



























Care is the priority.

Leaders in compassion.

Build capacity & capability.

Collaboration for quality.

Caring for our community.

ARCH Hospice is a leader in providing quality, compassionate care to hundreds of individuals and families in our community each year. Supported by our many valued partners – including thousands of generous donors – we are able to fulfill our mission: to provide compassionate care through end-of-life, enhancing the quality of life for those facing advancing illness, death and bereavement through care, education and advocacy.

Year in Review

This was a productive year in laying the groundwork for continued growth. Within this report we highlight key aspects of our care and services in 2016/17.

We had a record-breaking year in fundraising with \$2.0 million in donations from our community to support the Why it Matters Campaign for Hospice expansion. Thank you! At the same time we were able to meet our annual operating fundraising goal to provide compassionate care to hundreds of individuals through our outreach, residential care and grief support programs.

Thanks to our kind and caring team of staff, volunteers, nurse practitioner and physicians, and to individuals like you, we served 383 individuals and their families in 2016/17 through our residential hospice and outreach services, and offered supportive care to hundreds of individuals following the death of a loved one.

This year the ARCH Board approved paediatric palliative care as a core service of Hospice, with the spirit of keeping families together. Outreach services expanded by 140 percent relative to the previous year, serving 220 individuals to support their end-of-life care goals. At the same time, ARCH pursued national accreditation through Accreditation Canada and received an exemplary review for our care and practices: 98.7 percent, truly outstanding!

Throughout the year we continued to foster learning and knowledge sharing to ensure advanced practices in nursing and personal supportive care, alongside our physician partners. Significant progress was made on Hospice expansion; we finalized architectural plans, launched a capital campaign and made a decision to proceed with construction of a 4,800 square foot addition. Most importantly, we remained focused on creating space for living and honouring what matters most to each one of our residents.

On behalf of our Board of Directors and Leadership Team, we thank all of you for enabling us to provide hospice palliative care services, education and advocacy to our community.

With gratitude and warmest regards,

Marie Paluzzi Chair, ARCH Board of Directors Theresa Mudge Executive Director

Board of Directors

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What Matters Most

Living happens to all of us, just as dying happens to all of us. At ARCH, we feel strongly that when we openly discuss our mortality, we are better able to live life fully and stay connected with what matters most. Ronda Bivens is an excellent example of what it means to live fully, regardless of what may lay ahead.

Now fighting a terminal cancer diagnosis, Ronda Bivens was adamant about having her wedding and

still marrying the love of her life, Matt Mager. "She wanted to have a beautiful wedding, and I wanted to give her that." Matt said.

On Thursday, while in hospice care, that determination paid off in the form of family and friends surrounding her with love. It was there Ronda married Matt, father of her two young kids.

Amanda Dalton, Ronda's best friend noted, "It was friends calling friends, getting everything together. We called the county clerk's office — they sent someone out — and we got a preacher. It happened literally within a couple hours once we got it rolling." Amanda

also donated her wedding dress for her dear friend.

The big day came on Ronda's 28th birthday, a year after battling chemotherapy, radiation as well as having her right leg amputated. Through it all, Matt has been her rock.

"He is like one of a kind. He's been there nonstop for her since the beginning. He loves her unconditionally. That's the truth." Dalton said.

"They told us right off the bat there was no cure. They said, 'We can just do what helps.' But everything they've done has just made it worse. It's financially wrecked us, and I've had a front row seat to my best friend dying. It's the hardest thing I've ever done." Matt said.

After finding the lump, Ronda wrote on Facebook, "Never in a million years would I or anyone else have thought this would be cancer but it is. So please everyone, if you find a bump of any sort go to the doctor. Go to a bunch of doctors for second

opinions. Maybe if I did, instead of believing all these other misdiagnoses, things would be different."

Of the most recent diagnosis from the doctor, Matt said, "They told me she had only a few days to live. She wanted to come home, so we're home now. I hold her hand every day and am trying to focus on the time we have. She's on a morphine pump to soothe her pain, so she's in and out of it. But when she comes in, she's still the same fighter. I can't even tell you how strong she is."

The pair have known each other since they were teenagers, it has been a romance for the storybooks.

"She's got the most beautiful eyes — eyes you can't get away

from," Matt said.

Matt continued, "She woke up last night and she was so excited about the wedding. We sat there and talked about it for an hour. She asked to see the wedding photos. We looked at them, laughed, cried and held each other."

Story written and submitted by Amanda Dalton.

Visit lovewhatmatters.com for more inspirational stories from around the world.



Care is the priority.



627

Grief & bereavement sessions

163

Residents & their families served



467

Music care, reiki, meditation & pet therapy sessions



7383

Donors help us serve the community



91

Special events in support of ARCH



220

Outreach referrals



770

Advance care planning discussions

Fulfilling Wishes

Our human-centered model of care focuses on the wishes and needs of each person we serve.

We acknowledge the profoundly human process of dying and we honour each person's uniquely human experience of dying. From connecting loved ones, creating experiences to offering the comforts of food and compassionate presence, fulfilling wishes is at the heart of what we do.

Accreditation

ARCH pursued national accreditation through Accreditation Canada in June 2016 as part of our quality commitment, receiving an exemplary review for our care and practices: 98.7 percent. Thank you to the ARCH team of staff, physicians and volunteers for your incredible care and diligence!

Expansion

At 4,800 square feet, the addition will allow ARCH the opportunity to grow existing programming and add new services to better serve local families. Our incredible community rallied together raising the necessary \$3 million needed for expansion, and in record time.

With expansion, ARCH wants to enhance the care and support we provide to the community by:

- Providing new services such as paediatric palliative care, day hospice, and community outreach
- Growing education services, supportive care programming, and grief support for families

"Our community shows its generosity and support time and time again. Each year, Sault Ste. Marie and Algoma provide the \$750,000 in public support we need to care for your loved ones. But this year, we were shown something truly outstanding: each and every one of you went above and beyond. In addition to our ongoing funding needs, the community rallied to raise the \$3 million we need for expansion."

-Theresa Mudge, ARCH Hospice Executive Director



Leaders in compassion.

Congratulations to our 2017 Hospice Heroes!



Volunteer: Ron & Helene Caron

It's rare to find not one, but two, individuals whose giving, squeeze-every-moment-out-of-life demeanor inspires others to do good works. Ron and Hélène Caron are more than exemplary Hospice volunteers, they are beautiful illustrations of humanity.

Hélène has a gift of making others feel special. She is adored by all at ARCH, revered for her care and compassion, and will do anything for anyone. She is a highly dependable, friendly reception volunteer who creates meaningful connections with people the second they walk through the doors of Hospice.

Ron is a highly competent maintenance volunteer whose laugh and smile brightens up any room. His positive attitude is only surpassed by his commitment to service-above-self. He has re-painted almost every surface within ARCH, with warm enthusiasm for Hospice and a zest for living well.

Together, Ron and Hélène are great advocates for the care and service Hospice provides – they participate in events and lead by example. Ron and Hélène embody Hospice values in the way they love, the way they give, and the world they create around them.



Staff: Nicole Pearce

Beginning as an office volunteer for ARCH 6 years ago, Nicole has been dedicated to serving Hospice since day one. She has since grown in her role, with no task too large or too small to tackle. Her dedication to making the lives of those around her better is evident in everything she does. She inspires our team with her strengths, and creates a comforting environment for Hospice residents and families.

Despite being pulled in several directions at once, Nicole doesn't falter, helping those around her take initiative and continue to push forward helping others first and foremost. She is patient, calm, and makes those she works for and with feel valued.

Nicole is a Hospice Hero. She brightens the day of anyone she comes in contact with, and strives to always improve, keeping the best interests of ARCH close to her heart. People like Nicole are rare, and we at Hospice know what kind of treasure we have found in her.



Partner: Grand Gardens

Wouldn't the world be a more beautiful place if we all shared our skills and talent to help those in need? Well Grand Gardens does just that.

Having supported Hospice for more than five years, Ken and Lee are committed to ongoing palliative education, donating meeting and training spaces for Hospice volunteer and outreach programs. They provide significant donations to Hospice for ARCH events and injustives.

As community leaders, Ken and Lee, with their spectacular team, epitomize the greatness created when communities work together. By helping Hospice in their many generous ways, Grand Gardens helps ensure that ARCH can care for and comfort local families.

When you meet Ken and Lee, you see love is in the details – from the superb cuisine to the immaculately decorated rooms. The Grand Gardens team create a memories and experiences that live long after the event ends. We are so fortunate to have such kindness in our community.

Build capacity & capability.

Volunteers, organizers, participants & donors

By supporting events, you help provide comfort to the community. Every event organizer, volunteers, participant, sponsor and donor makes caring for local families at ARCH possible. Our warmest thanks to you!

Third Party Events Organized in support of ARCH Hospice

Tim Horton's Smile Cookie Campaign	\$31,489	Atlas Auto Parts Golf Tournament	\$1,125
Winmar Golf Tournament	\$11,450	TGA Golf for ARCH	\$1,101
Reggie's Ride for ARCH	\$10,100	Golfing for Aaron Rizzo Fundraiser	\$1,100
Hitting For Hospice	\$10,082	Thessalon Fundraiser	\$1,000
RF Contracting Christmas Dinner	\$10,000	Richards Landing Country Dance	\$997
Run the Great Lakes	\$10,000	Meadow Park Montessori Fundraiser	\$741
Open Ice 3-on-3	\$9,772	Noises Off/Shot in the Dark Productions	\$733
Soo Greyhounds: Hockey Fights Cancer	\$7,053	Steel City Hockey Tournament	\$726
The Definitive Simon and Garfunkel	\$6,440	Dana Fazi Pub Night	\$700
PUC Golf Tournament	\$6,208	Paint Nite for ARCH #1	\$655
OLG Patron Donations	\$5,900	OPSEU BBQ and Car Wash	\$647
Re/Max Fundraiser	\$5,720	High Tea & Silent Auction	\$612
The Iron Club Cookbook Fundraiser	\$5,375	SSM Police Dress Down Days	\$582
Sault College CYW Walk	\$5,311	Community First Dress Down Day	\$577
Bethel Country Gospel Concert	\$5,256	Paint Nite for ARCH #2	\$565
SIBA Golf Tournament	\$5,110	Quattro Craft Sale	\$565
Kinsmen Club Moonlight Walk	\$5,080	Tarentorus School Christmas Concert	\$500
Sault College Skate for ARCH	\$4,161	Station Mall Bake Sale and Bazaar	\$486
EMC Fashion Show	\$4,000	Boston Pizza Ministicks Tournament	\$464
Krush Holiday Fashion Gala	\$3,800	Joe Ruscio Taxes	\$435
St. Paul's Movie Fundraiser	\$3,150	Tarentorus School Dress Down Day	\$420
Elettra Marconi Fashion Show	\$2,820	Legion Reunion	\$400
Quattro Rabbit Dinner	\$2,500	St. Francis Bake Sale	\$396
Algoma's Water Tower Inn Staff Party	\$2,500	Moonlit Yoga Fundraiser	\$310
Soo Sings	\$2,500	West-End Sunday Night Fundraiser	\$310
Stephanie's Angels Silent Auction	\$2,407	Headlines Dress Down Day	\$300
Esquire Porketta Night	\$2,315	Spring Blast Bonspiel	\$300
Algorhythms Summer Concerts	\$2,000	Poppy Fundraiser	\$297
Marconi Club Golf Tournament	\$2,000	Echo Bay United Church Fundraiser	\$250
Parkland Baptist Church Fundraiser	\$1,695	WHL Equipment Swap Fundraiser	\$245
Pioneer Construction Christmas Party	\$1,660	Sterling Crane Christmas Party	\$232
MYAC Youth Art Gala	\$1,500	LCBO Fundraiser	\$231
WHL Year-End Banquet	\$1,452	WSIB Dress Down Day	\$208
Algoma U Colour Dash	\$1,369	A Christmas Wish for ARCH Fundraiser	\$207
Games Nook 24-hr Fundraiser	\$1,210	Labour Day Bake Sale	\$203
Sault College Splits Happen Fundraiser	\$1,209	Jesseca's Sunny Daycare Fundraiser	\$200

ARCH Hospice Events

Hospice Golf Classic

RBC Hike for Hospice

Reggie's Meat Draws

Butterfly Release Day

Chocolate Express

Flower Basket Fundraiser

'The Gift' Cookbook Sales

NHL Pre-Season 50/50 Draw

Cocoa 5K & Marshmallow Mile

Fundraising Initiatives				
\$37,481	Construction Association: Project Dragonfly	\$40,791		
\$21,890	Donations of Securities	\$10,112		
\$14,400	Kelsey's Keychains	\$7,675		
\$12,720	Wedding Program	\$3,896		
\$8,449	Tribute Gifts	\$2,000		
\$6,481	Sarah Bugs Sweet Treats	\$804		

\$615

\$583

\$522

Gail Gray Jewellry Sales

Donate-A-Car Canada

Lynn Gallant Jewellry Sales

Wow		
15,1	146	Volunteer Hours Thank You!

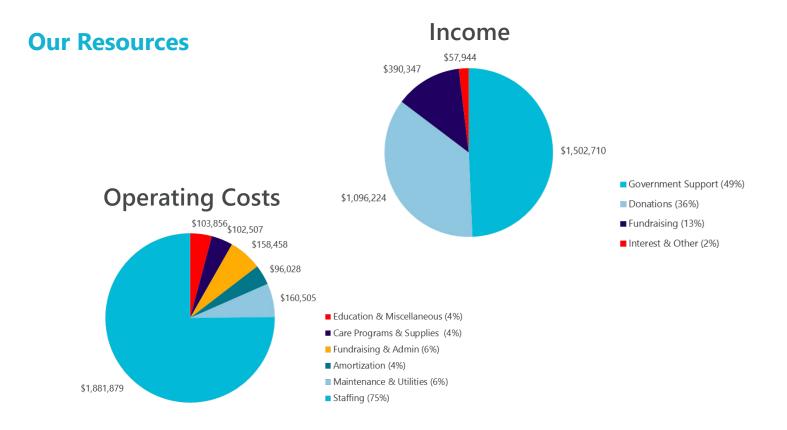
\$3,600

\$2,965

\$1,841

Our Volunteers

Our volunteers play a vital role in all areas of our work. More than 140 volunteers were active in both residential and supportive care areas; providing comfort to family members and friends, performing clerical support, participating in events, serving on our Board, as well as keeping our grounds and facilities beautiful, safe and clean. We are very grateful for the support of our exceptional volunteers!



Collaboration for quality.

ARCH Hospice is grateful for the generosity of our donors, staff, volunteers, board members, and community partners who make it possible to provide exceptional care to individuals and their families throughout Algoma District. It is because of this generosity that ARCH Hospice is able to offer services at no cost to families.

ARCH Partners are organizations that contribute year after year - whether they donate, give in kind, or organize events. We distinguish their donations so that their customers, and those that support ARCH, know of their outstanding contribution.

A big, warm thank you to all of the organizations that support us and bring comfort and care to local families.















Emerald Partners

Have contributed more than \$20,000 per year to ARCH.

















Ruby Partners

Have contributed more than \$10,000 per year to ARCH.



Brookfield













Sapphire Partners

Have contributed more than \$5,000 per year to ARCH.

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TGA

Water Tower Inn

Tribute Partners

Have contributed more than \$1,500 per year to ARCH.

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Compass Imaging

Kevanna Studios

Lifeforia

Medigas

New North Greenhouses

Park Grille

Pollard Banknote

Rector's Machine Works

Friends

Have contributed more than \$500 per year to ARCH.

Paediatric Program Gifts

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Beta Sigma Phi

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CIBC Wood Gundy Intrinsic Financial Group

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USW Local 2724

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Woroshelo, Carol

Yorke, Mary Jane

Legacy Circle

ARCH Hospice would like to thank individuals who have made a lasting commitment to providing compassionate care for families in Algoma District by including charitable gifts in their will, trust or estate plan.

Estate of Arnold Backstrom
Estate of Laurier Keith Dinelle
Estate of Nuala Jalak
Estate of Willard Julian Chapman (Expansion)

If you would like to join the Legacy Circle and ensure that caring continues for many years to come, please contact Theresa Mudge, Executive Director, at 705-942-1556.

Giving Circle Donors

ARCH Hospice would like to express gratitude for the generous support of our donors whose gifts were received from April 1, 2016 to March 31, 2017.

Emerald Circle

Gifts \$20,000 and above

Bishop Alexander Carter Foundation CIBC Wood Gundy Intrinsic Financial Group Dr. Lou & Mae Lukenda Charitable Foundation RBC Royal Bank Reggie's West

SSM Construction Association Project Dragonfly The Grand Gardens

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Gifts between \$10,000 and \$19,999

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Soo Greyhounds Inc.
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Gifts between \$1,500 and \$4,999

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Maitland Ford Lincoln

Marrack, John & Anne

McEwen, Bob & Jackie

Montgomery, Ken & Debbie

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Ontario Nurses' Association

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Sault College Administrative Council

Sault Ste. Marie Men's Golf League

Schikofsky, Jack & Ning

Snider, Margaret

Soltys, Paul and Judie

St. Amour Consulting

Superior Business Solutions

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Turcotte, Kevin

USW Local 2251

Vaultra Self Storage

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Gifts between \$200 and \$1,499

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In service to our community, we fully embrace the values of:

Service
Compassion
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