ANNUAL REPORT

2025-2026



Jessica's House HOSPICE

Our Board Chair

Governance Board

Colin Haskett



As we gather for this year's Annual General Meeting, I continue to be filled with gratitude for the people who make Jessica's House Hospice such a special place within our community. Our mission of providing compassionate, high-quality end-of-life care to residents and their families remains at the heart of everything we do, and this past year has demonstrated both the resilience of our organization and the incredible dedication of those who support it.

One of the most exciting developments this year has been the hiring of Exeter native Cheryl Pfaff as our Executive Director. Cheryl has brought tremendous energy, professionalism, and vision to the role, and it is clear she is helping guide Jessica's House Hospice into its next phase of growth and sustainability. We feel incredibly fortunate to have someone with Cheryl's leadership abilities, community roots, and passion for hospice care leading our day-to-day operations.

Our Governance Board has also continued to evolve and grow. We were pleased to welcome Anthony Smilis, and Tammi Reaburn to the board this year, bringing with them fresh perspectives, valuable experience, and a shared commitment to the future of Jessica's House Hospice. As a board, we strongly believe in ensuring future thoughtful succession planning and regular renewal, recognizing that new ideas and fresh energy are essential to maintaining a strong and progressive organization while still honouring the foundation that has been built over the years.

The past 12 months have not been without challenges. Periods of transition can place additional pressure on any organization, and Jessica's House Hospice has been no exception. Through it all, our nursing team and our dedicated "front of house" staff have navigated these challenges with professionalism, compassion, and grace. Their commitment to residents and families has never wavered, and we simply could not have managed this past year without their unwavering support and dedication.

In addition to our incredible staff, we continue to benefit from a truly phenomenal group of volunteers whose generosity of time and spirit helps make Jessica's House Hospice what it is. Their contributions touch nearly every aspect of our organization and help create the warm, welcoming environment that families so deeply appreciate.

Finally, we extend our sincere thanks to the broader community for its ongoing support. Whether through donations, volunteering, attending events, advocating for hospice care, or simply sharing our story, the community continues to allow us to fulfill our mandate of providing exceptional end-of-life care close to home for residents and their loved ones.

Jessica's House Hospice remains a remarkable example of what can be accomplished when a community comes together with compassion and purpose. It continues to be an honour to serve alongside so many dedicated individuals.

Colin Haskett
Chair, Governance Board
Jessica's House Hospice

GRIEF AND BEREAVEMENT - YEAR IN REVIEW

Jessica's House Hospice provides free peer support and access to grief and bereavement resources for individuals and families across Huron County and surrounding communities. As demand for these services continues to grow, we are seeing firsthand the important role grief support plays in helping people navigate loss. In addition to providing direct support, we actively engage in community outreach and education opportunities to increase awareness of available grief and bereavement services, ensuring more individuals and families know where to turn when support is needed.



79

New Referrals for one-on-one grief support

An increase of 21 referrals from previous year

408

One-on-one support sessions provided to individuals experiencing grief and loss

11

Supported through group support sessions

Community demand highlights the ongoing need for accessible grief and bereavement support.

Executive Director

Cheryl Pfaff



This year marks our 8th anniversary which is a meaningful milestone for a community that recognized a need and came together to build something truly remarkable. Honouring Jessica Hamather's legacy, and the lives of those we have been privileged to serve through this hospice, continues to inspire the work we do every day.

At Jessica's House Hospice, we are fortunate to have a team of medical professionals, staff and volunteers whose dedication and professionalism are evident in everything they do. Their deep commitment to our mission, and the compassionate care they provide, is at the heart of what makes this organization so special.

Jessica's House is more than a home-like setting. It is a place that offers choice and supports individuals and families to receive care where it best meets their needs. Over the past year, we have served 95 individuals with referrals received across Huron, Perth, Middlesex and Lambton counties. We are pleased to offer a calm, private and supportive environment where individuals and families can focus fully on what matters most.

A key part of our care philosophy is supporting families to step out of the caregiver role and simply be present with their loved one. Often, this becomes a time for sharing stories; remembering key moments; and, celebrating life. This focus on joy, presence and connection is what makes this work so meaningful.

Grief and bereavement services are also vital parts of our care continuum. We offer group programming and hundreds of one-on-one peer support sessions with close to 80 new referrals for bereavement services received in the last year alone. We are grateful for the continued recognition of the importance of this resource within our community.

All our services are offered free of charge which would not be possible without the generosity of our community. We extend our sincere thanks to everyone who contributes, volunteers, plans or attends events in support of Jessica's House Hospice. It is both humbling and inspiring to see how easily people choose to stand behind this work and the impact it has on those we serve.

It is a privilege to be part of an organization that is not only delivering care but also creating space for dignity, compassion and meaningful connection at one of life's most personal moments. Even more powerful than the stories we tell about Jessica's House are the stories we hear from those who have experienced it firsthand. These voices reflect the true impact this hospice continues to have on our community.

Cheryl Pfaff
Executive Director
Jessica's House Hospice

CARING FOR OUR HOSPICE

We are grateful for the many donors, volunteers, community partners and staff who help maintain a safe, comfortable and welcoming environment for residents and families. Through their support, several facility improvements were completed this year, including security upgrades, window coverings, parking lot enhancements and eavestrough reconstruction. Our gardens and grounds remain an important part of the hospice experience and provide comfort and opportunitieis for reflection and connection during a meaningful time.



OUR VOLUNTEERS MAKE A DIFFERENCE

Volunteers continue to play an important role in the success of Jessica's House Hospice. They support many areas of the organization, including leadership, daily operations, support services and fundraising activities. Throughout the year, volunteers were recognized through appreciation events and long-service awards, including one volunteer who received the June Callwood Circle of Outstanding Volunteers Award.

We sincerely thank all of our volunteers for their dedication, generosity and commitment to supporting residents, families and our community.

Over 5300 Volunteer Hours Contributed

Over 100 volunteers support our programs and services

Jessica's House HOSPICE

Financial Overview

Receipts 2026-2025

Receipts	2026 ($)	2025 ($)
Ontario Ministry of Health	525,300	537,800
Donations and Fundraising	671,761	784,959
Bequests	10,000	44,938
Grants	0	72,029
Investment Income Interest, dividends and realized gains (losses)	40,388	31,860
Investment Income Unrealized holding gains (losses)	205,405	57,768
Amortization of Deferred Grants and Donations	132,128	132,128
Total	1,584,982	1,661,482

Excess of revenues over expenditures	136,473	264,821
Accumulated surplus, beginning of period :	2,147,789	
Accumulated surplus, end of period:	2,284,262	

Expenditures: 2026-2025

Expenditures	2026 ($)	2025 ($)
Fundraising Expenses	57,310	63,336
Salaries and Benefits	1,086,804	936,714
Facilities Expenses	63,664	86,326
Amortization of Tangible Capital Assets	140,202	136,529
Program Delivery Expenses	30,583	26,665
Administrative Expenses	69,946	147,091
Total	1,448,509	1,396,661

DONOR IMPACT

Net of Expenses

Hike for Hospice

$26,558.31

Handbags for Hospice

$156,046.61

Tribute Tree

$2,080.20

3rd Party Events

$101,547.58

Seasonal Mailout

$7,758.44







The generosity of our community directly supports our residents, families and care programs. Your support is essential to sustaining our operations and ensuring we have the equipment and infrastructure needed to continue providing compassionate care within our community.

Team Jessica's House Hospice

Behind every moment of care is a dedicated team committed to supporting residents and families with compassion, dignity and respect. We extend our sincere gratitude to our staff, volunteers and directors whose guidance, contributions and commitment help shape every decision in support of our mission.

GOVERNANCE BOARD

Colin Haskett – Chair
Lindsay Barton – Director
Connor Brown - Director
Dawn DeNeire – Director
Nancy Peter – Director
Tammi Reaburn - Director
Anthony Smilis - Director
Dr. Ming Lam – Medical Director
Dr. Deborah McNaughton - Resident Advisor

VOLUNTEERS

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

STAFF COORDINATORS AND ADMINISTRATION

Cheryl Pfaff– Executive Director/RN
Grace Winbow – Coordinator of Volunteers & Bereavement Services
Meghan O'Rourke - Coordinator of Fund Development and Communications
Sami Reymer- Administration and Direct Care Team PSW



DIRECT CARE TEAM

Kim Bond – RN
Angela Giambalvo - RN
Melinda Kunkel -RN
Stephanie Masse -RN
Holly Meinen -RPN
Brooke Oswald -RPN
Payton Mullen-RPN
Tori Savelle - RPN
Tracey Dougall -PSW
Jackie Glover - PSW
Krista McAlpine-PSW
Nastassja Pinay-PSW
Nila Roberts-Neef – PSW
Veronica Rodriguez Ramirez-PSW