



Annual **REPORT** 2023/2024

Supporting Jeffery Hale - Saint Brigid's
in its quest to provide quality health
and social services to all its residents
and clients



Jeffery Hale
Saint Brigid's

Fondation des Amis
Friends' Foundation

Charitable number: 899082838 RR 0001



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MEET THE TEAM



Absent: P. Paquin-Piché, N. Skokos, F. Piuze, P. Lemieux



Jeffery Hale
Saint Brigid's

Fondation des Amis
Friends' Foundation

President - Mario Soucy

Retired, former Assitant Director General

Vice-President - Lucie Demeules

Retired, Senior Advisor - Quality of Living Environment

Treasurer - Philippe Paquin-Piché

Fluidity Coordinator CHU de Québec-UL

Establishments Representative - Mélie Dechamplain

Director of the grouped institutions Jeffery Hale - Saint Brigid's/CIUSSS de la Capitale Nationale

Director - Dr. Guy Bolduc

Family Physician at the Centre Médicale Sillery

Director - Patricia Lemieux

Retired Director of Nursing at Saint-Brigid's Home

Director - François Piuze, MD, CMFC

UTRF-USP and Jeffery Hale Hospital Palliative Care

Director - Debbie Thibodeau

Corporate Lawyer, Avocats GBV

Director - Nectaria Skokos

Program Coordinator for Community Development and Vitality
Jeffery Hale Community Partners

Guest - Julie Sauvageau

Assistant Director General - Foundations' Office

Photo: J Girard



Jeffery Hale
Saint Brigid's

Fondation des Amis
Friends' Foundation

**..the Friends'
continue to
be the heart
of support to
the dynamic
and responsive
institution that
is the Jeffery
Hale - Saint
Brigid's!**

OUR STORY

The Jeffery Hale-Saint Brigid's Friends' Foundation is a charity that is proud to have contributed for more than 30 years to quality, safe, and compassionate care and services at Jeffery Hale - Saint Brigid's. Created in 1991, the Friends' initially supported the Jeffery Hale Hospital, then a bilingual community hospital, and has since grown to include Saint Brigid's Home, alongside an innovative minor emergency center, CLSC-type services, palliative care, targeted care for immigrant populations, as well as a variety of services aimed at maintaining the autonomy of seniors still living at home. In partnership with the historical foundations of the English-speaking Community, the Friends' continue to be the heart of support to the dynamic and responsive institution that is the Jeffery Hale - Saint Brigid's!

Since 2007, Jeffery Hale, together with Saint Brigid's Home, forms the well-known establishment as Jeffery Hale – Saint Brigid's. This property offers, in both English and in French, a variety of services for the elderly but also of front-line community for people of all ages, including a specifically aimed at refugees.

OUR MISSION

Improving the lives and quality of care of the many residents and clients of the Jeffery Hale and Saint Brigid's hospital, by promoting the development of and funding linguistically appropriate high-quality health and social services, adapted to the language needs of all its residents and clientele.

OUR VISION

Our vision is that our commitment to creating effective opportunities for generous philanthropic support from the community helps ensure the continued success of Jeffery Hale – Saint Brigid's and its committed staff and volunteers.

MESSAGE FROM THE PRESIDENT

I am delighted that 2023-2024 has been a remarkable year for Jeffery Hale – Saint-Brigid’s Friends’ Foundation. In my message in the 2022-2023 annual report, I stated that the Foundation was in a change process to reach a “new stage in its development”. This past year has seen many of these changes implemented, such as a new financial process, a reviewed project selection approach, and the beginning of the foundation’s 2024-2028 strategic planning, which will continue in 2024.

Through the drive of the managers and their teams of the establishments, our own team at the Foundation including the project committee, the board of directors in January 2024 allocated \$225,000 for 26 projects.

None of this would be possible without the engagement and support of the employees at the Jeffery Hale – Saint-Brigid’s, the Foundation Office, due to our community foundations and important donations from Le Groupe Saillant as well as Le Fonds Hélène Mercier, our donors and our dedicated team.

The stage is set for an amazing 2024-2025, with many great projects to be implemented, a renewed website, new calls for funding, and exciting prospects for fundraising.

Together, we are all making a real and meaningful change in the lives of the residents and clients of the Jeffery Hale – Saint-Brigid’s.



Mario Soucy
President



**Together, we are all
making a real and
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clients of the Jeffery Hale
– Saint-Brigid’s.**

OUR SUPPORT TEAM

Members:

Joanne King, Louis Hanrahan, Jean-Louis Coulombe, Helen Walling

Message from the team

2023-2024 was an amazing year to be a part of the Friends' Foundation. The year started off with the implementation of a new system to enhance our ability to track financial information per project throughout the year, instead of relying on punctual reports. This has allowed our finance committee to improve its capacity to track and follow-up on projects, providing better guidance and support for the teams we fund. We are looking forward to seeing how it will enhance our operations moving forward.

We also developed new policies and procedures to ensure that the Foundation and its activities conform with law 25, while also expanding and reaffirming our long-standing relationship with the English-speaking community. We were impressed to see the quantity, diversity, and quality of projects that the Jeffery Hale – Saint-Brigid's staff proposed to us this year, and were pleased to be able to deepen our partnership with the CIUSSS-CN and the community foundations that support us. We want to thank the board, the staff, and our partners and donors for contributing to making 2023-2024 one of the most exciting years in the Foundation's history.

A Special Thank You!

A very sincere thank you to two members who left the foundation in 2024, Dr. Piuze and Mrs. Lemieux.

The board and team of the Jeffery Hale – Saint-Brigid's Friends' Foundation want to take this opportunity, looking back at our successes and achievements of 2023-2024, to mark the dedication, devotion, and invaluable contribution of Louis Hanrahan towards helping us achieve much of what is presented in this report.

Louis has continued his dedication the supporting the Jeffery Hale – Saint-Brigid's Friends' Foundation since 2016, and this after spending 19 years as director of the establishments. To Louis, thank you! We wish you the best moving forward.

OUR FUNDING PROCESS

How do we determine what projects to fund?

Given the dedication and creativity of the staff of the Jeffery Hale – Saint-Brigid’s, each year, the Friends’ Foundation receives requests for project and program funding that surpasses what we can provide. As such, at the end of each summer, we launch a call for proposals, which is followed up by a meeting with the managers to present their newest projects.

Our project committee then gets together and evaluates each project based on the amount of their objectives, the target clientele, the expected outcomes, the needs being met, how project outcomes will be measured and reported, involvement of internal or external partners, results and experiences with past initiatives, and the amount of funding being requested. A key criterion is that the Foundation will not fund expenses that are normally borne by the establishment (the CIUSSS-CN).

During the 2023-2024 fiscal year, we received requests for \$315,928 to fund 32 projects. \$141,600 stemmed from recurrent projects, such as various therapies (musical therapy, zootherapy, massage therapy, etc.) and activities for the residents, staff recognition, and maintenance of the gardens and aquariums. An astounding \$174,328 came from new projects, spread over 15 projects. Sadly, the Friends’ Foundation was not capable of funding all the requests, leaving 8 new project proposals to be reconsidered for 2024-2025.

We received requests for \$315,928 to fund 32 projects, with \$174,328 in new project proposals.



Photo: J Girard

FRIENDS' FUNDING FOR 2023/2024

Palliative Care and
Specialized Geriatric
Services **58,400 \$**

Long term care
Saint-Brigid's Home **58,080 \$**

Long term care
Jeffery Hale **26,350 \$**

Community Services
in English **44,200 \$**

Special Projects **34,000 \$**

Refugee Clinic **3,000 \$**

During 2023-2024, the Friends' Foundation has allocated \$224,030 to develop and deliver 26 projects and programs.

16 recurring programs received \$131,400 in continued support.

Funded 10 new projects, totalling \$92,630.

PALLIATIVE CARE

ENSURING THE COMFORT OF OUR RESIDENTS

The Jeffery Hale is committed to providing high-quality palliative and end-of-life care. The 15 palliative care beds are available for people aged 18 and over in the Capitale-Nationale region who are in the final chapter of their life, and who need the expertise and ongoing support of a palliative care team for their physical, psychological, emotional, and spiritual needs.

It is the Foundation's priority that the residents and their families receive the highest quality of care during these most trying times, which includes ensuring their comfort. 2023-2024 saw an increase support for the palliative care unit as it has received close to \$60,000 in donations.



Close to \$50,000 in donations for the palliative care unit in 2023-2024

Entertainment in every Room

\$15,000 was given by Le Group Saillant to purchase TVs, so that each person could enjoy entertainment in the comfort and privacy of their room.

We would like to thank the board of The Group Saillant, particularly M. Alex Saillant with whom we worked closely to ensure that this project was a reality.

\$15,000 was given by Le Group Saillant to the palliative care unit

PALLIATIVE CARE

STAYING CLOSE TO LOVED ONES



Photo: J Girard

The palliative care unit also has a family component that allows loved ones to stay close at all times. Palliative services are not only dedicated to supporting those at the end of their lives, but also to accompanying their loved ones and ensuring that their needs are met as well. This year, we had two projects in the loved ones component, both seeking to ensure that our residents could spend as much time in proximity and in contact with those that matter to them.

Comfortable rest for loved ones

Le Fonds Hélène Mercier provided funds to be able to replace some of the sleeper chairs, i.e., chairs that turn into beds, to allow those close to our residents to spend as much time as they can with them. Given that the palliative care unit often becomes the new and final home for our residents, allowing them to be with their loved ones around the clock provides everyone with a sense of comfort.

Staying in contact with friends and family

Le Fonds Hélène Mercier also provided funds for the acquisition of iPads, to allow our residents who may not have access to electronic devices to remain in close contact with their friends and families.

Le Fonds Hélène Mercier provided \$30,000 to the palliative care unit, allowing us to purchase blanket warmers, sleeper chairs, iPads, and an aquarium.

PALLIATIVE CARE REFURBISHING THE SOLARIUM



Photo: J Girard

New residents in the solarium.

Le Fonds Hélène Mercier also donated to refurbish the solarium, with the aim of modernizing it and creating a greater sense of peace and calmness for both families and patients. In addition to a refurbishment and reorganization of the solarium, we also want to welcome our new aquatic residents!

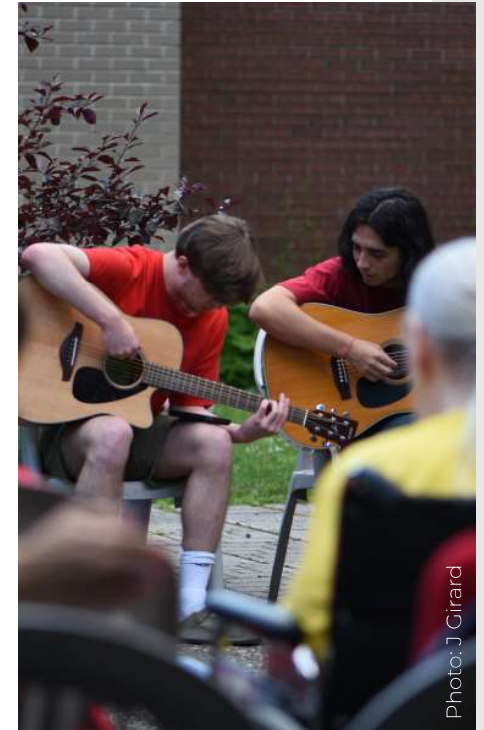
Indeed, the addition of an aquarium brings more life and vibrance into the area. Aquariums have been noted to reduce levels of stress, improve sleep quality, lower blood pressure and heart rate, and improve physical and mental wellbeing.



Photo: J Girard

LONG-TERM CARE: SAINT BRIGID'S AND JEFFERY HALE SUPPORTING CORE SERVICES

The Friends' Foundation as well as the Saint Brigid's Home Foundation and the Saint Brigid's Guild provided close to \$70,000 to enlighten the life of the residents at both the Jeffery Hale and Saint Brigid's . This includes musical activities for the residents at the Jeff, zoo therapy, which always brings a smile to the clientele, massage therapy, therapeutic clowns, which is an emerging arts-in-health practice that complements existing care plans, and various social and interactive activities.



Another important project that was funded for over \$15,000 is the maintenance of the aquariums and presence of birds, at the Jeffery Hale and Saint Brigid's.

\$21,000 has been given to maintain the Memory Garden at Saint Brigid's which is a beautiful natural area for residents, their families and staff to enjoy nature. This was given by Saint Brigid's Home Foundation.

LONG-TERM CARE: SAINT BRIGID'S AND JEFFERY HALE

SUPPORTING CORE SERVICES



Photo: J Girard

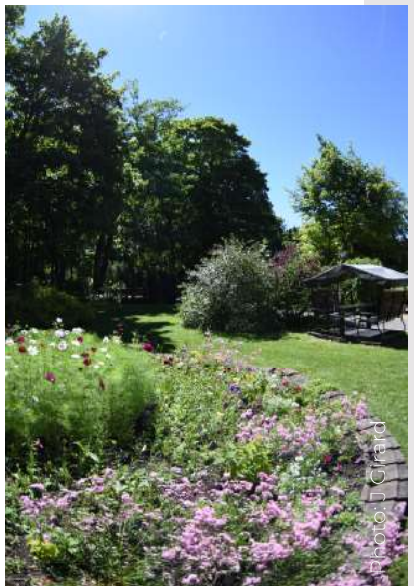


Photo: J Girard

LONG-TERM CARE: SAINT BRIGID'S AND JEFFERY HALE NEW PROJECTS



Soundbeam

A soundbeam project was approved for Saint Brigid's Home and was supported by an \$8,600 donation from the Saint Brigid's Home Foundation. The Soundbeam is a remarkable device that translates physical gestures into musical notes, allowing people of all abilities to create music.

"Soundbeam is being used successfully in the aged care sector. It's touch free technology, and sensitivity enables the player to independently express themselves through music, no matter how immobilized they may be or with other challenges such as dementia or Parkinson's disease.

This immersive experience brings the benefits of music making to the individual. Soundbeam fits well with well-being plans for the elderly, it can be used solo or in groups".

More information can be found on their website, which currently showcases the Soundbeam in use at Saint-Brigid's Home:

<https://www.soundbeam.co.uk/>

...a remarkable device that translates physical gestures into musical notes, allowing people of all abilities to create music.



Welcome gift - African Violets

For many, the transition to long-term or palliative care is a significant change, bringing about uncertainty, fear, and stress. To start off the transition on a positive and welcoming note, the staff at the Jeffery Hale's long-term care unit proposed to gift each new resident with an African Violet, a resilient plant that can flower throughout the year, to provide them with some greenery and life in their new homes.

COMMUNITY SERVICES

CARING FOR CAREGIVERS

Project Oasis

Project OASIS is one of the new major projects that was funded by the Foundation during the 2023-2024, thanks to the support of the Jeffery Hale Foundation. A \$25,000 investment in our community, OASIS, which stands for Organisation d'Aide au Soutien à domicile des Individus supportant un proche en Soins palliatifs et de fin de vie, aims to alleviate the burden on caregivers of someone experiencing palliative and end of life care by providing homecare services, to prevent burnout and to provide some much-needed respite.

Indeed, caregivers are a vulnerable group of our society who are often forgotten, left to deal with their pain, stress, and isolation alone, while taking care of someone near them. Project Oasis aims not only to support them through services, but also to show them that they are not alone and that the Jeffery Hale – Saint-Brigid's has not forgotten them.

The project is targeted at caregivers who are registered in the Jeffery Hale Community Services in English program and aims to offer caregivers experiencing or close to experiencing burnout up to 75 hours of respite per year and 100\$ worth of food aid, free of charge. We expect that up to 80 individuals will be able to directly benefit from this project, without counting those who will benefit indirectly from it.

This project is the largest investment in a single project that the Foundation has undertaken in 2023-2024, and we are extremely excited to see the impacts it will have on our community. We applaud the Jeffery Hale Community Services in English for such an innovative and needed project.

**..prevent burnout
and to provide
some much-needed
respite.**



REFUGEE CLINIC

AN EMERGING FOCUS



the Jeffery Hale received a \$3000 for an emergency fund to be able to react quickly when their clients are in need of basic essentials.

History of the Refugee Clinic

The Jeffery Hale – Saint-Brigid’s refugee clinic saw the light in 2016 and is the only refugee clinic in the Capitale Nationale. The clinic provides specialized care for refugees, taking into account their lived experiences and their ethnocultural realities and identities. The quality of services offered by the clinic have been showcased in UNESCO’s Stories of MIGRATION publication, in 2021 (<https://www.unesco.org/en/articles/canada-centre-treat-wounds-exile-0>).

We are proud to continue to contribute to the refugee clinic, in the form of a \$3,000 donation to develop an emergency fund to react quickly when clients are in urgent need of basic essentials. Though it is one of the smaller projects, we hope that the future will bring more opportunities for us to work with and support the clinic in doing the incredible work it does.

RECOGNIZING THOSE THAT MAKE A DIFFERENCE

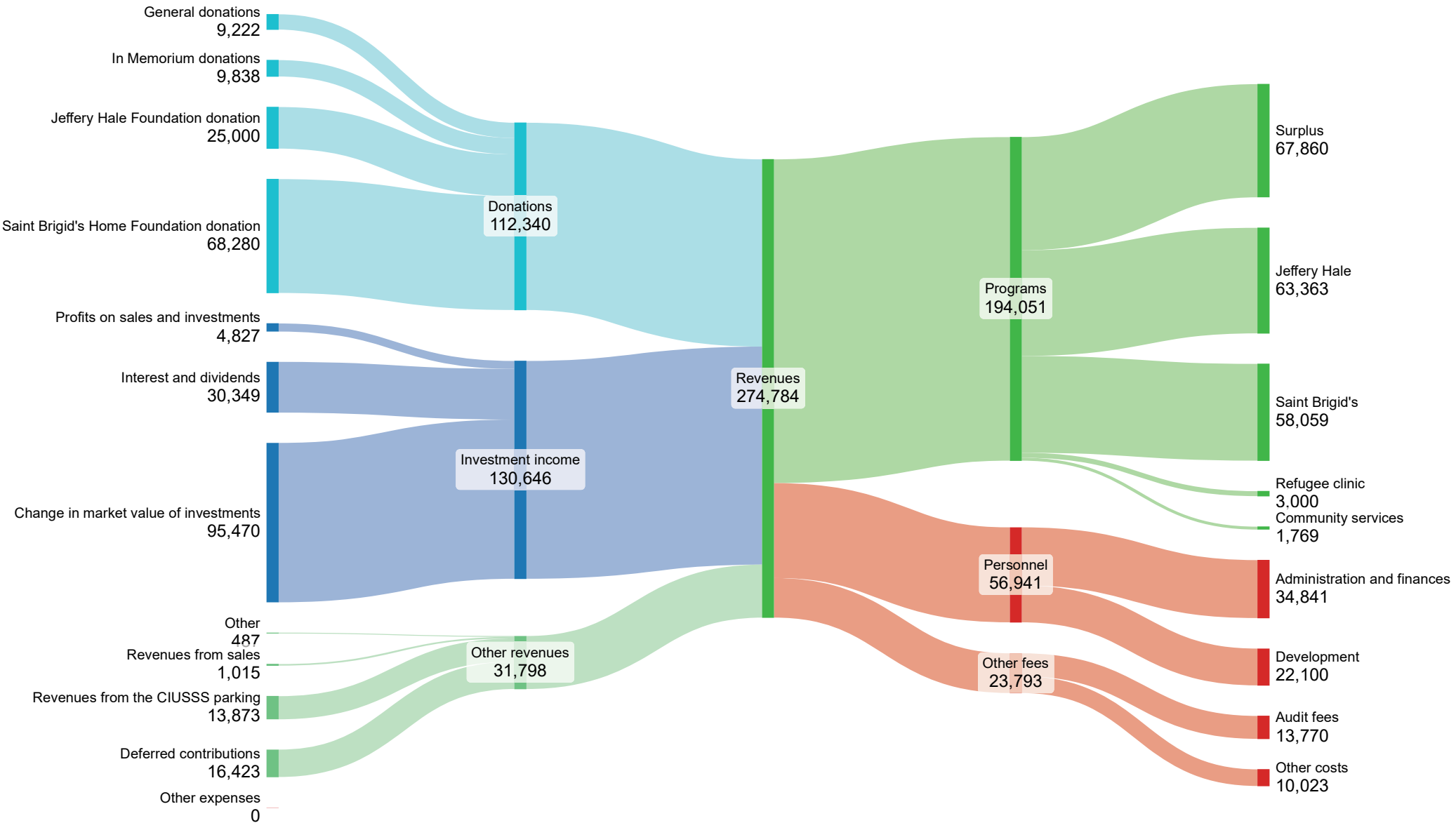
SUPPORTING EMPLOYEES

One of the priorities for the Board of Directors of the Friends' Foundation is to ensure that the employees feel recognized for the tremendous work that they do since without dedicated employees, our clientele would not be served so well. This is why for years now; the Friends' Foundation has supported the employees of the Jeffery Hale – Saint-Brigid's by providing \$ 14,000 for recognition activities, often organized by the managers. Half of the amount was generously provided by the Saint-Brigid's Home Foundation.

...priority for the Board of Directors of the Friends' Foundation is to ensure that the employees feel recognized for the tremendous work that they do.



2023-2024 FINANCIAL OVERVIEW



WHAT TO EXPECT FOR 2024-2025

STRATEGIC PLANNING

Strategic planning

2023-2024 saw the beginning of our strategic planning process, and 2024-2025 will see its completion and the first steps towards achieving our renewed strategic vision. We are excited to present the outcomes of this process and what it will mean for the next years of the Foundation.

A new website

Part of our restructuring has included a reimagining of our communications and promotional materials, which will lead to the development and launch of a new Friends' Foundation website in 2024-2025. The website will allow individuals to get a better understanding of what the foundation does, how they can help, and improve the accessibility and accountability related to donating and supporting us in what we do.

Multiyear funding for various projects.

In 2023, the Jeffery Hale Foundation generously agreed to donate \$145,000 to the Friends' Foundation, over three years. This contribution included \$45,000 in 2023-2024, and will include \$50,000 in 2024-2025 and 2025-2026. For 2024-2025, we are looking forward to revamping the terrasse and gardens at the Jeffery Hale, alongside more projects to support the residents of the palliative care unit.

Additionally, the Fonds Hélène Mercier has contributed \$30,000 for 2024-2025, in addition to its donation of \$30,000 for 2022-2023, to support Palliative Care. The generosity of the Fonds is heartwarming and we look forward to seeing what projects the Staff will propose to make the best use of this charitable contribution.



The website will allow individuals to get a better understanding of what the foundation does..

THANK YOU TO OUR PARTNERS

A big thank you to our partners and donators

Throughout this annual report, we showed how essential the staff of our establishment is to developing and delivering the various projects and programs we offer, we expressed gratitude to our board members for being engaged volunteers who dedicate their time to supporting our clients and staff, and we acknowledged the contribution of our team to managing everything that happens in between these two groups. However, none of this would be possible if it weren't for our partners and donors. The only way that we can achieve any of what is presented throughout this report is through the generosity of those that believe in what we do. Whether the support be financial or in-kind, it means the world to us and it does make a tangible difference in the lives of the residents, clients, and staff of the Jeffery Hale – Saint-Brigid's.

Our donors directly contribute to the well-being of these essential workers, the residents of our establishment, and their families.



Le Fonds Hélène Mercier

Centre intégré
universitaire de santé
et de services sociaux
de la Capitale-Nationale

Québec



Photo: J Girard



Jeffery Hale
Saint Brigid's

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Friends' Foundation

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