



# ANNUAL REPORT

2024-2025



Jessica's House  
HOSPICE

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# A NOTE FROM COLIN

Colin Haskett: Governance Board Chair

As we come together for this year's Annual General Meeting, I'm filled with gratitude and optimism. Jessica's House Hospice remains a place of comfort and compassion for those in our community facing end-of-life journeys. This past year brought change, but it also reaffirmed the strength of our foundation — and the people behind it.

Following last year's AGM, Lindsay Barton graciously stepped into the role of Chair. After a short time, she returned to her board role, recognizing that's where she could contribute most meaningfully. I was pleased to resume the Chair position without hesitation or disruption, continuing to support the organization alongside an exceptional team of professionals and volunteers.

At the time, Tracy Snell was serving as our Executive Director. To support her and the team, board member Dawn DeNeire took a temporary leave to offer her HR expertise. When Tracy moved on to pursue other opportunities, Dawn continued in that support role, helping guide our full-time staff through the transition.

Rather than move quickly to fill the role, we've used this opportunity to step back and thoughtfully assess what the organization needs going forward. We believe this approach will lead to a stronger, more sustainable leadership model for Jessica's House Hospice.

Operationally, we continue to manage our resources responsibly. Our investments remain untouched, and we've maintained healthy cash flow thanks to sound oversight and the generosity of our community.

We also completed our first formal board recruitment campaign, drawing interest from several capable, community-minded individuals. We're excited to welcome new perspectives to the board in the months ahead.

None of this would be possible without the remarkable people who give so much to Jessica's House Hospice. Our staff, volunteers, and board members all play vital roles. Each contributes more than I do, and I'm proud to serve alongside them.

As we look to the future, our continued success will depend on the communities we serve — your generosity, your advocacy, and your belief in this important work.

Thank you for your continued support. It remains an honour to serve.

# A NOTE FROM DAWN

**Dawn DeNeire: Human Resource Lead**

This year I was asked to step away from my position as a board member to support Jessica's House in more of an HR role, sharing my experience, skills and advice to support the team at Jessica's House as needed. As a director, reading reports and attending meetings, I felt the house was doing well, but actually being in the house is different, it allowed me a chance to get to know and witness firsthand this dedicated and resilient team, who passionately come together to uphold the highest standards of care, ensuring that every individual's palliative journey continues to be met with dignity, respect, compassion, and comfort. This common mission drives a positive and motivating environment. I have never in my life, been in a working environment where each person I meet is so passionate and takes their role so personally. It is a privilege to be here to witness this. It is clear to me that the right people are in the right place, united by a shared passion for Jessica's House's mission and values.

I also see the unwavering commitment of the current governance board in providing the necessary support and guidance, enabling this incredible team to continue validating and supporting those they serve with peace, compassion, and dignity.

This year has seen much change. Change can often bring with it a sense of uncertainty, accompanied by apprehension, but it also brings new opportunities and valuable learning. I firmly believe that the team at Jessica's House possess all the skills necessary to navigate challenges effectively.

With open communication and a shared passion, they can work collaboratively to address unknowns and turn any potential setbacks into opportunities for growth.

Together, the team is well-equipped to move forward with confidence



Jessica's House  
**served 46  
residents.**

Jessica's House  
**received  
152 referrals.**



# A NOTE FROM TRACY

Final statement from past Executive Director

Dear Friends, Colleagues, and Supporters,

With a mixture of gratitude and emotion, I announce my resignation as Executive Director of Jessica's House Hospice. After much reflection, I have decided to step down from my role and pursue new opportunities. This decision has not been easy, as the work we've done together over the years has been incredibly fulfilling, professionally and personally.

When I joined Jessica's House, I had no idea just how profound the experience would be. It has been a true privilege to support our patients and their families during some of the most challenging moments of their lives. From the dedicated staff to the incredible volunteers, every person who has been part of this organization has shown unwavering commitment to providing compassionate care. Together, we've made a lasting impact, and I'm proud of our work.

Over the years, I've witnessed firsthand the difference our hospice team makes. From medical care to emotional and spiritual support, our team has always worked to ensure that patients and families feel seen, heard, and cared for. We've faced challenges, celebrated victories, and found strength in one another during difficult times. It's been an extraordinary journey, one that I will always treasure.

Though stepping down, I am confident that Jessica's House will continue to thrive under new leadership. The passion, dedication, and excellence that define this organization are unwavering, and I do not doubt that the future is bright.

As I look to the next chapter of my career, I carry the lessons learned, the relationships built, and the deep gratitude for the opportunity to serve such a wonderful community. I want to extend my deepest thanks to each of you for your support, trust, and partnership during my tenure.

I will always hold Jessica's House in my heart, and I look forward to seeing the continued progress and success. Thank you for everything.

With heartfelt appreciation,  
Tracy Snell

# VOLUNTEER REPORT

Carrie Parsons: Volunteer Lead, Task Advisory Team

We acknowledge and celebrate this exceptional group of people who have collectively given well over 5000 hours of their time throughout the year. Jessica's House Hospice is blessed to have a team of 70+ incredible volunteers whose dedication, kindness, and tireless efforts are the heart of everything we do. Because of our volunteers, lives are being changed every day.

## DIRECT CARE VOLUNTEERS

This team of 40+, specially trained and caring individuals offer compassionate support and companionship to residents and families, 7 days a week.

## IN-DIRECT VOLUNTEERS

- Gardening, lawn & facilities maintenance team spent nearly 550 hours maintaining the incredible facility, grounds and gardens.
- The administrative team served 425 hours processing donations, issuing receipts and maintaining JHH's donor database.
- Under the leadership of Grace Winbow, our bereavement services volunteers served 28 hours facilitating group bereavement sessions.

## TASK ADVISORY TEAM

Jessica's House Hospice Task Advisory Team, served more than 1150 hours overseeing the maintenance activities, financial operations and volunteer recruitment, training and recognition activities.

## EVENT VOLUNTEERS

Many Jessica's House Hospice volunteers offer their time and talents and serve on committees for our signature fundraising events and represent JHH at third-party fundraising events held in the area.



"Volunteering is at the very core of being a human. No one has made it through life without someone else's help."

– Heather French Henry

# VOLUNTEER REPORT

Continued

Carrie Parsons: Volunteer Lead, Task Advisory Team

## TRAINING

Ten new volunteers are currently completing their training, orientation and shadowing shifts and will officially join the Direct Care Volunteer Team in the coming days.

## VOLUNTEER SURVEY

A volunteer experience survey conducted in the summer of 2024, revealed a strong level of engagement and satisfaction within our Direct Care Volunteer Team.

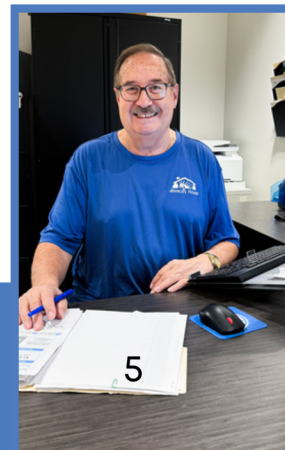
## EDUCATION SESSIONS

Volunteer training and education sessions held throughout the year included discussions and guest speakers from the ALS Society, the Alheimers' Society and Victim Services.

In addition, quarterly sessions were held for volunteers to come together and share their experiences with residents and families, learn about grief and the grieving process, as well as navigating difficult conversations.

## 5 YEAR VOLUNTEERS

In the fall of 2024, 9 volunteers were formally recognized for reaching their 5 year milestone.

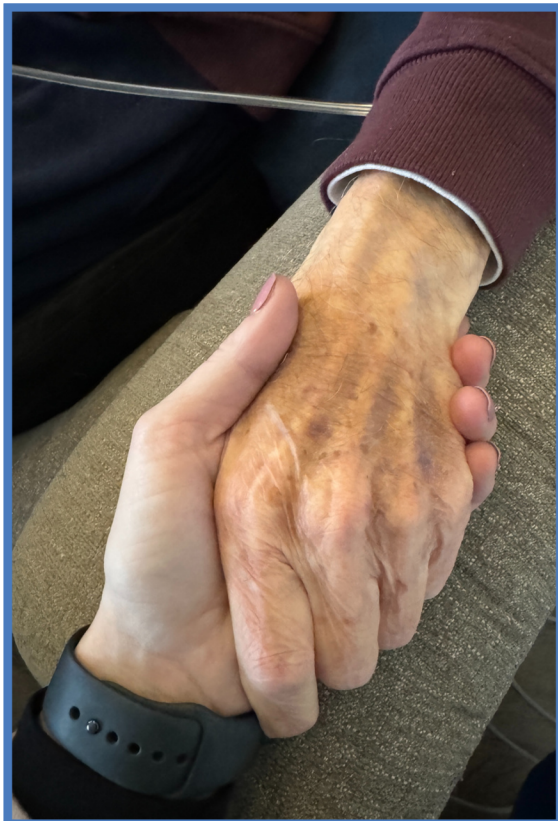


# BEREAVEMENT REPORT

Grace Winbow: Grief and Bereavement Coordinator

In 2024–2025, the Jessica’s House Hospice bereavement program welcomed 58 new referrals for one-on-one grief support. These referrals came from a wide range of sources across Huron County and the surrounding area, including community agencies, healthcare providers, and self-referrals.

Our bereavement program provides compassionate support through a variety of services, including individual counselling, peer support groups, and grief-related workshops. In addition to serving 58 individuals through one-on-one sessions, the program also supported 14 people through group offerings and workshops.



Throughout the year, a total of 362 hours were dedicated to one-on-one grief support for individuals navigating loss. Every new client undergoes a comprehensive intake assessment to determine the most appropriate type of support—whether individual or group-based. These assessments explore the nature of the client’s relationship with the deceased (e.g., close, complicated, or estranged) and consider the level of external support available through family, friends, or other professionals.

Jessica’s House Hospice remains a trusted and valued resource in Huron County and surrounding areas, providing essential bereavement services to individuals and families during some of life’s most difficult moments.



# FUNDRAISING REPORT

**Meghan O'Rourke: Fund Development and Communications Coordinator**

**Hike for Hospice (May 2024):** Raised a net of \$23,162 through a hybrid event, enhanced by a creative collaboration with the Lucan and Exeter libraries and Bluewater Coast Elementary School and Our Lady of Mount Carmel Catholic School adding a community art feature along the trail. Two past residents were featured on the trail story.

**Handbags For Hospice (October 2024):** This event was brought back after a year off. With a team of 40 volunteers success was made and Handbags for Hospice raised a net of \$90,504. The event was able to raise money to update the furniture in each of the resident rooms.

**Tribute Tree Memorial (November 2024):** Welcomed 75 attendees for a heartfelt gathering, featuring live music featuring Holly Clausius and the creation of memorial tags displayed on our Christmas trees throughout the holiday season. This event raised a net of \$4,091.

**Third-Party Fundraisers:** We had a variety of community-hosted events, with both new and returning supporters raising funds through creative initiatives. Third party events raised a total of \$66,009.



# COMMUNICATIONS REPORT

Meghan O'Rourke: Fund Development and Communications Coordinator

## **Social Media Growth & Strategy**

In 2024, we expanded our presence on Facebook and Instagram, increasing both engagement and content output. Looking ahead to 2025, we plan to incorporate LinkedIn into our strategy to build stronger connections through businesses. To boost engagement across all platforms, we aim to introduce more video content and interactive features such as interviews, Q&A comment boxes, and behind-the-scenes glimpses — leveraging the power of dynamic, shareable content.

## **Enhanced Website Experience**

We launched a new, user-friendly website in collaboration with Blue Lemon Media, providing easier navigation and a more engaging experience for visitors. Continuous updates will ensure the website reflects the ongoing growth of our programs and services.

## **Bi-Monthly Newsletters**

We started our online newsletters in summer of 2024. Each newsletter will have a story or interview, updates of events at JHH, donations, upcoming events and education. These newsletters will help increase awareness and fundraising. 2025 goal is to increase newsletters to be sent out monthly to increase awareness and share stories about JHH.

## **Mailouts**

JHH started sending out three mailouts staggered between the year. The mailouts were sent in April, September and November. These mailouts were used to increase awareness and fundraising. The November mailout was connected with the Tribute Tree Memorial Event. The Mailouts brought in a net of \$37,614.

## **Award Recipient**

Jessica's House was the proud recipient of the Community Advancement Award at the South Huron Business and Community Excellence Awards.





# MAINTENANCE REPORT

George Keller: Maintenance Lead, Task Advisory Team

I would like to thank the Board of Directors for their continued support over the last year and also the staff for the rewarding year. Our maintenance and gardening volunteers have done another amazing job this year. This cannot be done without our volunteers.

## PROJECTS COMPLETED:

1. Installation of new heating system
2. Installation of heat sensors for heaters in attic.
3. New Dishwasher
4. Remove black walnut tree

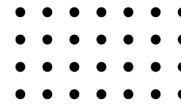
## ITEMS SCHEDULED

1. Ordered new upgrade to our security system to be installed in the near future
2. Standard Operating Procedures (SOP) for Maintenance Dept. in progress
3. Complete list of all suppliers, contact info in progress
4. New window coverings for Common Room
5. To encourage and enhance In-Kind donations from Suppliers



# FINANCIAL REPORT

Brent Caslick: Finance Lead, Task Advisory Team



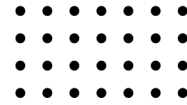
## Receipts 2024-2025

Receipts	2025 (\$)	2024 (\$)
Ontario Ministry of Health	537,800	525,300
Donations and Fundraising	784,959	363,544
Bequests	44,938	10,000
Grants	72,029	70,623
Investment Income Interest, dividends and realized gains (losses)	31,860	40,588
Investment Income Unrealized holding gains (losses)	57,768	74,051
Amortization of Deferred Grants and Donations	132,128	132,128
Total	1,661,482	1,216,234

Excess (deficiency) of revenues over expenditures:	264,821	113,234
Accumulated surplus, beginning of period :	1,882,968	
Accumulated surplus, end of period:	2,147,789	

# FINANCIAL REPORT

Brent Caslick: Finance Lead, Task Advisory Team



## Expenditure: 2024-2025

Expenditure	2025 (\$)	2024 (\$)
Fundraising Expenses	63,336	2,543
Salaries and Benefits	936,714	733,504
Contracted Health Services	---	35,377
Facilities Expenses	86,326	63,467
Amortization of Tangible Capital Assets	136,529	135,443
Program Delivery Expenses	26,665	39,713
Administrative Expenses	147,091	92,953
Total	1,396,661	1,103,000

# The JHH Team

For Fiscal Year 2024-2025

## GOVERNANCE BOARD

Colin Haskett – Chair  
Lindsay Barton – Director  
Connor Brown – Director  
Dawn DeNeire – Director  
Nancy Peter – Director  
Dr. Ming Lam – Medical Director

## STAFF COORDINATORS AND ADMINISTRATION

Tracy Snell – Executive Director/RN  
Grace Winbow – Coordinator of Volunteers & Bereavement Services  
Meghan O'Rourke – Coordinator of Fund Development and Communications  
Sami Reymer – Administration

## VOLUNTEERS

Brent Caslick – Finance Lead  
George Keller – Maintenance Lead  
Carrie Parsons – Volunteer Lead  
Elaine Keller – Donations  
Bonnie Neeb – Donations  
70+ Volunteers

## DIRECT CARE TEAM

Kim Bond – RN  
Angela Giambalvo – RN  
Melinda Kunkel – RN  
Stephanie Masse – RN  
Lisa Vettor – RN  
Holly Meinen – RPN  
Brooke Oswald – RPN  
Tori Savelle – RPN  
Bridget Boone – PSW  
Tracey Dougall – PSW  
Carolyn Eineke – PSW  
Jackie Glover – PSW  
Prasanth Joseph – PSW  
Sami Reymer – PSW  
Nila Roberts-Neef – PSW