



West Island
Palliative Care
Residence



PAYING HOMAGE

2018-2019 Activity Report





Drawing on the wisdom that it takes a village to raise a child, we offer that it also takes a village to care for the dying. Our community - our village - has been making it possible for the Residence to offer best-in-class palliative care to patients and their families for nearly 20 years.

The theme of our 2018-2019 Activity Report is “Paying Homage.” We are profoundly grateful for our community’s support and we wish to honour all those who make it possible for the West Island Palliative Care Residence to provide active and compassionate care in order to comfort and support terminally ill patients and their loved ones and to continue as a leader in palliative care within Quebec and Canada. In the following pages, we pay homage to:

**Our patients
and their families,
for their trust and
the life lessons they
impart each day**

**Our donors,
for their loyalty
and generosity**

**Our volunteers,
for their skills and kindness**

**Our medical
and supportive
care teams,
for their expertise
and compassion**

**Our staff,
for their dedication
and commitment**

**Our administrative
and operational
support teams,
for their tireless dedication
and commitment**

**Our governing
boards,
for their leadership
and guidance**

**Our friends
and neighbours,
for helping raise awareness
about palliative care**

**And, finally, we pay
a heartfelt tribute to
Teresa Dellar,
our co-founder and beloved
leader, who died in August
2019 after a long illness, for
teaching us all the meaning
of life and the importance
of palliative care.**

*“We die.
That may be
the meaning
of life.”*

- Toni Morrison, novelist and
Nobel Prize winner (1931-2019)

*“Life’s beauty
is inseparable
from its fragility.”*

- Susan David, Ph.D.



This year will remain etched in our brains and hearts forever. Over the last 12 months, we have had much to celebrate, and much to bear. It is bittersweet to rejoice over our remarkable achievements – building our consolidated Residence, advancing the work of our Montreal Institute for Palliative Care, surpassing our fundraising and capital campaign goals – while grieving for our accomplished leader, Teresa Dellar.

Teresa passed away in August 2019 after a two-year battle with cancer. Her untimely death has demonstrated to all the fragility of life. As large as was this profound loss is the immeasurable impact that Teresa has made. By her sheer presence – by showing us how to live fully, to give without measure, and to cope with transitions – Teresa embodied the meaning of life and helped us discover what matters most.

Teresa’s strength and courage had an immeasurable impact on us all – patients, families, colleagues and friends. With unfailing kindness, insight and wit, she was able to create deep and meaningful connections, so that each person felt understood, inspired, and motivated to drive real change in palliative care.

The growth and expansion of the Residence reflects how important palliative care is to our community. Our supporters recognize the need for quality palliative care and are committed to helping us now more than ever. Working hand in hand with our engaged donors, volunteers, and employees, we are making it possible for people to die with dignity, and to leave the world feeling cared for, cherished, and safe.

Teresa Dellar understood the importance of living fully until the end – a powerful lesson for us all. Today, we pay homage to her vision and pledge to continue her mission with compassion and care.

Allen Van der Wee
President
Operations Board

Robert Havill
President
Foundation Board



About

The West Island Palliative Care Residence is **Canada's largest freestanding palliative care facility**. In our homelike environment, we ensure that patients and families live with dignity and are at peace in the final days of life.

Mission

We strive to **provide active and compassionate care** in order to comfort and support terminally ill patients and their loved ones and to **continue as a leader and centre of excellence** in palliative care within Quebec and Canada.

“For all that everyone has done for John. My first morning at the Residence, I wasn't even there one hour and I felt the peace go through me and I knew then that we made the right decision to have John spend his last few days in such a beautiful place surrounded by such caring people. You have all showed us that there are still kind, compassionate and caring people in this world willing to go that extra mile to help someone out.”

- Anonymous

Vision

- ♥ To be at the forefront of providing superior palliative care within the community health care network.
- ♥ To promote and support a range of services to patients requiring palliative care, at home, in hospital, and at the West Island Palliative Care Residence.
- ♥ To serve as a role model and resource for other communities wishing to organize freestanding palliative care residences.
- ♥ To promote and provide education to health professionals and volunteers to enhance competence in delivery of palliative care services.
- ♥ To promote and provide education in the community, to increase awareness and to provide understanding of the needs of the terminally ill and their families.
- ♥ To ensure that grief support is available and to promote it in the community.
- ♥ To continuously improve palliative care quality, access and capacity through education, knowledge exchange and research.



HOMAGE

TO OUR CARE TEAMS

Day and night, our devoted teams provide compassionate, mindful and attentive care to terminally ill patients and their families. Together, our interdisciplinary team ensures the well-being of each person faced with the end-of-life journey, by addressing their physical, psychological, emotional, and spiritual needs.

Our Interdisciplinary Care Team



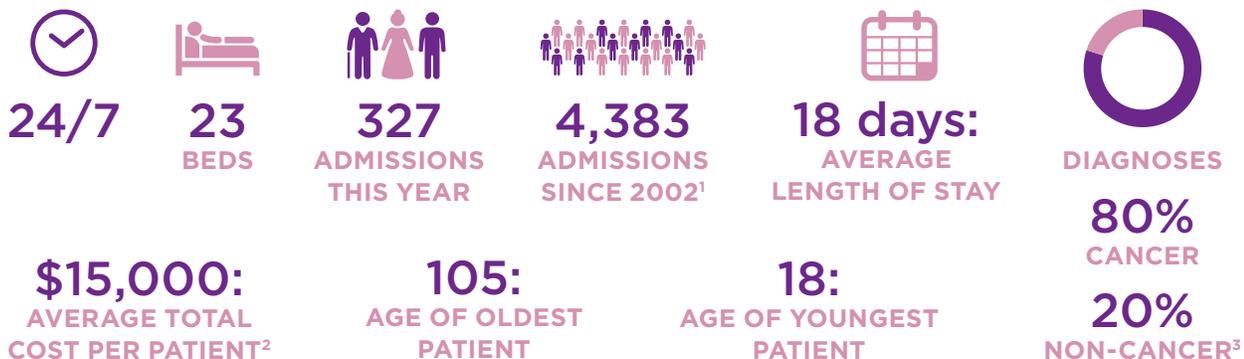
Specialized care

Our physicians and nurses are highly specialized in pain and symptom management. The care they provide has a soothing and calming effect, so patients are as free from pain and relaxed as possible, and can focus on living well right until the end.

Bereavement support

Care for families starts when we meet during the pre-admission process and continues after the death of their loved one. Our trained bereavement support professionals and volunteers are there to provide a listening ear for those who need to talk. These groups are open to the community, regardless of whether their loved-one has died at the Residence. This year, individual support was provided to family members of over 350 patients, and 175 members attended our annual Celebration of Life.

Patient care in numbers



1. To March 31, 2019. 2. All services are provided free of charge to patients and families. 3. Non-cancer diagnoses include amyotrophic lateral sclerosis, kidney diseases, dementia, and cardiovascular diseases, among others.

HOMAGE

TO A COMMUNITY THAT RAISES FUNDS AND AWARENESS

The founding tenet of the Residence is to provide its care and services to all patients free of charge. We are fully accredited by the Quebec government and as such receive from the Province one third of the \$5.6 million needed each year to support our operations and programs. For the remaining two thirds of the annual budget, we rely on philanthropic gifts. Another remarkable year has passed thanks to our generous donors, committed volunteers and engaged stakeholders. Together, with our staff, they raised over \$3.9 million to provide care for our patients and support for their families. With the community's loyal support our fundraising events, community events, direct mail appeals, major donors and planned giving programs were a resounding example of successful teamwork. Record amounts were raised, awareness of palliative care was highlighted and most importantly, patients and families received quality care when they needed it most.

Thank You!

"I would like to give my heartfelt thanks to the nurses, doctors and all the support staff who took care of my mother. I have never in my life met such loving and caring people. My family was privileged to have my mother's last days be in the care of these wonderful people."

- Raymond Family

8TH ANNUAL GOLF TOURNAMENT PRESENTED BY RBC

Royal Montreal Golf Club
August 27, 2018
228 participants

\$465,000

Record net amount raised



GOURMET DINNER & WINE AUCTION

Montreal Airport Marriott
In-Terminal Hotel
October 4, 2018
Over 100 guests



\$65,000

Net amount raised

20TH ANNUAL VALENTINE'S BALL

Château Vaudreuil,
Pavillon sur le Lac
February 8, 2019
Over 500 guests



\$600,000

Record net amount raised

COMMUNITY EVENTS

A variety of fundraising activities benefitting the Residence

\$185,000

Record net amount raised





Thank you to our **event sponsors!**

Anne Myles ♥ Banque Nationale
Charles River ♥ City of Pointe-Claire
Eurostyle Fashion ♥ Italvine
Jarislowsky Fraser Ltd ♥ Jockey Canada
Merck Canada ♥ Novartis ♥ OEC
Otis Grant & Friends Foundation
Pfizer Canada ♥ QSM Group
RBC Wealth Management ♥ SAQ
TASK ♥ Ted & Joan Fletcher ♥ Vivalis



Thank you to our **community event organizers** for your support and for being such wonderful ambassadors.

Beaconsfield Yacht Club
Braley Winton Golf Tournament
Butterfly Release
Classique de golf Jean St-Onge
Course pour la Compassion
Kirkland Oldtimers Hockey League
Le Cambridge
McKibbins Pointe-Claire
Pointe-Claire Citizen's New Year's Eve Bash
Pointe-Claire Legion Branch #57
Pointe-Claire Oldtimers
Remax Royal (Jordan) Golf Tournament

“We were deeply touched and grateful that our family got to experience the tireless dedication, compassion and love, shown by everyone at the West Island Palliative Care Residence.”

- Wiet family

Thank you to our **helping hands!**

The Residence is fortunate to be able to count on dedicated volunteers whose helping hands provide indispensable support and allow us to reduce our operating costs. We could not do what we do without you! Your kindness is matched only by the skills and experience you contribute. Our dedicated employees work tirelessly and with great professionalism to make every day count for our patients and their families.

260
ACTIVE
VOLUNTEERS

Regular shifts equivalent to 15 full-time staff members

150
FUNDRAISING
VOLUNTEERS

Support for all our events and activities

8-10
PERSON TEAMS
(VOLUNTEER FROM COMPANIES)

Support for seasonal tasks



PATIENT CARE



GARDENING



KITCHEN



FUNDRAISING ACTIVITIES



BEREAVEMENT SUPPORT



RECEPTION



LAUNDRY



MUSIC THERAPY

HOMAGE

TO OUR VISIONARIES

This year, we began the start of a new era for the West Island Palliative Care Residence and palliative care in Canada. July 2018 marked a defining moment for the future of the Residence as construction began to consolidate our two separate locations into a single, expanded facility housing all of our 23 beds under one roof.

Construction is advancing steadily. Upon completion in the spring of 2020, the 30,000 square foot extension on André-Brunet Street will bring all staff and volunteers together so that patients and families can benefit from a consistent and seamless approach to care and services. Moreover, the new building will house our new branch, the Montreal Institute for Palliative Care, which developed and launched palliative care programs and activities this year.

Thank you to all our donors and supporters to our *Caring & Sharing - Under One Roof* Major Fundraising Campaign for being an integral part of our transformation.

*A complete list of all our donors can be found on our website.

CARING & SHARING - UNDER ONE ROOF MAJOR FUNDRAISING CAMPAIGN

GOAL
**\$12.5
MILLION**

**\$10.5
MILLION**
RAISED AS AT
MARCH 31,
2019

84%
OF GOAL
REACHED

Thank you for your leadership!

We are grateful for the incredible leadership of our Campaign Co-Chairs, **Luc Bertrand**, Vice-Chairman, National Bank of Canada, and **Erin O'Brien**, Senior Director, Jarislowsky Fraser, Limited, as well as for the wonderful commitment of our Campaign Cabinet and Honorary Patrons.



Institut de
soins palliatifs
de Montréal

Advancing education, knowledge exchange and research in palliative care

With 70% of Canadians lacking access to quality palliative care, the Institute is helping extend the benefits of best-in-class palliative care to as many patients and families as possible through education, knowledge exchange and research to increase capabilities and quality. Here is a snapshot of the Institute's accomplishments this year:

Education

Academic rotations in medicine, nursing and social work.

Continuous education for healthcare professionals (1-day conferences).

Community lectures on palliative care and related topics.

Knowledge exchange

Partnership with Pallium, a Canadian organization focused on palliative care education.

Partnership with St Christopher's to be the Canadian satellite for QELCA (Quality End of Life Care for All) Program.

Work with the Cree in CIUSSS James Bay, including nurses training in Montreal and a visit to Chisasibi to support home care workers.

Research

Launch of the Compassionate Communities multi-university research project to study and inform community activity in order to help citizens with terminal illnesses and their loved ones.

Montreal Institute for Palliative Care Advisory Committee

Chair

Bernard J. Lapointe, MD

Eric M. Flanders Chair in Palliative Medicine, McGill University, Director of Palliative Care McGill Program

Associate Professor, Department of Oncology & Family Medicine, McGill University
Chief of the Division of Supportive Care and Palliative Care, CIUSSS West Central Montreal

Members

Doris Barwich, MD, CCFP(PC)

Executive Director, BC Centre for Palliative Care

Maryse Bouvette, RN, BSc, Med, CSIO(C), CSIP(C)

Coordinator of the Regional Palliative Consultation Team
PC APN Nurse Consultant, Bruyere Continuing Care

Justine Farley, MD

Family physician specialized in palliative care

Vratislav Hadrava, MD, PhD

Vice-President and Medical Director, Pfizer Canada

Christopher MacKinnon, PhD

Psychologist and Director of Training, Psychology Mont Royal, Department of Oncology, McGill University

Lynne McVey, RN, MSc

President and CEO, Centre intégré universitaire de santé et de services sociaux de l'Ouest-de-l'île-de-Montréal

Associate Professor, Faculty of Medicine, McGill University

Rosemary O'Grady, RN, MN

Executive Director, NOVA Montréal

Jean Pelletier, MO, FCMF

Professeur agrégé de clinique
Chef de Département médecine générale du CIUSSS, Hôpital de Verdun

David Kenneth Wright, RN, PhD, CHPCN(C)

Assistant Professor, School of Nursing, Faculty of Health Sciences, University of Ottawa

Honorary Members

Sharon Baxter

Executive Director, Canadian Hospice Palliative Care Association

James Downar, MDCM, MHSc, FRCPC

Palliative Care and Critical Care, Head of the Division of Palliative Care Department of Medicine, University of Ottawa

Balfour Mount, MD



HOMAGE

TO OUR STRONG GOVERNANCE

The guidance and leadership of our governing boards sets the tone for our success.

OPERATIONS BOARD OF DIRECTORS 2018-2019

President

Allen Van der Wee

Consulting Advisor,
Commercial effectiveness
in healthcare

Vice President

Dawn Svoronos

Retired Pharmaceutical
Executive and Board
Member for a number
of Life Sciences
Companies

Treasurer

Phillip Gattola, CPA, CA

Chief Financial Officer
I-D Foods Corporation /
Tantrum Corporation

Secretary

Jennifer Zerczy

Senior Vice President,
Legal and Regulatory
Affairs
McKesson Canada

Honorary Member and Co-Founder

Russell Williams

Vice President,
Government Relations
and Public Policy
Canadian Diabetes
Association

Co-Founding Member and Executive Director

— *In Memoriam*

Teresa Dellar, M.S.C., MSW, PSW, FT

Directors

Michael Ankcorn

Consulting Advisor,
Life Sciences

Jean-Marc Brousseau

President,
Laboxy

Karine Grand'Maison, LL.L., LL.B.

Senior Legal Counsel,
Pfizer Canada

Dickson Jay

President,
PaymentFlo

Geoffrey Kelley

Lorraine La France

Bernard J. Lapointe, MD

Eric M. Flanders Chair
in Palliative Medicine,
McGill University
Chief, Palliative Care
Division, Jewish
General Hospital

Lori Morris, CPA, CA

Rhonda O'Gallagher

Vice President,
Corporate Affairs
Pfizer Canada

FOUNDATION BOARD OF DIRECTORS 2018-2019

President

Rhonda O'Gallagher

Vice President,
Corporate Affairs
Pfizer Canada

Past President

Rob Havill

Director,
Wealth Advisory
Turn8 Partners

Vice President

Janice Murray, CPA, CA

President,
Novartis
Pharmaceuticals
Canada

Treasurer

Rick Pattee

Secretary

Yolande James

Commentator,
RDI and CBC

Founding Member and

Executive Director —

In Memoriam

Teresa Dellar, M.S.C., MSW, PSW, FT

Directors

Kerri Elkas

Senior Manager,
Corporate Affairs
Upjohn Canada

Ted Fletcher

Founder,
Mint Green Group

Douglas Gibson

(in memoriam)

Wood Products
Industries (WPI) Inc.

James Hindley, C.I.B

President,
Hindley Financial
Services

Lori Morris, CPA, CA

Caroline Tison

Executive Vice
President, Sales
Rideau Recognition
Solutions

Allen Van der Wee

Consulting Advisor,
Commercial
effectiveness in
healthcare

Linda Ward O'Farrell, CHRL, SCERP, SCGMP

President,
Ward O'Farrell
Consultants

Greg Weil

Director,
The Martlet Foundation

Russell Williams

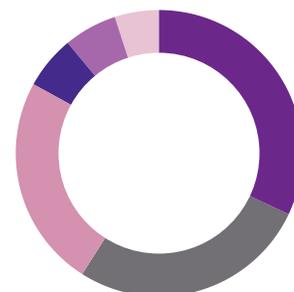
Honorary Member
and Co-Founder
Vice President,
Government Relations
and Public Policy
Canadian Diabetes
Association

FINANCIAL REPORT

Statement of Combined Operations

(Fiscal Years ending March 31st)

	2018-2019	2017-2018
Revenues	\$	\$
Government Funding	1,973,870	1,933,271
Events and Campaigns	2,315,626	2,063,072
Major Gifts and General Donations	1,792,715	1,770,096
In Memoriam*	426,479	1,473,890
Montreal Institute for Palliative Care	444,601	-
Investment Income (including change in market value)**		
Realized	285,710	313,034
Unrealized	92,029	(116,529)
	<u>377,739</u>	<u>196,505</u>
	<u>7,331,030</u>	<u>7,436,834</u>
Expenditures		
Direct Patient Care	2,766,324	2,978,652
Facilities	1,376,522	1,379,728
Administration and Communications	1,085,351	1,014,687
Montreal Institute for Palliative Care	444,601	-
Donor Development and Fundraising	1,127,686	1,130,064
	<u>6,800,484</u>	<u>6,503,131</u>
Excess of Revenues over Expenditures	<u>530,546</u>	<u>933,703</u>



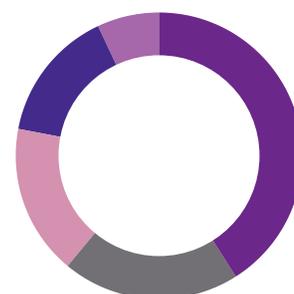
Sources of Operating Funds 2018-2019

- 32%** Events & Campaigns
- 27%** Government
- 24%** Major Gifts & General Donations
- 6%** In Memoriam
- 6%** Montreal Institute for Palliative Care
- 5%** Investment

Statement of Combined Financial Position

(as at March 31st)

	2018-2019	2017-2018
Assets	\$	\$
Cash and Term Deposits	2,554,299	4,423,430
Mutual Funds at Fair Market Value	5,360,817	5,068,695
Amounts Receivable	456,137	193,205
Prepaid Expenditures	26,450	48,423
Capital Assets	6,235,972	1,997,586
	<u>14,633,675</u>	<u>11,731,339</u>
Liabilities		
Trade Payables and Other Operating Liabilities	1,858,332	1,514,739
Deferred Revenue	4,602,397	2,574,200
	<u>6,460,729</u>	<u>4,088,939</u>
Net Assets		
Endowment Fund	-	-
Capital Fund	2,311,116	2,310,736
Operating Fund (Unrestricted)	5,861,830	5,331,664
	<u>8,172,946</u>	<u>7,642,400</u>



Uses of Operating Funds 2018-2019

- 41%** Direct Patient Care
- 20%** Facilities
- 17%** Donor Development and Fundraising
- 16%** Administration and Communications
- 6%** Montreal Institute for Palliative Care

* 2017-2018 includes an exceptional gift of \$1M.

** Large fluctuation due to unrealized gains/losses as financial statements reflect market values as at March 31st.

YOUR GIFTS HAVE A MAJOR IMPACT

Your generosity provides quality end-of-life care to patients and their families, and extends the benefits of palliative care to as many Canadians as possible. THANK YOU.

“We received much needed and most exceptional care – from the receptionist, the kitchen staff, to the kind lady who served us afternoon tea and of course from the medical team. In particular, thanks to the nurses who warned us that our dad could go before the end of the evening, allowing us to make sure all the grandkids could say their goodbyes. We were fortunate to all be present when our dad and granddad passed.”

- Tilson Family



West Island
Palliative Care
Residence

André-Brunet Pavilion

265 André-Brunet Street
Kirkland, Quebec H9H 3R4
514 693-1718

Stillview Pavilion

300 Stillview Avenue, 4th Floor
Pointe-Claire, Quebec H9R 0A1
514 694-7003

PalliativeCareResidence.com

