



**Hospice Palliative Care of Greater Moncton Inc. /
Hospice de Soins Palliatifs du Grand Moncton Inc.**

**2016 Annual Report
January-December, 2016**

**Presented at the
Annual General Meeting of June 1, 2017 at 7PM**

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Hospice Greater Moncton
2016 Annual General Meeting
June 1, 2017
Camden Park Terrace, Camden Crescent, Moncton

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2016 Financial Statements (under separate cover)

"Compassionate care, celebrating life... even when there is no cure."

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**Hospice Greater Moncton
2016 Annual General Meeting
7:00 PM June 1, 2017**

AGENDA

Call the meeting to order; establish Quorum	Jamie Penfold, Chair
Welcome, introduction, and announcements.....	Jamie Penfold, Chair
Proof of Notice of Annual General Meeting.....	Bill Lane, Secretary
Motion to Adopt Minutes of May 2016 AGM.....	Jamie Penfold, Chair
Nominating Committee Report.....	Jamie Penfold, Chair
Introduction of Board Members.....	Board members
President's Report and Comments.....	Jamie Penfold, Chair
Financial Report.....	Bill Lane, Treasurer
Appointment of Accounting Review Firm.....	Bill Lane, Treasurer
Executive Director Report summary	Tradina Meadows-Forgeron, Executive Director
Recognition of out-going Board members.....	Jamie Penfold, Chair
Question and Answer.....	Audience and Board members
Thanks and Closing Remarks.....	Jamie Penfold, Chair
Motion to Adjourn	
Meet and Greet	

Hospice Greater Moncton/ du Grand Moncton
ANNUAL GENERAL MEETING
THURSDAY, MAY 19, 2016
MINUTES

The Annual General Meeting was held in the Hum-Lew-Sun Lions Club, Pleasant St., Moncton, commencing at 7:00 PM.

The meeting was called to order by President, Jamie Penfold who acknowledged Lions president Bruce MacLeod, Lion Norm Allain and Honorary Hospice Board member Jack Cameron as well as the volunteers, staff and Hospice supporters in attendance.

PROOF OF NOTICE:-

The Secretary advised that the notice of meeting had been published, as required in our by-laws, in the Transcript & Transcript on May 11 and posted in the Hospice Shoppe and on Facebook.

MINUTES:-

The Minutes of the last Annual General Meeting were adopted as circulated. Bill Lane/Gary Chesser

NOMINATING COMMITTEE REPORT:-

The president presented the Nominating Committee Report on behalf of David Parker.

INTRODUCTION of BOARD MEMBERS:-

New Board members John Pollabauer and Jim Vaughn were introduced as well as the current members of the Board.

PRESIDENT'S REPORT:-

Jamie Penfold reviewed the accomplishments of Hospice Greater Moncton during 2015 and paid tribute to the staff and volunteers for their devotion and work.

NOTICE of BY-LAW AMENDMENTS:-

The president reported the by-law amendments that were enacted during the year.

FINANCIAL REPORT:-

Treasurer Bill Lane reviewed the Financial Statements for the year ending December 31, 2015.

EXECUTIVE DIRECTOR'S REPORT:-

The president gave the report on behalf of Joanne Adair who was unable to attend due to a medical emergency. It was later reported that Joanne was home from the hospital and would be at work next week.

APPOINTMENT of ACCOUNTING REVIEW FIRM:-

LeBlanc Scott CPA was appointed for the year ending December 31, 2016.

RECOGNITION of RETIRING BOARD MEMBERS:-

Bob Cameron was presented a certificate of appreciation for his invaluable leadership. David Parker and Stephen Claxton-Oldfield were recognized in absentia.

QUESTION and ANSWER PERIOD:-

A very informative and supportive discussion then ensued with many thoughtful and encouraging ideas suggested from the floor.

ADJOURNMENT and SOCIAL:-

At 8:00 PM the meeting adjourned upon the motion of Payson Rowell. Refreshments and conversation were then enjoyed by everyone present.

Respectfully submitted,

Payson Rowell, Secretary

Jamie Penfold, President

**Hospice Greater Moncton
2016 Annual General Meeting
2017**

NOMINATING COMMITTEE REPORT

Board of Officers and Directors 2017-2018 as approved at the Board meeting of, June 1, 2017

Name	Office
Jamie Penfold	Chair
Gary Chesser	1 st Vice Chair
Dennis Cochrane	2 nd Vice Chair
Bill Lane	Treasurer
Bill Lane	Secretary
James Vaughn	Director
Monique Maillet-Boucher	Director
Sharon Thivierge	Director
	Director
	Director
	Director
Jack Cameron	Honorary President/Chair
Doug MacEachern	Honorary Member
Tradina Meadow-Forgeron	Executive Director, ex-officio

Brian Lilly has completed a 3-year term and Payson Rowell has stepped down after serving one year short of two full terms. On behalf of the entire Board, thank you for your dedication and commitment.

We are confirming the acceptance by the remaining Directors to complete their terms of office.

The approval of other nominated persons as Directors will be voted upon by the Board on June 1 2017 just prior to the AGM and so the names are not confirmed at the time of printing this report.

Respectfully submitted,

Nominating Committee

Hospice Greater Moncton

2016 Annual General Meeting - June 1, 2017

Report from Chair, Board of Directors

Welcome to all, including our Honorary President, Jack Cameron, Honorary Board Member Rev. Doug MacEachern, Fellow Board Members, staff, volunteers, Ladies and Gentlemen.

2016 was a dynamic year for HGM. This is a reflection of our ongoing growth and development as an organization. HGM continues to carry out its mandate to provide volunteer-based in-home palliative care services, facilitate grief and bereavement support groups and provide training and support for Shoppe and in-home volunteers. Another goal of our organization is to establish and sustain the operation of a Residential Hospice.

As I had mentioned in last year's report, a priority for 2016/2017 was to develop a wider public profile. Public awareness of our services and our mandate is critical to successful fundraising for programme support. Education and promotion through social media, our Website, and print media has resulted in increased referrals to our in-home programme as well as increased financial and Shoppe donations. Community participation in fundraising events has increased as well. Federal MP's, local MLA's, members of local municipal councils and other dignitaries have participated in fundraisers and conferences. This increases our visibility in the community and puts our organization on the radar of various levels of government. Our Executive Director and Community Coordinator have given presentations to local community organizations. This spring, HGM joined the Chamber of Commerce, which has also improved our exposure.

The relocation of the Hospice Shoppe has proved to be an ongoing benefit to HGM. Overall, revenues continue to be good and expenses under-budget. There has been increased customer traffic and positive feedback about the quality of goods for sale as well as the friendly service. Consolidation of the Shoppe and Staff offices in a single location results in a more cohesive operation. The earned revenue stream from the Shoppe allows for self-sustainability for HGM and its programmes.

We are grateful for the donations from individuals, corporations, businesses and local service groups. This generosity encourages us to continue our efforts to provide palliative care services to the Greater Moncton community. Committees are in place to develop fundraising events to provide support for our programmes and the Residential Hospice Building Fund. "An Evening with Rossano's" was sold out for the second year in a row in June 2016. This event is generously supported by Greg and Sue Ross and is slated for June 5 this year. Hike for Hospice is another special event. An art auction, "HeArt for Hospice" is scheduled for October. After contracting the services of an event planner for a brief period, we have turned to some of our volunteers and staff for event/fundraiser development as these individuals have experience in this area.

There were changes in the HGM Staff roster over this past year. After a brief stint as Community Coordinator from November 2016, Tradina Meadows-Forgeron became our Executive Director in February 2017. Debbie Jaillet was recently hired as Community Coordinator. In September 2016, our Shoppe Manager resigned and Dianne Logan capably stepped into this position. Sarah Morin was hired as Assistant Shoppe Manager and she also assists with Special Events. Linda Rickert joined us in 2017 as part-time Shoppe Staff/ Administrative Assistant.

The Executive of the Board of Directors continues to meet each month; the entire Board meets every other month. Board members may meet more frequently if they serve on special committees. The directors volunteer their time, providing valuable support and expertise to HGM. This year marks the departures of Payson Rowell and Brian Lilly from the Board. On behalf of the Board and HGM, I thank both of them for their volunteer services.

The status of the Residential Hospice is undoubtedly an item of interest for our supporters. As you may know, the HumLewSun Lions Club donated land for its eventual location. Members of the Board provided the Lions with an update at a meeting in November. We have developed a business plan for construction and operation of a residential hospice, adopting a model of multiyear funding shared between the Provincial Government (GNB) and HGM. This plan is currently undergoing review as construction and operating costs have increased since we began planning 3 years ago. In spite of meeting with GNB in 2016 and receiving assurances of support for access to equitable end-of-life care in this province, the government is unable to provide a palliative care strategy or commitment to funding residential hospices at this time. We cannot build and sustain the operation of such a facility without financial support from the provincial government. Dominic LeBlanc has assured NBHPCA that palliative care is a priority for the current Federal government, and we look to developments from this sector as well. We have a Residential Hospice Building Fund which we contribute to on a regular basis. Until we have a clear commitment from GNB, we will postpone launching a capital campaign.

Our staff and volunteers continue to be committed to the goals of HGM. The collaboration of staff and volunteers works well. The Staff manages day-to-day operations and our volunteers provide the many services offered by HGM. HGM recognizes that volunteers are critical to the success of HGM's programmes. To that end, we support our volunteers and regularly hold information meetings and volunteer appreciation events. We are all committed to the goal of providing quality palliative care services and support to those individuals and their families living with life-limiting conditions.

In conclusion, thank you to all of you who support HGM. Whether you're a donor, sponsor, volunteer, Board Member or Staff member, your contributions are valuable and appreciated.

Respectfully submitted,

Jamie Penfold, Chair

Board of Directors, Hospice Greater Moncton

Hospice Greater Moncton/Hospice du Grand Moncton

AGM Report May, 2017

TREASURER'S REPORT

Hospice Greater Moncton had an excellent financial year in 2016.

The new Shoppe enjoyed increased revenue of 40.8% over 2015 while expenses actually decreased by 4.7%. Donations and Fundraising increased to \$85,126 from \$69,706 or 22.1%.

Our net revenue over expenses for 2016 was \$177,170 which is a great step forward for Hospice Greater Moncton and we expect 2017 to be even better.

At Dec 31/16 the organization has accumulated \$485,000 in cash and equivalents towards the Hospice Residence Project.

2017 will be a year where we need to continue to build on the success at the new Shoppe location while concurrently achieving new levels of donations and Fundraising. For us to realize our goal of building and operating a Hospice Residence we need to develop and manage Fundraising activities that will generate revenues more than double 2016 and reach out to existing and new donors to secure short and long term commitments at levels far beyond historical amounts. These are key and required steps for Hospice Greater Moncton to achieve a sustainable cash flow.

The Executive and Board take their roles and responsibilities seriously in making sure proper policies are created and implemented to ensure safeguarding of the assets. Secondly, members of the Board actively participate on many committees together with staff and volunteers to support the Hospice organization in finding ways to execute programs and events successfully.

The 2016 Financial Statements as prepared by the accounting firm Leblanc Scott CPA provide more detail in terms of the balance sheet and operations for the Hospice Greater Moncton. The external accountants confirmed the books and records of the HGM were in good order which provides comfort that management is handling the financial aspects of the organization in a prudent manner.

Respectfully Submitted,

William Lane
Treasurer

**Hospice Greater Moncton
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Building Committee Report

Building Committee

The building committee of the Greater Moncton area has just been a dream committee up until now. It has always been the goal of the board, the staff, and the volunteers the donors to have a residence for our terminally ill patients.

The land has been graciously donated off pleasant street by the HumLewSum Lions Club. The site has been examined by former board member Dave Parker and the legal implications examined with City by former Board Member John Pollabauer.

Various plans for an actual building have been explored. Saint John and Fredericton Hospices have been visited. Sue Dexter gave us a tour of and financial statement of her 14 bed Seniors Home on Ryan Road. Architects 4 drew up preliminary example plans based on other sites in North America.

The frustrating hold up has been finances or the cost of a building itself and especially the ongoing expenses. The government funds need to be allocated. Donations would likely increase once there is an actual residence.

More expertise will be added to the committee once the finances are in place - hopefully very soon.

Dr. Gary Chesser

Dr. Jamie Penfold

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Programs and Services Reports

Community Palliative Care report

In 2016, Debbie Gilbert-King was the community coordinator for most of the year and was replaced by Tradina Meadows-Forgerson in November. Tradina was promoted to Executive Director on February 1, 2017. I was hired in April, 2017 as the new community coordinator.

In 2016, Hospice had 12 active clients who benefited from the friendly and caring services of our in home volunteers. Twelve new referrals were received. We received 8 other inquiries about the services. Hospice had 17 clients for the year. Seven clients passed away in 2016. Condolences cards were sent to the families.

We had 13 active in home volunteers offering their services of respite care to the families, companionship to the clients and transportation for the clients to their appointments or errands for 542 hours of volunteering. I saw one new client as a new in home volunteer in December. We have 30 trained volunteers who are willing to work with in home clients.

At the Shoppe level we continue to have the faithful volunteers who come in each week, working on sorting, organizing, cleaning and selling. We have 54 volunteering per month.

We also had 40 faithful event volunteers helping to prepare and helping on the day of the events.

The events

of the new brochures in order to raise awareness. Pamphlets were also brought to doctors included:

- Hike for Hospice held in May
- An Evening in Italy held in June
- A fashion show held at the Central United Church in September
- Angels Remembered, which are angels up for donations at Kent Building Supply stores in Greater Moncton and booths set up at various locations

We have many volunteers who work on different roles helping at the Shoppe, with events and seeing clients in the homes.

A New Horizon project was granted which started in 2016, to work on a narrative project that volunteers and members of the community worked together. A conference offered to volunteers, staff of Hospice Greater Moncton and professionals from the community working in palliative care was held in April, 2017 entitled A Multicultural Approach to Death and Dying. At this conference, The Narrative project was presented with a Handbook given to the participants

entitled The Narrative project A practical guide to capturing the stories and legacies of people in the final stages of life. This handbook is a great tool for in home volunteers to capture the stories of the palliative clients in order to leave a legacy to their families and other generations.

Lastly, fifty one letters have gone out to different nursing homes in Greater Moncton explaining our services along with copies and meetings were held with the Driscoll Extra mural nurse, Patty McQuinn.

Submitted

Debbie Landry-Jaillet

Community Coordinator