator, Kandas Bartlett, is the main point of contact for those who wish to become a volunteer with Mariposa House Hospice. Special thanks to Pamela Bowes who provides significant support with screening and training.

- Welcomed several new volunteers for various roles including reception, gardening and music
- Worked on partnership with Hospice Orillia to streamline volunteer training process for hospice volunteers
- Congratulations to Sue Morris who is the inaugural volunteer from Mariposa House to be inducted into the June Callwood Circle of Outstanding (Hospice) Volunteers at the Hospice Palliative Care Ontario conference in spring 2021.

Building and Grounds

Our Facility Coordinator, Robert Cole, provided oversight as we became operational and continued to address building deficiencies after opening.

- Installation of road sign
- Upgrades to mechanical equipment to ensure sustainability
- Correct deficiencies including roof work
- Installation of 3 bird feeders donated by Brian Barr
- First growing season in the hospice garden – thanks to all the garden volunteers who make it possible!
- Completed our "Trades Wall" to acknowledge businesses who donated "in kind" material or services as part of the build

Fundraising

Fundraising is a team effort – literally! As COVID continued to present barriers for in-person gatherings, our fundraising committee, led by volunteers Sue Morris and Roberta Newman, took the lead on several virtual and hybrid fundraising events, while staff supported the introduction of some new "ongoing" initiatives as well.

- Fundraising revenue: 116,616
- New fundraising events included the A-May-Zing Culinary Night and the Winter Take-a-Break raffle
- Launched several ongoing initiatives including OMAH Art at the Hospice, Patio Stone Engraving, and Si's Challenge

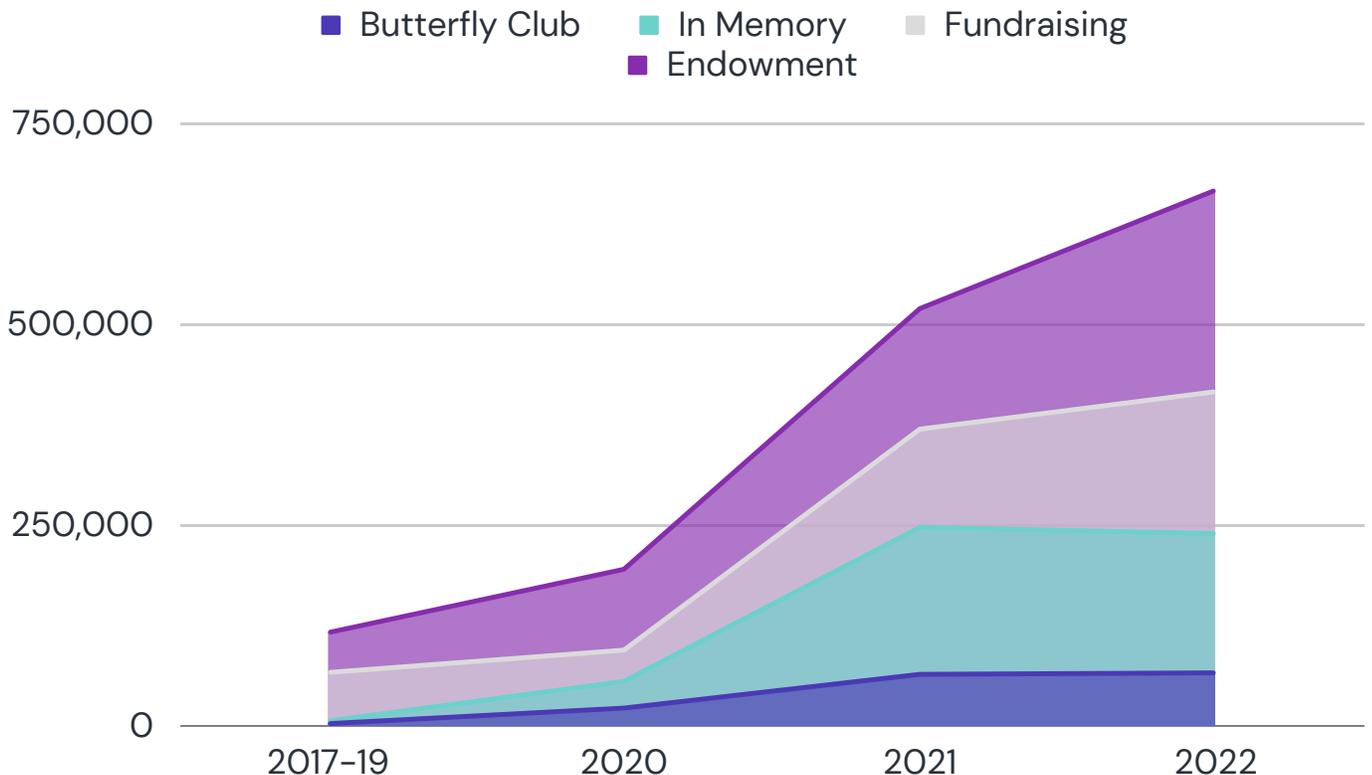


Growth of our organization in one year

MEASURE	2020/2021	2021/2022
Community members served	13 residents and families cared for	128 residents and families cared for
Growth of team	21 employees 25 volunteers	23 employees 40 volunteers
Total operational funds raised	\$325,530 1156 transactions	\$734,303 2970 transactions

Growth of financial support over time

Currently, this data is based on the calendar year



Audited Financial Report

MARIPOSA HOUSE HOSPICE

STATEMENT OF FINANCIAL POSITION

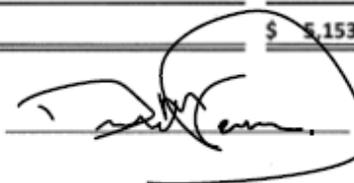
AS AT March 31, 2022

(Unaudited)

	2022	2021
ASSETS		
CURRENT		
Cash	\$ 955,251	\$ 583,514
Receivables (Note 3)	200,398	183,056
Prepays	11,850	14,188
	<u>1,167,499</u>	<u>780,758</u>
TANGIBLE CAPITAL ASSETS (Note 4)	3,986,227	4,017,394
	<u>\$ 5,153,726</u>	<u>\$ 4,798,152</u>
LIABILITIES		
CURRENT		
Accounts payable and accruals (Note 6)	\$ 161,339	\$ 137,395
Deferred contributions	10,000	-
Current portion of long-term debt (Note 7)	229,167	12,504
	<u>400,506</u>	<u>149,899</u>
LONG-TERM DEBT (Note 7)	-	229,163
DEFERRED CONTRIBUTIONS - TANGIBLE CAPITAL ASSETS (Note 8)	3,764,002	3,816,430
TOTAL LIABILITIES	4,164,508	4,195,492
NET ASSETS		
Unrestricted	<u>989,218</u>	<u>602,660</u>
	<u>\$ 5,153,726</u>	<u>\$ 4,798,152</u>

Approved on behalf of the board:

 Director

 Director

Thank you for the care and treatment you provided for our father in his final days. We can't even begin to describe how grateful we are that you were able to care for him in ways that we couldn't. You all showed him, and us, so much kindness, compassion and humour when we needed it the most. We are eternally grateful for you and this facility.



Until this past weekend I had never visited a hospice, and really didn't know what you do. I have a new found appreciation and great love for EVERYTHING you do. My heart is so full. I couldn't imagine a more loving, comforting environment (for my sister) to make her transition. With all my heart, I thank you for all that you did for her, and for all of us to experience this with her. It is a remarkable gift that keeps on giving. You reach so many people, not just those who are residents.

We can't thank you enough for all the love and care you gave our mum. We truly appreciate everything you did to make her life and ours easier at such a difficult time.





"Those 11 days were beautiful. We were made to feel like family. The staff is amazing and so kind."

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Thank you for your ongoing support