



Annual Impact Report
2023–2024

Honouring every moment of life.





At Mariposa House Hospice, we are reinforcing the stability and culture of the team while ensuring we have the financial wherewithal to meet future needs. I want to thank each member of the organization for their unparalleled dedication and compassion.

We could not meet our mission without our volunteers – truly the driving force of Mariposa House Hospice. Whether at reception, in the kitchen, in our lovely gardens or as part of our dynamic group of fundraisers, our volunteers ensure we remain part of the fabric of the community – and I am grateful to be supported by a rigorous and collaborative volunteer board.

To our donors I wish to reinforce the message that your support makes an immediate and visible impact. We are using our resources responsibly to address our most urgent issues. We are in a strong financial position due to our successful fundraising efforts and the generosity of our donors... money that will help us through a financial downturn or support an increase in our capacity in the future. Our accumulated surplus has increased from \$1,661,851 in F2022-23 to \$2,021,691 at end of F2023-24.

Another thing that has become quite clear thus far in my short tenure: the demand for our services is growing as our occupancy rate has increased to 85% up from 82%. More and more members of the community are choosing hospice for end-of-life care and, sadly, on multiple occasions, we have not been able to admit residents because we were at full capacity. This is a topic that I am sure will heavily influence our reflection as we complete a new 5-year strategic plan in the coming months.

Finally, I am grateful to everyone who supports Mariposa House Hospice: our volunteers, our donors, our partners, our staff. Because of you, we provide the highest quality palliative care and bereavement support to our community at no cost.

Ted Markle, Executive Director



As we pass our third anniversary since opening our Hospice doors we reflect on the accomplishments and impact of Mariposa House in our Community.

Nearly 400 families have been supported through one of life's toughest transitions. Thank you to our amazing staff for their dedication, always providing care for our residents with dignity and respect. We welcome our new Executive Director, Ted Markle, who has joined us this year. A special thanks to Annalise Stenekes for her contributions and leadership as she passes the torch to Ted. Her dedication to our organization has been instrumental to our success.

In our first three years of operations, we have received tremendous support from our community, and we would like to acknowledge all their efforts

Firstly - our house volunteers who support all aspects of our daily operations. They serve a multitude of roles including greeters at the front desk, kitchen operations supporting our families, and the beautification of our gardens and property. Thank-you to all.

Secondly - our dedicated volunteers that form our fundraising team. The effort and creativity of these hardworking individuals have been instrumental in giving us the resources necessary to provide outstanding patient care. The group collectively commits to 3 major fundraising events a year, which helps generate a significant portion of the much-needed funding for the hospice. Thank you, ladies and gentlemen.

Finally - we are blessed by the financial support we have received from all areas of our Community providing us a strong financial footing to serve our families in need of palliative care. Thank you to the residents, businesses and municipal leaders across all our served communities - Orillia, Severn, Oro-Medonte, Chippewa's of Rama First Nation, Ramara, and the County of Simcoe

With our community demographics we know the need and support for palliative care will continue to grow. This past year our 5 bed Hospice reached full capacity each week. We are beginning to plan for the financial reserves that will be necessary to expand our services to continue to meet the needs of our community.

The board strives 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 their palliative care needs.

John Mayo, Board Chair



With my first year in the role of Clinical Manager now complete, I reflect on our growth as a team and an organization since we opened in February 2021. We have gone from a staff of 12 to a total of 29 clinical staff; from tight visitor restrictions and no volunteers in the building to an open door, flourishing house that has served a total of nearly 400 residents — of whom 111 were in 2023-24.

My focus in 2023-24 and going forward remains on growing a strong and resilient team. By adding committed casual staff to our roster and the creation of a part-time Clinical Support RPN role, we have stabilized the operation and reduced last-minute overtime shifts. I'm also proud to announce that, all time off requests were granted, our new pension plan has been deployed, and our compensation levels have been adjusted to the market.

Most recently, I am confident that our new Supportive Care Social Worker, Aundrea Larocque, who provides grief and bereavement support to our residents, families and friends, as well as staff and volunteers, will prove to be instrumental in further building our resiliency as a team.

I would like to express my deepest gratitude to our dedicated, compassionate staff members for their unwavering commitment to our mission. Together, we will continue to provide comfort, dignity, and high-quality palliative care to those who need it most.

Emily Lazareth, RN, Clinical Manager



Serving Mariposa House Hospice as Medical Director is a source of personal pride. My passion for palliative care makes being part of an organization of outstanding nurses, PSWs, staff, and volunteers who provide the highest quality end-of-life care to the citizens of Orillia and area especially satisfying.

As understanding and appreciation of our services grows, I remain grateful for the family physicians and nurse practitioners who provide seamless continuity of care from home or hospital to Mariposa House Hospice. I can be counted upon to continue supporting out-of-town and unattached residents so that they are not left without a physician for their medical needs while at hospice.

None of this work is possible without our many donors. Your steadfast support of our mission is deeply appreciated.

Dr. Erika Catford, MD, CCFP, Medical Director



Hello, Bonjour, Aanii!

My name is Aundrea, and I am a registered Social Worker with the Ontario College of Social Workers. I completed a Master of Social Work degree at Wilfrid Laurier University with an Indigenous Field of Study Specialization. As a practitioner, I offer a holistic approach to counselling and can provide emotional, psychological or spiritual support to individuals who are grieving the loss of a loved one.

As a new member of the Mariposa House care team, I am working to support residents, their family members and our care team during end-of-life journeys using a strengths-based and person-centred approach. Support is offered to those anticipating a death and after the death has occurred, through 1:1 sessions or in a group format. Staff may also receive social work support to respond to families who may be struggling or while providing care in difficult situations. My hope is that as a care team, we can enhance our coping strategies and resiliency to reduce compassion fatigue and caregiver burnout.

If you would like to learn more about how social work can support the invaluable services that Mariposa House offers to the community, please reach out by phone or drop in-person, to chat or have a cup of tea.

Aundrea Larocque MSW, RSW, Supportive Care Social Worker



I am so excited to branch out in my new role as Engagement Manager where I am fortunate to work with our volunteers, supporters, residents and their family members.

Connecting with residents and their family members is my passion, and it's such an honour to be a part of someone's end journey. As part of the team that opened the House in January 2021 during the pandemic, to now witness our growth and evolution is truly amazing. I am inspired by our more than 60 trained volunteers who help make Mariposa House Hospice what it is. One of the most important functions of a not-for-profit organization is fundraising and to work alongside our dynamic fundraising volunteers on the various events we do each year simply adds to the fulfillment of my role.

Kandas Bartlett, Engagement Manager

Volunteers

Mariposa House Hospice volunteers make a difference. Whether it is through fundraisers, at reception, in the kitchen, in our gardens, or at the board table, we could not function without their support.



Nancy Seed

Mariposa House Hospice volunteer, Nancy Seed, was named to join The June Callwood Circle of Outstanding Volunteers in 2024.

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 was presented by Hospice Palliative Care Ontario at the annual conference on Sunday, June 9, 2024.

Fundraising Events

Our events play a crucial role in helping us reach our financial targets and keep us close to the community we serve. Our volunteer fundraising committee designed, planned, and pulled off our golf tournament, Butterfly Kisses Fashion Show, and Angel Tree events.

(F2023-24 Net Contributions)



*MHH share, event held in partnership with Hospice Orillia

Ways to Give

Celebrating the life of a cherished individual through hospice memorial donations is a beautiful gesture. These donations hold significant value, as they provide vital support for hospice care, bringing comfort and solace to those receiving end-of-life palliative care.

Hospice memorial donations, regardless of their size, play a crucial role in enabling hospices to extend their care services to those in need, funding essential hospice services, acquiring necessary equipment and supplies, and facilitating staff training..

Patio stones are another way that loved ones can both remember and support Mariposa House Hospice. These stones can be found all around the grounds and gardens. We invite you to take a stroll and read the many touching, inspiring, and sometimes humorous ways our past residents have been memorialized.



Statistics F2023-24

RESIDENTS

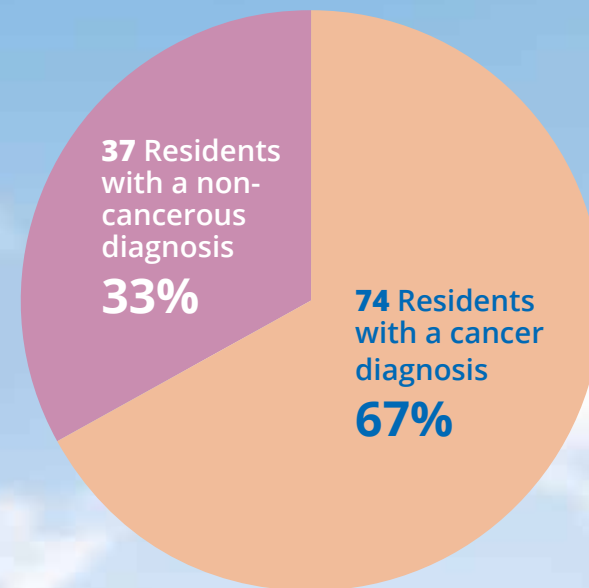
Residents cared for
111

Average length of stay (days)
14

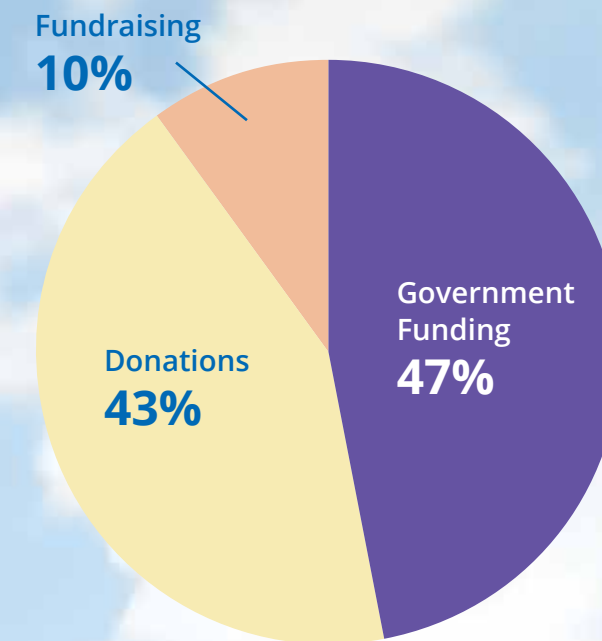
Occupancy Rate

2022-23
82%

2023-24
85%



REVENUE BY SOURCE



CLINICAL CARE HOURS (F2023-24)

Provided by nurses (hrs)
8,760

Provided by PSWs (hrs)
8,760

VOLUNTEERS

Number of volunteers
49

Hours donated
2,788



Our beautiful stained glass lamp at the Nursing Station is lit at the time of a resident's death. It remains on for 24 hours along with a name plaque to honour each resident.

RESIDENT STORY

Walking Hand-in-Hand For Over 60 Years



In February of this year, dad was diagnosed with two different cancers, pancreatic and esophageal. He had beat stomach cancer 30 years ago but doctors felt that these new cancers were completely unrelated to that and to each other. He knew that the cancers could not be cured but agreed to try palliative radiation. Unfortunately it did not buy him more time but may have kept his pain under control. All along, dad's wishes were to stay at home as long as possible and not to be a burden to his family in terms of medical care. He found out about Mariposa House and felt that when he could no longer be cared for at home, he would like to go to Mariposa.

Shortly after dad was diagnosed, mom received the news that she too had an incurable cancer. Her illness progressed very quickly. She was very stoic and strong for dad, visiting him each day and spending hours by his bedside.

Fortunately a bed became available when he needed it and he became a resident at hospice. Mariposa House is a uniquely incredible place. When we arrived, we were met by the nurse on duty, the PSW, volunteers and administrative staff. Everyone was kind, compassionate and welcoming. Dad was taken to his room to be settled in and we were given a tour of this beautiful location. Although it is a medical facility, it feels nothing like a hospital. It's more like a home away from home where the pressure and worry of taking care of a loved one's medical needs are removed from the family. That's a really big deal.

It allows the family to just be daughters, sons or spouses and spend time with their loved one. Dad was in room 2. He had a wonderful view of the butterfly garden. The bird feeders outside the window were busy with cardinals and finches, as well as industrious chipmunks. We spotted rabbits and butterflies and even a pair of deer one afternoon. Such a peaceful, natural setting. We were able to make ourselves at home, coming and going throughout the day and evening.

There were no limits on when we could be there or how many of us could be there. As well as taking care of dad, hospice staff were always asking how they could help or make us more comfortable, even providing mom with warm blankets when she was in need of a nap. Dad was a bit of a joker and enjoyed bantering with the staff. It really brought some levity and normalcy to the experience. Ten days after arriving at Mariposa House, dad passed away. Our whole family was able to be there. It was very peaceful and dignified.

Shortly after dad was diagnosed, mom received the news that she too had an incurable cancer. Her illness progressed very quickly. She was very stoic and strong for dad, visiting him each day and spending hours by his bedside. After he passed away, her condition seemed to deteriorate even more rapidly. She too wished to stay at home as long as she possibly could. She was very afraid of being in the hospital or in a long term care facility. We cared for her at home to the best of our ability but when things became too difficult and we could see that she was suffering, we spoke to our palliative team.

This couple had been together over 60 years and it seemed fitting that they should be together at the end as well.

After our experience with dad at hospice, we knew that the best place for mom to be was Mariposa. Initially, a bed was not available for her and we prepared ourselves for death at home. This was a frightening prospect as we were very concerned about pain management as well as keeping mom comfortable through the stages of death. Fortunately, only six weeks after dad passed away, a bed was offered and we were so grateful. This couple had been together over 60 years and it seemed fitting that they should be together at the end as well. Mom arrived at hospice on August 22nd around 10am. Bringing mom in was very tough in the sense that she was scared and we had only just lost dad...but as soon as we pulled into Mariposa Hospice (where we had spent so much time as a family in July), we felt immense comfort as waiting outside to greet us with open arms were some of the same amazing team members that cared for dad - it almost felt like "coming home", in the sense that it wasn't strangers we were coming back to, it was the same caring team that dad loved and took such great care of all of us too! She was made comfortable in room 5, across the hall from where dad had been.

This was a very different experience as mom was very sedated and not able to communicate with us. She was in much more pain than dad had been. We were able to stay with mom throughout the night, making use of the murphy bed and a cot that was brought in. All night long, staff were coming in to make sure mom was comfortable, adjusting her in the bed, increasing her medication, doing mouth care and trying to relieve a variety of symptoms. Even though she wasn't able to communicate, they always treated her with dignity and talked to her, making sure they explained everything they were doing. At 6:15 in the morning of August 23rd, mom passed away. We know that if we had been at home, she would have suffered and struggled much more than she did. Although mom and dad were the residents, Mariposa House provided guidance and emotional support for the entire family. We know that we can visit at any time and sit in the butterfly garden to feel close to our parents. It's hard to put into words how thankful we are for the care and support provided to us through this unimaginably devastating time in our lives.

Thank you so much.

The Fishpool Family



Hospice Timeline

2016

Mariposa House Hospice incorporated

Capital Campaign Team:
Gerry Smith (Honorary Chair), Jane Sorensen (Campaign Manager), Dave Simpson (Treasurer), Sylvia Smith, Brian Barr, Wendy Lowry, Janis Flossbach, Sue Morris

2017

Fundraising Committee is created and first events are a success (Car Wash, Angel Tree)

CRA Charitable Status obtained

\$3.5M Capital Campaign launched

LHIN operational funding secured

Inaugural board of Directors: Brian Barr, Sylvia Smith, Gord Robertson, Dr. Erika Catford (Co-Chair), Dave Carson, Greg Evans, Dr. Si Lowry (Co-Chair)

2018

Land acquisition, 1140 Brodie Drive

2019

\$3.5M Capital Campaign achieved

Ground Breaking in August

2020

Annalise Stenekes is named inaugural Executive Director in May

2021

Opened and welcomed first resident February

Volunteers begin in the house in April

2022

Mortgage loan fully repaid October

2023

Solar Panel Project Live in September

2024

Ted Markle named new Executive Director in February

Launch of Cuddle Bed Campaign in March

Current Board:

John Mayo, Chair
Dave Carson, Past Chair
Debbie Trickey, Treasurer
Jillian Brazda
David Neilly
Dr. Neda Rowhani-Seki
Margaret Pomeroy

Looking forward:


New strategic plan in development - "Horizon 2030"


Please see our website for a copy of our audited financial statements.

Get In Touch

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