

# Growing Together: Annual Impact Report 2022-23



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

# Vision

Honouring every moment of life

# Mission

To provide quality end-of-life palliative care with compassion, dignity, and respect in a peaceful homelike setting.

# Strategic Priorities 2021-24

## 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.



## 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.



## 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.



# Board of Directors

The Board of Directors of Mariposa House Hospice is welcoming a new member to the team! Dr. Neda Rowhani-Seki has accepted a position on the Board that was made vacant when Dr. Si Lowry completed his year as “past president.”

## Directors for 2022-23

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

## Directors for 2023-24 *(to be ratified at AGM)*

Dave Carson, President  
Beverly Lashbrook, Vice President  
Gordon Robertson, Treasurer  
John Mayo  
Margaret Pomeroy (until Dec '23)  
Jillian Brazda  
Dr. Neda Rowhani-Seki

Thank you to Dr. Lowry has been a tireless advocate for residential hospice care in the Couchiching area for many years. He was one of the founding Board members of the new organization which incorporated in 2017, and he has given countless presentations to raise awareness and funds so that the vision of Mariposa House Hospice could become a reality. Going forward, Dr. Lowry is leading a sub-committee to install solar panels on the hospice building and continuing to help keep the grounds looking beautiful (in partnership with hospice staff, volunteers, and Scott’s Garden Centre).







# In memoriam



The entire MHH team was saddened to hear of the loss of former board member, donor and friend, Brian Barr. Brian was inspired to get involved with MHH back when it was a vision and a dream for the future. He served on the inaugural Board of Directors, bringing extensive knowledge and experience in business and finance that was essential to the planning and building phase.

After stepping down from the Board, Brian continued to support the operations of Mariposa House Hospice right up to the time of his passing. His legacy will live on within our organization in many ways, including the birds that visit our beautiful gardens and give our residents and families so much joy. Several of the bird feeding stations were donated by Brian and Joan Barr during the "outfitting" of MHH. The sitting area in the common room also has a plaque to acknowledge Brian and Joan's generous donation to our capital campaign.

Brian is pictured below, on the far left, with the rest of the inaugural Board on the day we "broke ground".

We wish to extend our sincere condolences to the Barr family and to the community members who knew and loved him.





# Messages from our Leadership Team

## From our Board President

As we pass our second anniversary of opening it is nice to reflect on the accomplishments of our organization. Our team has been able to attract an incredible group of professionals who serve all our clients with dignity and care. More than 200 families have been cared for through one of life's toughest transitions. Thank you to our amazing staff team for their dedication.

We must not forget about the amazing team of volunteers who have stepped up to support our daily operations. Without them hospice would not be what it is. We have a multitude of volunteers who help within the house, as well as a volunteer fundraising team that commits to 3 major fundraising events a year which helps generate a portion of the much needed funding for the hospice. Thank you ladies and gentlemen.

As well, we should remember that our communities support us financially. Thank you to Orillia, Severn, Oro-Medonte, Chippewa's of Rama First Nation, Ramara and the County of Simcoe for your ongoing support.

The board continues to strive for excellence at Mariposa House Hospice and we are always accessible to you should you have any feedback that you wish to pass along. It is our hope that our community finds Mariposa House an amazing resource for your palliative care needs.

Dave Carson  
Board President



# From our Executive Director

To the MHH family - which includes staff, volunteers, family members of current and past residents, community partners, and donors.

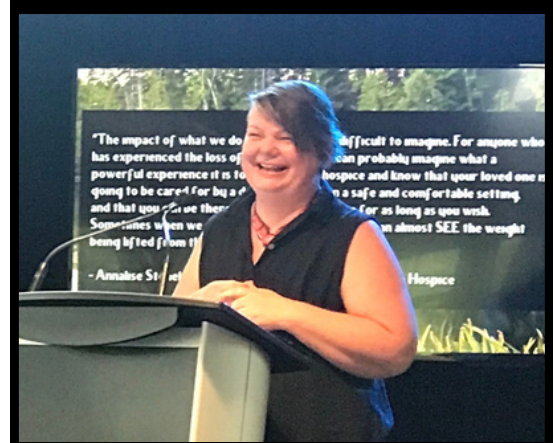
The 2022-23 year was a very successful one for our organization. We started to see a shift from the “start up” phase to the “fully operational” phase. In other words, we went from infancy to toddlerhood!

In addition to caring for 116 individuals during this 12-month period, we supported hundreds of family members and friends, further developed our internal policies and processes, raised over \$1 million to support our operations, completed several projects that were leftover from our opening in the midst of COVID, and set the stage for more projects to be completed in the next fiscal year (solar panels, refreshment centre, Butterfly Club installation, enclosed veranda, memory wall, etc).

To make all of this possible, we needed to grow our staff team. In the 2022-23 year, we increased our Facility Coordinator to Full Time, and introduced three part time roles: Donor Relations, Administrative Assistant, and Kitchen Administrator. It is wonderful to see staff and volunteers joining together around a common goal - ensuring quality end-of-life palliative care in a peaceful, welcoming, homelike setting while ensuring a safe and supportive workplace for those providing care.

The support of our community is evident everywhere you look in the hospice and on the grounds. From the community quilt, to the capital donor wall, to the engraved patio stones, to the pieces of art, and more, names of community members that support the hospice in various ways are all around us. Thanks to each of you for helping MHH to grow and thrive.

Annalise Steneke  
Executive Director



# From our Medical Director

It is my honour to continue to serve Mariposa House Hospice as Medical Director since opening day. My goal is to continue to support the team in any way possible to provide quality palliative and end-of-life care in our house. I am truly in awe of the incredible nurses, PSWs, hospice staff and volunteers who continue to go over and above to provide exemplary day to day care of our patients. My patients and their families, without fail, complement the quality of care provided at Mariposa House.

I also want to thank the family physicians and nurse practitioners who provide seamless continuity of medical care from home or hospital to hospice and make the transitions in care as smooth as possible. I personally continue to support out of town patients who do not have a local family physician so that patients without a care provider are not left without a physician to care for their medical needs while at MHH.

Lastly, a personal thanks to all of our donors who make this all possible.

Sincerely,  
Erika Catford, MD, CCFP





# Our Staff Team

*April 2022 - March 2023*

**Executive Director**  
Annalise Stenekes

**Medical Director**  
Dr. Erika Catford

**Clinical Manager**  
Katlyn Ross

## **Nurses**

Lisa A                      Julie L  
Deborah S                Kirsten B  
Jennifer N                Lisa K  
Lindsay C                Saleen C  
Emily C                    Sandra Z  
Krysta W                 Sheri F  
Sara S                     Tania S  
Jackelyn Y                Ashtyn M

## **Personal Support Workers**

Renee W                 Caitlin M  
Merja M                 Denise H  
Teresa M                 Alysha K  
Jaime P                 Karine B  
Lisa-Ann M              Karen W

## **Administrative Assistant**

Brittany Camilleri/ Denise Hawman

## **Operations Coordinator**

Kandas Bartlett

## **Facility Coordinator**

Robert Cole / Greg Muir

## **Donor Relations Coordinator**

Lynn Thomas

## **Greeter and Cuddle Giver**

Poppy the Poodle



# Staff Wellness and Education

- Introduced monthly "Connection Sessions" with registered Social Worker
- “Partnering Horses with Humans” session offered to our Full Time staff by donation, sponsored by Sue Dixon
- Various education sessions provided
- Participated in HPCO annual conference
- Hosted our first annual Staff Holiday Party
- Offered a “Sound Bath and Restorative Yoga” session to all staff
- Reflexology offered from volunteer Tracy Kelly
- Celebrated PSW Day, Nurses Week, Administrative Professionals Day, and Custodian Appreciation Day





# Our Volunteer Team

*April 2022 - March 2023*

## Reception

Andrea Town  
Anneke Sharpe  
Carol Keith  
Cathy Rostance  
Cheryl Behan  
Chris Zeeb  
Dawn Johnstone  
Dennis Smith  
Ellen Cohen  
Helen Mortier  
Irene Malloch  
Irene Moore  
Irene Scheireich  
Janette Mainey  
Jeanne Page  
Jennifer Van Iersel  
Joan Kane  
Justyna Bronson  
Lisa McNeely  
Lynn Lehman  
Maggie Martin  
Marg Mayo  
Mary Valdal  
Michael Price  
Pamela Bowes  
Sylvia Smith  
Sandy Karlowski  
Todd Taylor  
Veronika Armstrong

## Kitchen

Chef Dave Hallman  
Heidi Hoover  
Irene Scheirich  
Mary Valdal  
Nancy Seed  
Sandi Spencer

## Music

Susan Smith

## Reflexology

Tracy Kelly

## IT & Online

Mike Forgie  
Christine Cox

## Development

Mary Kate Murphy  
Lianne Greenway  
Lucy Gordon  
Irene Scheireich  
Derek McTavish (Hike)  
Angela Baker  
Mary Betsworth  
Trish Titcombe  
Lynn Tyndall  
Jodie Henderson

## Fundraising Events

Sue Morris  
Roberta Newman  
Lianne Raymond  
Gloria James  
Karen Uren  
Robin Sanders  
Sue Peacock  
Glenna Cockburn



## Gardens & Facility

Orillia Horticulture Society  
Rick Indeway





# Volunteer Appreciation and Recognition

Key updates for 2022-23:

- To celebrate Volunteer Day in April 2022, we sourced some local honey to show our appreciation for our "sweet" volunteers.
- We also invited volunteers to attend small gatherings at the hospice house twice throughout the year to show our appreciation and give them a chance to meet and support one another.
- Introduced "kitchen volunteer" role in January 2023 to support daily operations
- Welcomed 12 new reception volunteers
- Participated in the June Callwood Award for the second year in a row. More details on the following page!



We estimate that over 3000 volunteer hours are given each year by our volunteer team including reception, I.T., gardens and facility, development, fundraising events, music, reflexology, kitchen, and board members. MHH would not be possible without you!



# June Callwood Award

*Congratulations to*  
**Roberta Newman**

THE MARIPOSA HOUSE HOSPICE VOLUNTEER  
NAMED TO JOIN THE JUNE CALLWOOD CIRCLE  
OF OUTSTANDING VOLUNTEERS IN 2023!



*Roberta's passion and dedication to assist with fundraising and administration plays an integral role in Mariposa House Hospice being able to "honour every moment of life".*



The June Callwood Awards acknowledge outstanding Hospice Volunteers from across Ontario. The Award was established and named in honour of the late June Callwood in 1994 in recognition of her long-time advocacy for hospice care. The award will be presented by Hospice Palliative Care Ontario at the annual conference on Sunday, June 11, 2023.

“How can I help?”

These are the first words said by Roberta Newman in 2017 when asked to support the yet-to-be-built Mariposa House Hospice as a fundraising volunteer.

These four words perfectly summarize Roberta's approach – she is always willing to help in whatever way is needed. In addition to her various administrative skills, Roberta has experienced hospice care personally which means she brings a lot of passion to her volunteer role.

Now that our hospice is up and running, Roberta continues to share her time and skills to make sure that hospice care is available to everyone in our community.





# Supporting our residents and families

- Introduced daily soup program for family members and visitors at the hospice. Supported by volunteer Chef Dave, PSW Renee, and a team of 5 kitchen volunteers.
- Introduced reflexology support for residents and their family members (as well as staff members!). Thanks to volunteer Tracy Kelly for making this possible! Equipment sponsored by a past resident family member.
- Memorial held in Spring 2022 and Fall 2022 (64 + 56 people honoured)
- Introduced intake / admissions support role
- Added more furniture to the outdoor area including picnic table, patio furniture with fire table
- Partnered with Rustica to offer a special anniversary meal to one of our residents and her husband
- Gave donor sponsored Christmas baskets to our residents as a part of our 1st annual Holiday giving campaign





# Building and grounds

- Addressed deficiencies with flooring, roof, and HVAC system
- Continuing to enhance gardens
- Increased Facility Coordinator to Full Time
- County of Simcoe capital grant extended
- Beginning work on solar panels thanks to capital grant from County of Simcoe



# Community presence

## Online

- Website, Facebook, Instagram, Linked In, You Tube

## Memberships/Community Involvement

- Chamber of Commerce membership
- BNI Lake Country Chapter
- Participated in Hospice Palliative Care Ontario MPP Day
- Santa Claus Parade



## Community Presentations

- Twin Lakes Probus
- Catholic Women's League
- Lake Country Probus
- Pre Budget Consultation with the Parliamentary Assistant to the Minister of Finance
- Retired Women Teachers of Ontario

# Community partnerships

- Hospice Orillia
  - Participated in and supported the annual Garden and Candles of Remembrance events
  - Hike for Hospice
  - Collaborative Hospice Volunteer Training
  - Social work
- The Sharing Place
- Orillia Museum of Art and History
- Simcoe County Paramedics
- Orillia & District Chamber of Commerce



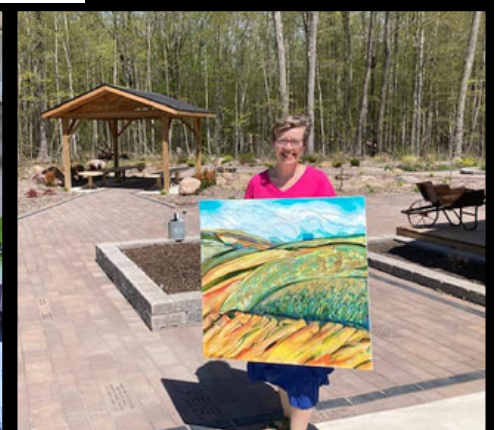
# Development & Fundraising Initiatives

April 2022 - March 2023

Introduced Donor Relations staff member Lynn Thomas  
[lynnrthomas@mariposahousehospice.com](mailto:lynnrthomas@mariposahousehospice.com)

## In House Development:

- Hike 2022 - strong turnout for our return to in person
- 19th Hole event - post virtual Golf Tournament celebration
- Patio Stone Engraving - increased awareness & meeting with resident's families in person
- Quarterly newsletter introduced in August 2022
- 1st Giving Tuesday 2022 and 1st Annual Holiday giving campaign were both a huge success!
- OMAH Art at the Hospice fundraiser - developed new brochure to promote this unique opportunity
- Third Party events & initiatives (too many to mention)
- Butterfly Club engagement and growth (several in house small group gatherings, NEW lapel pin in appreciation to members)
- 1st Orillia Santa Claus Parade (awarded 2nd place for service groups and non profit)





# Development & Fundraising Initiatives cont...



- Introduced NEW welcome and giving option card placed in resident's rooms for communication with family members
- Acquired several high level donations
- Donor tours
- NEW MHH Communications Video available on our website and You Tube channel
- Start of CFOA Endowment Fund - seed funding by Lily of the Valley Chapter 141 Order of the Eastern Star
- Membership with the Orillia District Chamber of Commerce
- Start of Development Leadership Team consisting of the executive director, donor relations coordinator, a board member and member(s) of fundraising events volunteer team
- Enhanced communications including radio, CTV news, local advertising, representing MHH at local events, addition of Mailchimp & Canva to our promotional toolkit

## Fundraising Events Volunteer Team:

- Golf 2022
- Angel Tree 2022

- \$198,800 of in memory donations given
- 69 Butterfly Club members





# Donor & Sponsor recognition

We are constantly surprised and honoured by the number of local businesses, organizations, individuals and families that step up to support MHH and therefore support the care we give to our residents.

**\*Special acknowledgement to the Ilse & Hugo Ruff Charitable Gift Fund which has contributed significant, much needed, annual operational funds since opening\***

From fundraising events, in-house gatherings in appreciation of our volunteers or donors, to new pledges, "Wish List Wednesday" donations, in memory donations, and naming new features or spaces in our house, we appreciate each and every time people support the work that we do to provide quality end-of-life care at no cost to our residents and their loved ones.

Thank you to the corporate sponsors, in kind and service businesses, planned giving donors and one time donors for believing in MHH and the service we provide to the greater Couchiching area!

We couldn't do it without you!

Sincerely, Lynn Thomas, Donor Relations Coordinator

**THANK YOU TO THE 2022**  
**mariposa house HOSPICE**  
*honouring every moment of life*  
**GOLF TOURNAMENT SPONSORS**

**SPONSORS:** MCLEAN & DICKEY INSURANCE, WIM, THE LUCKY LABRADOR, Karen O'Coin Investment Advisor, BMO Wealth Management, CI ASSANTE WEALTH MANAGEMENT, COPE, MORRIS, ONE UNION, PARRY, LAKE ST. GEORGE GOLF CLUB, HAWK OF RIDGE, CARLSON, MGD, Home hardware, SUNSHINE, MICHÈLE BRAVELLE-SIBAN, the Village, 891 MAX FM, Wes Brennan CONSTRUCTION, Mid Ontario DISPOSAL, TATHAM ENGINEERING, CARSON, Ever After, ORILLIAMATTERS.com, MUNDELL FUNERAL HOME, Cutting Edge, PEAK, Impression House, GARAGE SUPPLY, electronic lifestyles.

**PRIZE SPONSORS:** BDO, Evans Flowers, Footprints on Muskoka, Fran Ptery, Giovanni & Perri, Gloria James, Kelly's Clothing, Kensington Burger, Crown Rust Control, Lake St George Golf & CC, Leanne Raymond, Lucky Lab, Mortgage Man, Orillia Sport Medicine, Peak Performance Fitness, Smiles by Sina, St. Louis Bar & Grill, Sunshine Carpet, Sunshine Super Wash, Terry Smith, Hawk Ridge, Toni Marinakos, Friends of Mary Kate Murphy, Tracey Lamb.

## 2022 Hike for Hospice sponsors

**HGR GRAHAM PARTNERS**  
 LAWYERS • MEDIATORS  
*Serving our clients. Strengthening our communities.*

Mayo & Associates

BMO Wealth Management  
 BMO Nesbitt Burns

Orillia Home hardware building centre

the Village ORILLIA • BARRE • MUSKOKA  
 891 MAX FM ALTERNATIVE • NORTH

Wes Brennan CONSTRUCTION

Mid Ontario DISPOSAL NBMHCPCN

TATHAM ENGINEERING

CARSON

Ever After ORILLIAMATTERS.com

MUNDELL FUNERAL HOME Cutting Edge

PEAK Impression House

GARAGE SUPPLY electronic lifestyles

WHAT'S NEXT? We are completing features within the hospice house to acknowledge the ongoing donors of the **Butterfly Club** as well as the donors who collectively or as a family gave a minimum of \$5000 in memory of a loved one. These names will be added to a new "In Memory" wall and will be permanently on display in the care wing to show our appreciation.

**THANK YOU THE 19TH HOLE EVENT**  
**mariposa house HOSPICE**  
*honouring every moment of life*  
**SPONSORS**

sweet time

HOUSERS PAINT & WALLPAPER SINCE 1984

KODIAK Fast Freight

Stewart Construction ORILLIA

Entrepreneurial Support Services

NEXT GEN HUB

BILL ROBERTSON  
 Sales Representative  
 CENTURY 21 B.L. Real Estate Ltd.  
 Brokerage  
 OFFICE (705) 326-2100  
 CELL (705) 320-4625

MARIPOSA HOUSE HOSPICE BUTTERFLY CLUB  
 COMMITTED TO LIFE'S JOURNEY

*Thank you for your generous, ongoing support*



# Audited Financial Report

## MARIPOSA HOUSE HOSPICE

### STATEMENT OF FINANCIAL POSITION

AS AT March 31, 2023

	2023	2022
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 312,791	\$ 955,251
Temporary investments (Note 2)	299,456	-
Receivables (Note 3)	344,507	200,398
Prepays	13,128	11,850
	<u>969,882</u>	<u>1,167,499</u>
INVESTMENTS (Note 2)	550,000	-
TANGIBLE CAPITAL ASSETS (Note 4)	<u>3,986,689</u>	<u>3,986,227</u>
	<u>\$ 5,506,571</u>	<u>\$ 5,153,726</u>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Accounts payable and accruals (Note 6)	\$ 109,566	\$ 161,339
Deferred contributions	-	10,000
Current portion of long-term debt (Note 7)	-	229,167
	<u>109,566</u>	<u>400,506</u>
DEFERRED CONTRIBUTIONS - TANGIBLE CAPITAL ASSETS (Note 8)	<u>3,735,154</u>	<u>3,764,002</u>
TOTAL LIABILITIES	<u>3,844,720</u>	<u>4,164,508</u>
<b>NET ASSETS</b>		
Unrestricted	<u>1,661,851</u>	<u>989,218</u>
	<u>\$ 5,506,571</u>	<u>\$ 5,153,726</u>

Approved on behalf of the board:

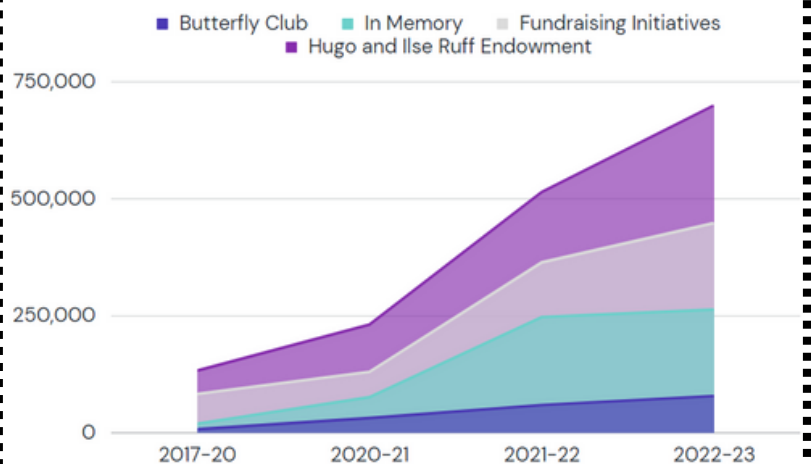


Director



Director

### Growth of financial support over time



# Service statistics

Individuals served since opening: 243

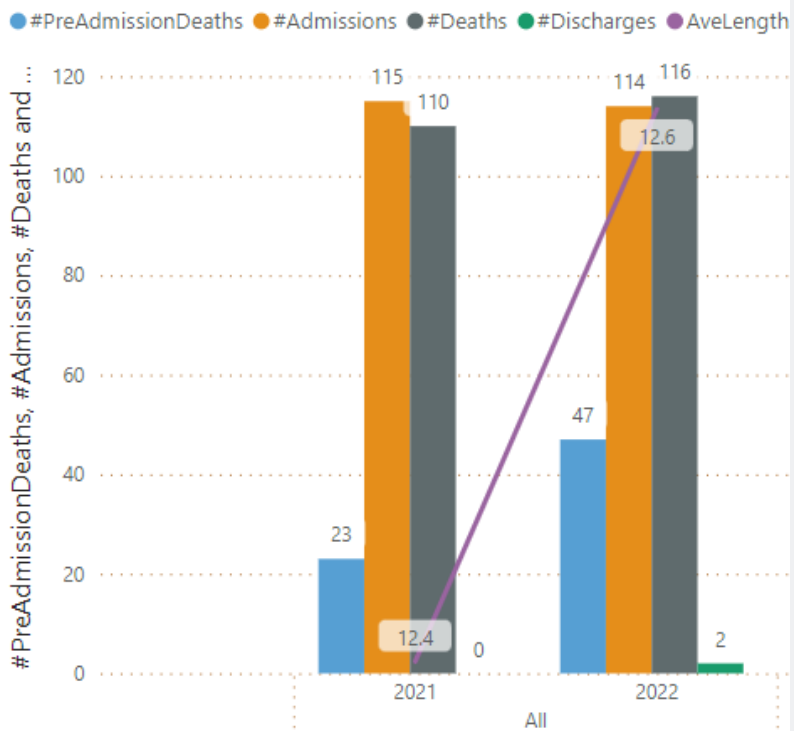
Individuals served this year: 116

Hospice bed days provided this year: 1437

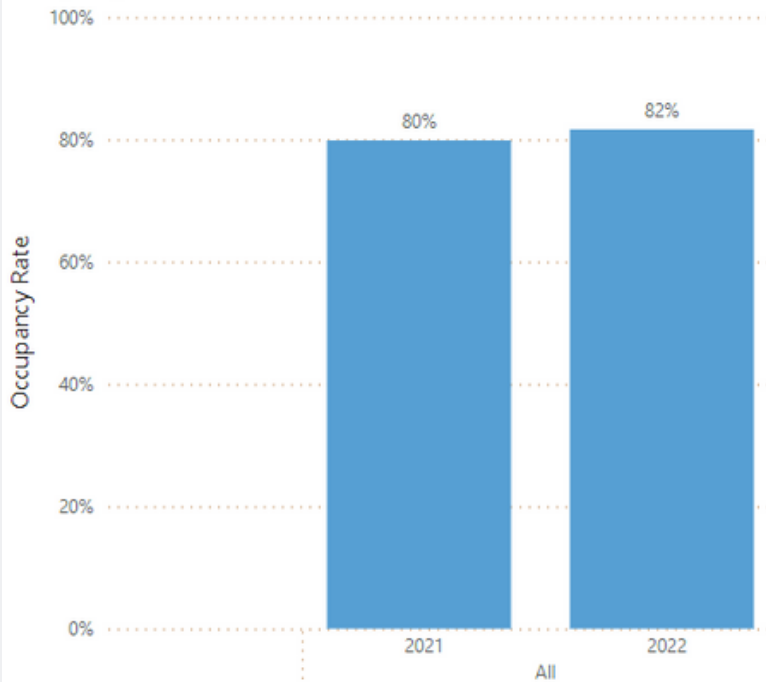
Value and Efficiency (Non-Financial)	
<b>Use of Internal Resources</b>	
Bed Turnover Interval	
Length of Service Residence	
Occupancy Rate	
Throughput	
<b>Use of System Resources</b>	
Wait Time First Contact To Initial Service Residence	

Occupancy Rate 82%  
 Location Preference 86%  
 Satisfaction 95%  
 Positive Impact 90%

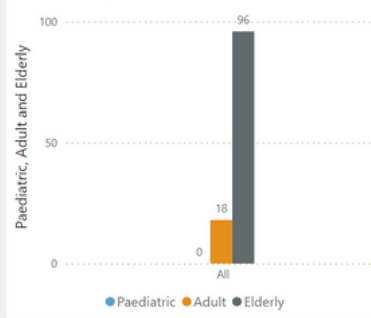
Patient Caseload



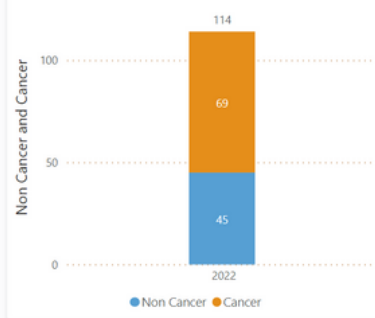
Occupancy Rate



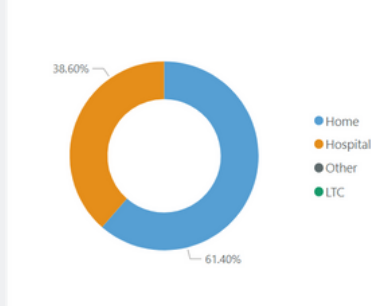
Admissions: Age Groups



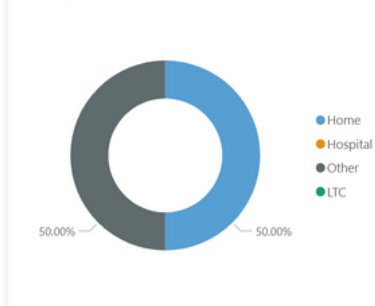
Admissions: Cancer and NonCancer



Admissions: Locations



Discharges: Locations





# Family Member Quotes



June 2022

How does one begin to thank you - staff and volunteers - for the wonderful care and support you gave to my husband and our family? Thank you isn't enough because it just can't capture the depth of our gratitude! Everything you did met and exceeded our expectations. He felt valued, safe, and well cared for by each of you and he wanted me to tell you that. I will never forget all that you did for all of us over those four weeks. You allowed and encouraged me to be his wife, not his nurse, and that gave us wonderful moments together to share memories, celebrate our life together and to say goodbye.

Sept 2022

To the most amazing group of people! Thank you so much (from the bottom of my heart) for treating my brother with such care and dignity... even though he was only there for a short time... you helped carry out all his wishes with us. I am ever thankful for people like ALL of you.

Oct 2022

Dear Friends,

We want to thank you for all the wonderful care you have given to Tilli and ourselves. You are truly angels and "midwives for the soul".

March 2023

I want your team to be very very aware that you all made the last two weeks of my mom's life the best she had experienced for a very long time.

**Mariposa House Hospice**  
**1140 Brodie Drive , Severn ON Canada**  
**705-558-2888 / [info@mariposahousehospice.com](mailto:info@mariposahousehospice.com)**  
**[www.mariposahousehospice.com](http://www.mariposahousehospice.com)**