

OUR VALUES IN ACTION

for quality palliative care in our community

annual report

2015-2016



West Island
Palliative Care Residence
Compassion lives here



QUILTS HOLD A SPECIAL SIGNIFICANCE AT THE WEST ISLAND PALLIATIVE CARE RESIDENCE.

Upon arrival at the Residence, patients receive a handmade quilt made by volunteer quilters' guilds. It is theirs to use during their stay and it is with them as they leave. Each quilt is unique and is a symbol of the comfort and warmth we offer to all who live their final days with us at the Residence.

Our core values are stitched together to ensure the highest quality service for our community

COMMITMENT

To provide the best palliative care

COMPASSION

To do everything with care and kindness

RESPECT

To act with dignity and embrace differences

ADAPTABILITY

To respond to changing circumstances and needs

COMMUNITY

To welcome and respect all

INTEGRITY

To be honest, fair and transparent

TEAMWORK

To collaborate to achieve our goals



COMMITMENT
To provide the best
palliative care

We focus on life

The West Island Palliative Care Residence is committed to life—to ensuring the patients and families who seek our help get the most possible fulfillment in the final days of life. We do it in many ways because the needs of every patient and family are different. We...

- relieve pain
- alleviate stress
- provide homelike comforts
- talk and listen
- support families on their journey

What we do, how we do it

- The West Island Palliative Care Residence, with its 23 beds (Pavillon André-Brunet: 9 and Pavillon Stillview: 14), is Canada's largest freestanding palliative care facility, acknowledged as a leader and centre of excellence for palliative care in Canada.
- The Residence's specialized doctors, nurses and other healthcare professionals are experts in pain and symptom management and in all other aspects of palliative care.
- A team of professionals offers psychological, emotional and spiritual support for patients and families.
- Bereavement services are provided to families as well as the community.
- Care is provided without charge to patients and their families.
- Only one-third of the operational budget is provided by the Quebec government.
- The Residence relies on community support to raise over \$3 million annually.

Our mission

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.

Our vision

As a leader,

- 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 continuously improve palliative care through **research and knowledge transfer**.
- To ensure that **grief support** is available and to promote it in the community.

Sharing best practices

In March 2016, The Executive and Nursing Directors visited the world's first hospice, St. Christopher's as well as two other well-established hospices in London, England, St. Francis' and the Princess Alice Hospice.

New technology

This past year, the Residence implemented an electronic medical chart system for all patients' medical files thanks to a generous donation from Telus Health. This new way of charting gives our clinical teams a more efficient tool to care for patients, offering additional flexibility and convenience to better access patient information in a secure and private format.

Putting patient needs above all

The very essence of good palliative care is putting patient needs above all else. Our dedicated team of skilled nurses at the Residence provide excellent care with the utmost medical attention given to the best possible relief of symptoms. Leading our nurses are **Rose DeAngelis**, Nursing Director and two Assistant Head Nurses, **Leslie Mitchell**, left, at Pavillon André-Brunet and **Nancy Ward** at Pavillon Stillview. The nursing staff is helped by our rigorously trained patient care volunteers. All involved with patient care at the Residence regularly update their knowledge and skills to ensure the highest standards and most modern techniques are followed.



362

Total deaths
during the year

3,176

Total deaths since
opening in 2002

\$12,000

Average total cost
per patient



COMPASSION

To do everything
with care and kindness

"I would like to give my heartfelt thanks to the nurses, doctors and all the support staff who took care of my mother, Florence Marie Raymond. 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."

– Kevin Gerald Ryan



Message from the Executive Director

Our Residence will mark its 15th anniversary in 2017. What we have been able to achieve is thanks to everything outlined in this annual report: the generous support of our community, the dedication and expertise of our medical staff, the commitment of our hundreds of volunteers, and the clearly apparent need for our services in our community. We are even more grateful to all than we were on the day we opened our doors in 2002.

The past year has been one of relative stability in the level of services we offer our community. Our beds remain consistently full and we continue to have a good and productive relationship with the health institutions and services who refer patients to us.

We are not resting on our laurels and never take our reputation and our leadership position for granted. Our talented and very dedicated volunteer Boards of Directors have been working in the past year to develop and evaluate new ways to ensure that we can continue to be both leaders in palliative care in Canada and to provide high-quality service to our community for many years to come. They are fully committed to ensuring the long-term success of our Residence, for which our staff and I thank them very much.

The place and nature of care for the dying in our society has never been so prominent in our public discourse. Important changes have been made to the options available to patients and their families at the end of life. We respect the choices made by others while continuing our commitment to provide quality palliative care for patients who seek a natural course of events with the most care and symptom relief possible.

A heartfelt thank-you to everyone in the community who has been so generous in supporting our work in many different ways over the past year.

Teresa Dellar, MSW, PSW, FT
Executive Director and Co-Founder



RESPECT

To act with dignity and embrace differences

Building our leadership in palliative care

The field of palliative care, like other medical disciplines, is constantly changing. There are new techniques, new technologies and new medicines. It is vital that all of the Residence's medical staff continuously add to their already impressive medical training and credentials with ongoing education activities and the Residence facilitates that effort.

Educational activities in which nursing staff participated in the past year included a range of medical, psychosocial and legal issues delivered online, at conferences, at special seminars and in-house. Staff members took part in the Annual Conference of the Canadian Hospice Palliative Care Association (CHPCA) in Ottawa, the Quebec conference of the Association québécoise de soins palliatifs (AQSP) and a palliative care Professional Education Day at McGill University.

One of the highlights was a webinar for nurses and bereavement volunteers with psychologist William J. Worden of the Harvard Medical School and the Rosemead Graduate School of Psychology in California. He is one of the world's leading authors and experts in grief and bereavement. A session on bereavement was also held locally with expert Johanne de Montigny.

Among the other topics covered in various sessions were: how to care for patients with chronic obstructive pulmonary disease, palliative sedation therapy, maintaining hope, cultural differences, what matters at end of life, and dealing with agitated patients. Staff members also were recertified in cardio-pulmonary resuscitation and in moving patients safely.

Residence volunteers received different training depending on their position. A new program was developed in the past year to provide in-house training for those volunteers who help with patient care.

Leaders of the Residence also continued their teaching work, mentoring and giving lectures to local students in medicine, nursing and social work.

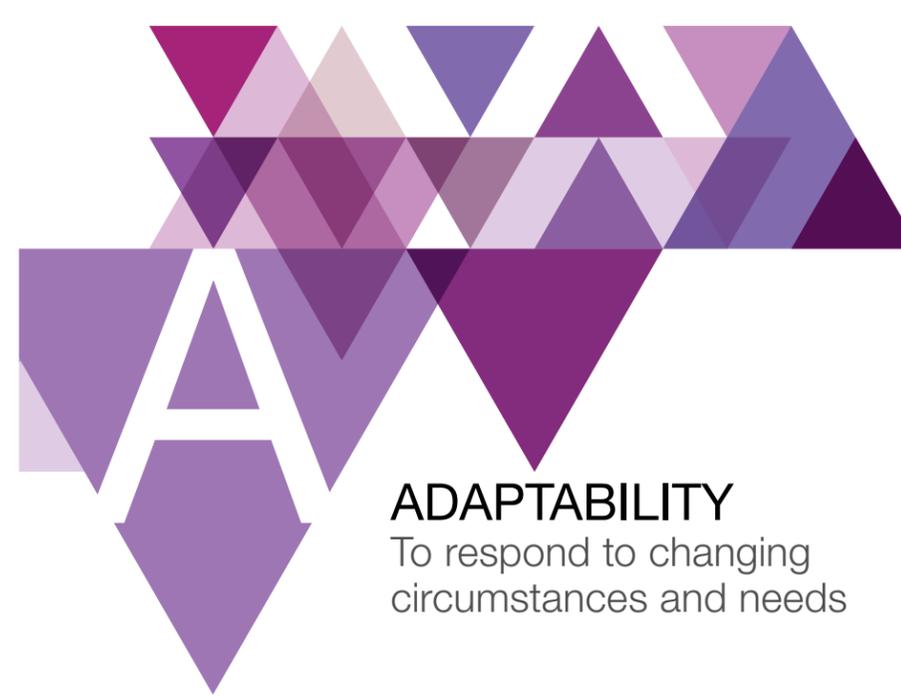
Medical aid in dying: Our Position

The objective of palliative care, as defined by the World Health Organization, is to neither hasten nor delay the natural course of illness while providing the best possible symptom relief to ensure maximum comfort for the patient. Death is regarded as a natural process.

Medical aid in dying was legalized and implemented in Quebec on December 10, 2015. Quebec's legislation requires this service to be provided in all public health institutions. Community-based palliative care residences are specifically permitted by the legislation to choose whether to offer this service or not.

By unanimous vote of its Operations Board of Directors, the West Island Palliative Care Residence has chosen not to offer medical aid in dying. All patients and their families are informed of this policy on admission. Should a patient change his or her mind after admission and request medical aid in dying, the Residence will continue to provide quality palliative care while arranging as quickly as possible for the transfer of the patient to a facility that can provide this service.

The Residence's position on this issue has been formally recognized in an agreement with the Centre intégré universitaire de santé et de services sociaux de l'Ouest-de-l'Île-de-Montréal (West Island CIUSSS) which coordinates health services in the West Island region of Montreal.



ADAPTABILITY

To respond to changing circumstances and needs

"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."

– Glenys Ronnie Tilson

Board leadership reports

The West Island Palliative Care Residence continues its mission of providing the very best palliative care to patients and families while being a leader in the field in Canada. The Operations Board has been very active in the past year examining ways to ensure the Residence can continue in the long term to achieve these vital goals, looking at possible new leadership activities and, as always, examining how best to improve care. Meanwhile we and our community continue to enjoy the benefits of the great experience and expertise of our staff, led by Teresa Dellar, our hundreds of volunteers and our donors. The result is continued excellence in our service to patients at the end of life and their families. Our community benefits greatly by having the option of quality palliative care. Thanks to the support of our community, this will continue for years to come.

Val Pietrantonio
President, Operations Board
2015-2016

By its very name, a "foundation" means solid support. That is exactly what the Foundation has achieved for the Residence once again in 2015-2016. This is thanks to the exceptional support of so many in our community: our generous donors, enthusiastic event participants, and active volunteers. We have seen increased support and proceeds from all of our major activities during the year—a remarkable achievement of which we can all be very proud. Other donors, large and small, have also stepped up to allow us to meet our commitment—ensuring the highest quality of palliative care available. That commitment is over \$3 million a year. While we have greatly increased our fundraising results, the needs of the Residence, and associated costs, continue to grow. I have no doubt we will continue to meet the challenge thanks to the compassion and support of our community. It is greatly appreciated.

Rob Havill
President, Foundation Board
2015-2016



COMMUNITY

To welcome and respect all

Our community steps up again!

Every major fundraising event recorded an increase in net profits

Thanks to the hard work of dedicated volunteers and the generosity of West Island companies and individuals, every major fundraising event of the Residence posted significant increases in net proceeds in the past year. These events are responsible for generating almost one-third of the \$3 million the Residence needs in community support every year to meet its obligations to patients and their families.

The success of these events relies on the generosity of our individual donors, corporate donors and foundations. They are all deeply committed to making a difference and we are extremely grateful for their support.

The West Island Palliative Care Residence is fully accredited by the Quebec government and receives from the Province one third of its \$4,8 million annual operating budget. The Foundation of the Residence is responsible for raising the balance of over \$3 million each year. The community plays a crucial role in contributing these financial resources to allow the Residence to provide its care and services to all patients, free of charge. On behalf of our patients and their families, we thank all of our supporters for their on-going generosity.

"My stepmother died at the Residence. There was a great atmosphere and the staff was amazing. Volunteers really make it comfortable and there is a warm feeling throughout the building. I know it's nowhere anyone wants to end up, but if it happens, it's a very peaceful environment. Please donate to this wonderful place."

– Scott Elvidge



From left: **Lily Mancini**, Committee Co-Chair; **Chirfi Guindo**, Honorary President of the 17th Annual Valentine's Ball; **Rhonda O'Gallagher**, Committee Co-Chair; **Val Pietrantonio**, President, Operations Board; **Mrs. Autumn Phillips**; **Mr. Peter Phillips**, son of The Princess Royal and Captain Mark Phillips; **Rob Havill**, President, Foundation Board; **Teresa Dellar**, Executive Director of the Residence

A regal 17th Annual Valentine's Ball

On February 12, 2016, the community once again showed its strong support as the Residence's largest annual event raised a record amount of just over \$500,000 net. Among the sold-out crowd of more than 500 guests gathered at the prestigious Pavillon sur le Lac of the Château Vaudreuil and bolstering the British theme, were special guests Mr. Peter Phillips, the son of The Princess Royal and Captain Mark Phillips, eldest grandchild of Queen Elizabeth II and Prince Philip, The Duke of Edinburgh, and his wife Mrs. Autumn Phillips, a native of Pointe-Claire who married Mr. Phillips in 2008.

Elegant and witty masters of ceremony were media commentator, Yolande James and Jamie Orchard, senior anchor of Global Montreal's Evening News.

Major sponsors of the event were: Pfizer Canada, Merck Canada, Pharmacy Frayne & Di Genova, Charles River, TASK, and Vivalis. Among other sponsors were the City of Pointe-Claire, Novartis Oncology and Otis Grant & Friends Foundation.

"The days that I spent visiting my son at the Residence showed me how kindness, celebration of life, injecting some humour and making every minute count was for all of us so precious and helped us through the difficulties of the end-of-life experience. The staff and volunteers were a special gift".

– Ruth MacCandlish



From left: **Len McDougall**, Committee Chair, **Teresa Dellar**, Executive Director of the Residence and **Rob Havill**, President Foundation Board

A great dining experience

The 13th Annual Wine Auction and Dinner of the Residence held on October 22, 2015 at the Forest and Stream Club in Dorval, raised net profits of \$72,000 for the Residence. The Honorary President was Mrs. Anne Myles, the longest serving Mayor of Baie-d'Urfé from 1983 to 2004, and a dedicated supporter of the Residence since its very beginnings. Thank you to our committee members and our major sponsors of the event, Jarislowsky Fraser Limited, RBC, Italvine and Anne Myles.

Golfing for compassion

The 5th Annual Golf Tournament of the Residence, which was held on August 31, 2015 at the Beaconsfield Golf Club, generated net profits of \$147,000 for the Residence. We thank our committee members as well as our major sponsors of the event: Quinn Sport Management, RBC, TD Securities, Len McDougall Financial Services, Cobra PUMA Golf and a Friend of the Residence.

A reliable source of support

The Residence is fortunate to have many loyal supporters who contribute year in and year out. They reply to our direct mail solicitation letters with their generous gifts, they become monthly donors, they purchase Christmas ornaments to commemorate a loved one and they participate in our lottery. Together, their gifts represent over \$355,000. Their commitment contributes to the Residence's financial sustainability. **With their gifts, everything we do is possible.**

Community events raising funds and awareness

Year after year, these motivated groups of individuals are out there in the community organizing events to help raise funds for the Residence. Their efforts are very appreciated as they also help increase awareness about palliative care. We thank them sincerely for being such great ambassadors.

Charles River Art Auction
Le Cambridge
RE/MAX Royal (Jordan) Inc. Golf Classic
Pointe-Claire Legion Branch #57
Kirkland Oldtimers Hockey League
Beaconsfield Oldtimers Hockey Association (BOHA)
Mingo McEwen Fund
Pointe-Claire Old Timers
Beaconsfield Men's Slo-Pitch
Rotary Club of Montreal-Lakeshore
McKibbins Pointe-Claire



Voices in the community

This past year, two new initiatives were created to continue raising awareness about the need for better access to palliative care for all Canadians. The Women Ambassadors event held at the Forest and Stream Club on May 25, 2015 was a huge success attracting more than 60 women from the media, politics and the community. The cocktail dînatoire hosted by Yolande James, Foundation Board Member, spoke about the relevance of palliative care for women, the traditional caregivers in our society.

“Patients and their families need a voice. We need to let the public know that palliative care services are a right and everyone should die with dignity, in a compassionate environment and surrounded by loved ones.”

– Yolande James

Helping raise awareness

The Young Ambassadors program was launched in September 2015 with a Pub Night and was attended by one hundred 18 to 35 year olds. TD is a proud supporter of this new initiative and together we hope to engage the next generation and make them an integral part of our community's volunteer base and to groom them to be the volunteer board members of tomorrow.

Looking out for the future

The Residence is fortunate to have many loyal donors who have notified us that we are included in their estate plans. In order to thank and recognize this special group, we named our planned giving legacy society, the Compassionate Care Council.

William H Wilson has been a generous supporter of the Residence since it opened its doors in 2002. When told that he was a member of our new Compassionate Care Council, Mr. Wilson decided to make, “a gift now, rather than later.”

Philanthropy at work

Champions of Palliative Care

Special thanks to our donors who made a significant gift to the Residence.

Trottier Family Foundation | Eric T. Webster Foundation

R. Howard Webster Foundation | Rick and Bonnie Pattee | The Tenaquip Foundation

Pfizer Canada Inc. | Merck Canada Inc. | TASK | William H. Wilson and Family

George Hogg Family Foundation | Telus | 2 Anonymous Donors

Rick and Bonnie Pattee understand that our patients and their families need to be able to count on our care. By designating their \$100,000 multi-year pledge to operations, they demonstrate confidence that the Residence will use the funds where they are needed most. They have also thought ahead and have provided for the future of the Residence by endowing a portion of their gift. In essence, their support will remain in perpetuity.

Marc and Marisa Trottier have been loyal supporters since the initial call went out to the community to help build the first palliative care residence in the West Island. Their cumulative giving, over the last 16 years is a remarkable \$100,750. By attending our fundraising events and making yearly commitments they consistently help us reach our goals.

Family is a big part of the Residence. The families that are cared for and also the large Residence family of clinicians, staff and volunteers. And sometimes the families intersect. Board member Dale MacCandlish-Weil, whose brother died at the Residence, and her extended family have collectively donated over \$102,000 since 2006 knowing that they help many families just like them.



6,108
Donors

In Memoriam

We have only one chance to get our patients' final journey right, so we strive to ensure that our patients' last home is filled with joy, peace, serenity, compassion and comfort. Surrounded by their loved ones, stories can be told, special memories can be relived and good-byes can be said. Many of the families we touch are so grateful for the wonderful care provided, that they ask for donations to the Residence in memory of their loved ones. We are privileged to have received close to \$395,000 in memory of our patients.

Financial report

INTEGRITY

To be honest,
fair and transparent

Statement of combined operations (fiscal years ending March 31st)

Operating revenues

	2016	2015	2014
Government funding	\$ 1,883,784	\$ 1,864,763	\$ 1,725,164
Fundraising events	1,167,481	984,550	893,523
Fundraising campaigns	400,254	412,462	369,388
Major gifts and general donations	1,209,043	1,081,231	1,198,792
In memoriam	394,708	377,464	350,718
Investment income (including change in market value)*			
Realized	360,619	389,555	337,102
Unrealized	(330,877)	255,136	221,609
	29,742*	644,691	558,711
	5 085 012	5 365 161	5 096 296

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

Operating expenditures

Nursing care	2,119,698	2,030,386	1,692,653
Building and amortization	392,086	398,939	368,706
Rent and accommodations – Pavillon Stillview	917,586	981,678	896,076
Bereavement and Psychosocial	274,040	316,132	213,454
Outreach programs	33,971	53,058	41,167
Kitchen – Pavillon André-Brunet	147,227	130,038	112,674
Medical supplies	35,277	37,634	35,789
Education and development	33,523	18,785	32,593
Administration and communications	690,026	551,483	548,204
Donor development and fundraising	809,763	717,510	721,004
	5,453,197	5,235,643	4,662,320
Excess of revenues over expenditures	-\$ 368,185	\$ 129,518	\$ 433,976

“From the moment we entered the Residence, literally, a series of angels came to us, one after another. The volunteers, the orderlies, the nurses, the social workers and Dr. Jenny were simply extraordinary. We were already at peace knowing that my father couldn't have a better place for his last days.”

– Christian Roy

Statement of combined financial position (as at March 31st)

Assets

	2016	2015	2014
Cash and term deposits	\$ 971,650	\$ 611,426	\$ 1,054,821
Mutual funds at fair market value	4,495,128	4,849,202	4,249,576
Amounts receivable	198,439	240,653	220,511
Prepaid expenditures	67,585	49,664	53,163
Capital assets	1,431,243	1,520,070	1,611,265
	7,164,045	7,271,015	7,189,336

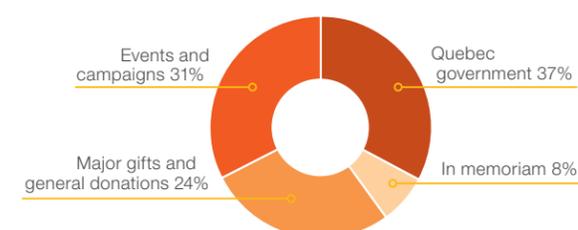
Liabilities

Trade payables and other operating liabilities	424,788	268,859	259,026
Deferred revenue	144,493	44,207	101,879
	569,281	313,066	360,905

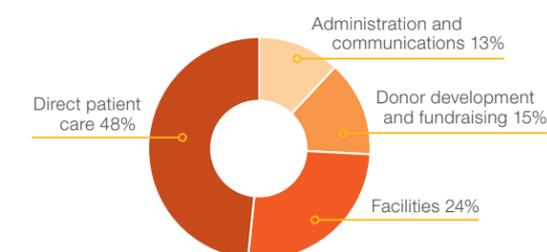
Net assets

Endowment fund	105,000	100,000	100,000
Capital fund	2,310,704	2,310,703	2,310,700
Operating fund (unrestricted)	4,179,060	4,547,246	4,417,731
	\$ 6,594,764	\$ 6,957,949	\$ 6,828,431

Sources of operating funds 2016



Uses of operating funds 2016





TEAMWORK

To collaborate to achieve our goals

"It is a humbling and rewarding experience to volunteer at the Residence. I am grateful each day that I volunteer and meet so many caring individuals."

– Emily

"It gives me a great sense of joy to be able to help as much as I can whenever I can."

– Mohsen



Tom Viens has been a volunteer in the kitchen for the past 11 years.

Our team makes things happen!

How does the Residence provide such great care to patients and families? It takes a very dedicated team of 95 employees (as of March 2016, including full-time, part-time and students) and 279 volunteers who served during 2015-2016, with the following impact:

23,567

Total volunteer hours

\$364,817

Wage value of volunteer hours

13

Equivalent full-time positions filled by volunteers

Behind the scenes
The West Island Palliative Care Residence relies on many talented and hard working people to assure the sustainability of the Residence while always aligning with the mission of providing superior palliative care to our patients and families. We are extremely grateful for the leadership of our volunteer board members who lend their energy, time and expertise to preserve and advance our mission and vision.

Support for patients and families

A patient is first and foremost a person—resilient and vulnerable, with hopes and fears, weaknesses and strengths. A terminal illness challenges a patient and their family not just physically but emotionally, psychologically and spiritually. The Supportive Care team helps patients and families find ways to cope with these challenges through social work counseling support, art therapy and spiritual caregiving—supporting their search for meaning, their ability to truly live until the last moment and their quest for serenity. Care for the family goes on after the death, with a team of trained bereavement support volunteers who are there to provide a listening ear for those who need to talk.



Volunteer Lynn Delisle serves much-appreciated wine and cheese for patients and families from the Wine Trolley. Every Friday, the kitchen prepares a beautiful cheese platter which is served with wine donated by supporters and employees. Lynn has been a volunteer for two years, helping with reception, patient care and fundraising.

Operations Board, 2015-2016

- PRESIDENT**
- VAL PIETRANTONIO, Vice President, Human Resources, Merck Canada Inc.
- PAST PRESIDENT**
- BEVERLY ROBB, President, Marshall Equipment Ltd.
- VICE PRESIDENT**
- ALLEN VAN DER WEE, Consulting Advisor, Commercial Effectiveness in Healthcare
- TREASURER**
- JEAN-MARC BROUSSEAU, President, Laboxy Inc.
- SECRETARY**
- TONY MANGLAVITI, Attorney, Immigration-Citizenship
- HONORARY FOUNDING MEMBER**
- RUSSELL WILLIAMS, Vice President, Government Relations and Public Policy, Canadian Diabetes Association
- EXECUTIVE DIRECTOR**
- TERESA DELLAR, MSW, PSW, FT

DIRECTORS

- MICHAEL ANKCORN, Consulting Advisor, Life Sciences
- GARY FABIAN, Gary. G. Fabian Consulting Services
- PHILLIP GATTOLA, Chief Financial Officer, I-D Foods Corporation / Tantrum Corporation
- ROB HAVILL, Director, Wealth Advisory, TURN8 Partners
- RHONDA O'GALLAGHER, Vice President, Corporate Affairs, Pfizer Canada Inc.
- FRANCE REMETE, Lecturer, Faculty of Nursing, Université de Montréal
- DALE WEIL, Senior Advisor to the President, McKesson Canada
- LORI MORRIS, CPA, CA

Foundation Board, 2015-2016

- PRESIDENT**
- ROB HAVILL, Director, Wealth Advisory, Turn8 Partners
- PAST PRESIDENT**
- DALE WEIL, Senior Advisor to the President, McKesson Canada
- VICE PRESIDENT**
- RHONDA O'GALLAGHER, Vice President, Corporate Affairs, Pfizer Canada Inc.
- TREASURER**
- JEAN-MARC BROUSSEAU, President, Laboxy Inc.
- ASSISTANT TREASURER**
- GILLES GIROUARD, Planner, City of Pointe-Claire
- SECRETARY**
- LOUISE R TROTTIER, Director, Trottier Family Foundation
- EXECUTIVE DIRECTOR**
- TERESA DELLAR, MSW, PSW, FT

DIRECTORS

- ANDREW CARTER, Morning show host, CJAD Montreal
- SILVANA D'ARGENIO, Financial Planner, RBC
- YOLANDE JAMES, Commentator, RDI and CBC
- GLENN LEDUC, President, GR Leduc Consultants Inc.
- JANICE MURRAY, Vice President, CFO LACan Region, Novartis Pharmaceuticals
- RICHARD PATTEE, Retired Partner, Deloitte
- VAL PIETRANTONIO, Vice President, Human Resources, Merck Canada Inc.
- BRENDA RODRICKS, General Manager, Montreal Airport Marriott In-Terminal Hotel
- RUSSELL WILLIAMS, Vice President, Government Relations and Public Policy, Canadian Diabetes Association
- LORI MORRIS, CPA, CA

Our core values and what they mean to...

	PATIENTS	FAMILIES	STAFF AND VOLUNTEERS	THE COMMUNITY
COMMITMENT	Providing the best care and comfort, always	Providing full support for your needs, at all times	Creating the best possible workplace and environment	Continuing as a leader in palliative care
COMPASSION	Meeting your needs with empathy and kindness	Understanding and helping you on this journey	Understanding and supporting personal needs and development	Providing quality care for our fellow citizens
RESPECT	Treating you with dignity at all times as the full person you are, not just as a patient	Treating you with dignity at all times and understanding your emotional journey	Treating everyone with dignity at all times and accepting and working through differences	Welcoming the differences in our community
ADAPTABILITY	Welcoming and meeting, to the best of our ability, your different and changing needs	Welcoming and meeting, to the best of our ability, your different and changing needs	Being flexible to meet personal needs without compromising our core mission	Meeting changing needs over time to the best of our ability and within our mandate
COMMUNITY	Welcoming and embracing your family and friends	Welcoming and embracing your family and friends	Welcoming all and respecting differences	Creating an establishment that instills pride and appreciation
INTEGRITY	Being honest and transparent with you	Being honest and transparent with you	Being honest and transparent at all times	Communicating regularly and fully with our stakeholders
TEAMWORK	Working together for you	Working together to support you	Fostering collaboration while appreciating differences to achieve our common goals	Working together to benefit the entire community

Design: Mika Communications • Photos: Stef & Stef Photographie except for the Ball and golf photos on pages 10 and 11.

How you can help us

We count on our community to allow us to provide quality palliative care to terminally ill patients and their families. There are many ways that people can help the West Island Palliative Care Residence:

- Make a donation or become a monthly donor
- Ensure the future of the Residence with a planned gift
- Support or attend one of the Residence's events or a fundraising activity organized by members of the community for our benefit
- Become a volunteer
- Tell friends and neighbours—dispel the myths about palliative care by helping spread the word about the work we do and the value we bring to the West Island community

You can reach us at

West Island Palliative Care Residence
 Pavillon André-Brunet
 265 André-Brunet Street
 Kirkland QC H9H 3R4
 514 693-1718

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

PalliativeCareResidence.com