

HONOURING
OUR FIRST YEAR OF
COMPASSIONATE
CARE

home

ANNUAL REPORT

April 1, 2024 - March 31, 2025





“

The care team and all the staff made us feel like being at home. They became the support family everyone needs. The treatment was exceptional.

”

“

When we arrived it was like landing on a soft pillow. There are angels among us and they are here at Lionel Kelland Hospice.

”

“

The staff were handpicked to work there. Even the food service staff made sure we were taken care of. The staff went above and beyond.

”

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OUR COMMITMENT

Lionel Kelland Hospice is proud to be the first community-based residential hospice in Newfoundland and Labrador, offering compassionate, home-like end-of-life care.

Perfectly centered in Grand Falls-Windsor, our Hospice stands as a symbol of what can be achieved when an entire region comes together — a place built by compassion, supported by generosity, and sustained through collaboration.

Our mission is: To enhance the quality of life for residents and their families dealing with progressive life limiting illness, death, and bereavement through compassionate and holistic care, education, research and advocacy.

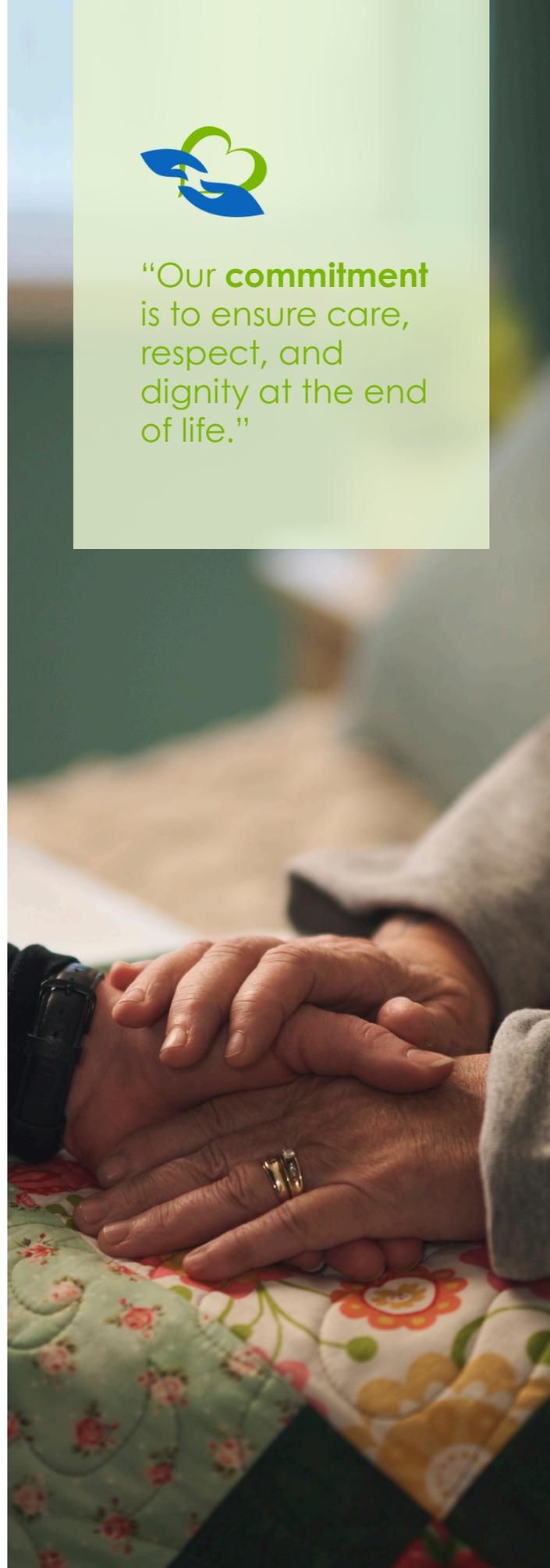
Every day, our team works to ensure that residents and their loved ones receive care that honors their values, respects their wishes, and upholds their dignity at every stage of the journey.

Whether through clinical care, emotional support, or simply sharing a quiet moment, we are devoted to providing an environment that honors life, where every moment matters.

This commitment drives every decision we make, every program we offer, and every partnership we build. It is the heart of Lionel Kelland Hospice — and it will continue to guide us as we grow, serve, and care for the people of Central Newfoundland.



“Our **commitment** is to ensure care, respect, and dignity at the end of life.”



MESSAGE FROM THE EXECUTIVE DIRECTOR AND MEDICAL ADVISOR

This fiscal year started with an incredible milestone – we received our first resident into our care on April 4, 2024. This long-awaited moment was a result of years of hard work and dedication from volunteer Board of Directors and Capital Campaign champions, and the incredible operations team of employees and volunteers that we have formed since February 2023.

In our first year of operations, we have been privileged to have cared for 129 residents and their families and loved ones, which represented 1,684 bed days of care. Along the way, we have shared countless “Forever Moments” - meaningful experiences that honor life and create lasting memories for families. From weddings and birthdays to movie nights, boil-ups, anniversaries, and funerals, each occasion has reflected the love, dignity, and compassion that define our hospice care.

Our dedicated employees and volunteers live and work to achieve our mission statement each and every day *“To enhance the quality of life for residents and their families dealing with progressive life limiting illness, death and bereavement through compassionate and holistic care, education, research, and advocacy.”* Our compassionate team provides 24/7 care, respect, and dignity for residents and their families experiencing an end-of-life journey.

Thanks to the amazing support of our generous donors and our funding partner, Newfoundland and Labrador Health Services through the provincial Department of Health and Community Services, we have been able to provide the highest level of care and comfort to those who need it while in our “home.” We are also deeply grateful for the success of our fundraising initiatives — including the Hike for Hospice, WestJet Gift of Flight Raffle, Tim Hortons Smile Cookie Campaign, Annual Holiday Appeal, and the many community-led fundraisers hosted by our wonderful supporters across Central Newfoundland.

We sincerely appreciate all of you believing that end-of-life care and supporting the loved ones of our residents is so important. It is our honor and our privilege to provide compassionate hospice services to the Central NL region at such a profound and meaningful time in people's lives.



Peggy Hamilton
Executive Director



Dr. John Campbell
Medical Advisor

MESSAGE FROM THE BOARD CHAIR

It is with immense pride and gratitude that I reflect on this incredible first year of operations at Lionel Kelland Hospice — a milestone that represents more than a decade of vision, determination, and community spirit.

In 2014, a dedicated group of health care professionals recognized a gap in end-of-life care within Central Newfoundland. Their dream was to create a home-like environment where individuals and families could experience compassionate and dignified care for those who are at a critical point in their life's journey. That vision gained extraordinary momentum in 2016 when the NL Presentation Sisters generously donated St. Catherine's Renewal Centre in Grand Falls-Windsor to become Newfoundland and Labrador's first residential hospice.

Years of planning, fundraising, and tireless community support transformed that vision into reality. On April 4, 2024, we welcomed our first resident — marking the beginning of a new era of care, comfort, and compassion in our province.

Since that day, Lionel Kelland Hospice has become more than a facility; it is a community of care built on respect, integrity, and love. Through the dedication of our staff, volunteers, donors, and partners, we have created a space where care is deeply human. Families have found solace in our rooms, volunteers have given their hearts through service, and the generosity of individuals and organizations has sustained and strengthened our mission.

Our volunteer Board of Directors has been proud to stand alongside this incredible team — providing leadership, advocacy, and support to ensure the continued sustainability of this essential service. We are also deeply moved by the generosity that continues to flow from our community through donations, partnerships, and countless volunteer hours.

As we look ahead, our focus remains steadfast: to expand programs that provide comfort and connection, to strengthen community partnerships, and to ensure that every family who walks through our doors feels embraced by the compassion that defines Lionel Kelland Hospice.

On behalf of the Board of Directors, thank you for believing in our mission and helping make this vision a reality. Your support ensures that comfort, dignity, and respect will continue to define end-of-life care in our region — now and for generations to come.

J. Mark Griffin
Board Chair



THE HEART OF LEADERSHIP

Thank you to our 2024–2025 Board of Directors for your vision, leadership, and guidance. Lionel Kelland Hospice exists today because of your unwavering dedication to serving those at end-of-life.

Mark Griffin
Sr. Lois Greene
Sr. Roisin Gannon
Pauline Power
Sandra Evans
In honour and tribute Sr. Betty Rae Lee



IN REMEMBRANCE OF

Sr. Elizabeth
Rachael Lee

April 25, 1942 - March 27, 2025



Sr. Betty Rae played a vital role in the vision and development of Lionel Kelland Hospice, serving on our Board of Directors and contributing her guidance to the Building and Property Committee. She was deeply proud that the Presentation Sisters partnered with the wider community to establish Newfoundland and Labrador's first community-based residential hospice.

Her legacy of kindness, leadership, and faith will forever be woven into the fabric of our Hospice. We are profoundly grateful for her contributions and hold her in our hearts with deep appreciation and love.



In 2024 -2025, our
Volunteer Board of
Directors provided
77 hours of
volunteer service.



Board of Directors
Hike for Hospice
Team 2024



OUR FIRST YEAR: A STORY OF COMPASSION

On April 4, 2024, Lionel Kelland Hospice welcomed its first resident, marking the start of a year defined by compassion, connection, and care. From that moment, our purpose has been clear: to provide care when it matters most and ensure every resident lives fully—every precious moment—until the very last.

In our first year, we've shared countless "forever moments" from last May 24th mug ups, 56th wedding anniversaries, vintage car shows, to laughter around a family gathering, quiet comfort during a music session, and the simple warmth of holding a hand. Each moment reflects our commitment to care, dignity, and respect.

Our team takes pride in truly knowing each resident and their family, creating a home-like environment where every detail matters. Enhancing the days our residents have left, making every moment count, is at the heart of all we do. These first-year experiences have left lasting impressions on our residents families, and staff—memories that will guide our care for years to come.

At Lionel Kelland Hospice, every moment matters, because every life deserves to be cherished until the very last.



100%

of surveyed clients said they **would recommend** our services.

**Friends & Family Satisfaction Survey Results, March 31, 2025*



SUPPORTING EVERY MOMENT

At Lionel Kelland Hospice, compassionate care extends far beyond the bedside. Our administration team and support services team — including kitchen, housekeeping, maintenance — plays an essential role in ensuring that our residents and their families experience comfort in every moment.

From the aroma of a home-cooked meal prepared with care, to the spotless and welcoming spaces that bring ease to families, to the quiet attention to every detail that keeps our home running safely — their dedication helps create the “home away from home” environment that defines our Hospice.

Our kitchen team nourishes both body and spirit, providing comforting meals that bring a sense of normalcy and warmth.

Our housekeeping and maintenance staff ensure that every corner reflects respect and care, upholding the highest standards of cleanliness and safety.

And our administrative team provides the vital coordination and communication that connects residents, families, volunteers, and partners — ensuring the seamless delivery of care and support each day.

Together, these behind-the-scenes heroes embody our values of compassion, community, and excellence. Their work may often be quiet, but its impact is felt in every smile, every shared meal, and every peaceful moment within our Hospice home.





COMMUNITY ENGAGEMENT & DEVELOPMENT

GIVING AT HOSPICE Together, We Make Hospice Possible.

Last year, with your help, we were able to incredibly raise over \$400,000 to ensure hospice care remains accessible, holistic and free of charge for everyone who needs it. Proof of the generosity that surrounds our hospice.

While our Clinical Care costs are acquired through a service agreement and operating funds with the NL Health Authority from the Government of Newfoundland and Labrador, the rest comes from you, our generous and compassionate community. Without this support, Hospice simply wouldn't exist.

Whether you participated in the our Annual Hike for Hospice, purchased a raffle ticket, attended a community event, or simply chose us as your charity of choice, thank you. Your generosity will bring comfort, dignity and peace to hundreds of people yearly.



986 In Memory donations received

16 Third-Party Community Fundraisers hosted

239 Annual Holiday Campaign donors



VOLUNTEERS

At Lionel Kelland Hospice, our volunteers are truly the heart of everything we do. Their dedication and compassion touch every corner of our care, helping to create an environment that feels warm, welcoming, and truly “at home” for our residents and their families.

Over the past year, our volunteers have contributed countless hours across a wide range of roles. From warmly greeting visitors at reception and guiding them through our facility, to providing compassionate sitting and support services, their presence helps ensure that both residents and families feel comforted and cared for at every moment.

Beyond the walls of the hospice, our volunteers are actively involved in fundraising initiatives, community events, and outreach activities. Their energy and commitment amplify our mission, helping to build awareness, foster community connections, and raise vital funds that support the care and programs we offer.

Each hour our volunteers give is a testament to the spirit of giving and community that sustains our hospice.

During the 2024-2025 fiscal year, Lionel Kelland Hospice engaged **47 active volunteers** who provided **1376 hours of service**.





2024-25 IMPACT SNAPSHOT



129

RESIDENTS IN
OUR CARE



1684

RESIDENT
BED DAYS



12 DAYS

AVERAGE
LENGTH OF STAY



47 ACTIVE
VOLUNTEERS



735 FAMILY SUITE
NIGHT STAYS

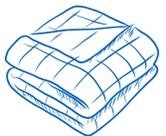


COMMUNITY
COLLABORATION
EXCELLENCE
COMPASSION
INTEGRITY

1376
VOLUNTEER
HOURS SERVED



187
HANDMADE
QUILTS DONATED



OUR **COMMITMENT** IS TO ENSURE CARE, RESPECT,
AND DIGNITY AT THE END OF LIFE.



45 COMMUNITIES IN CENTRAL NL



28 COMMUNITIES IMPACTED BY OUR SERVICES

258



GRIEVING
INDIVIDUALS
SERVED

**estimated*

8



GRIEF &
BEREAVEMENT
SESSIONS HELD



MEMORIES
MADE



A CHERISHED GREETING FROM BEYOND

“Encounter, be kind, keep
your hands to yourself &
shine”

“

To my roommates of 2025,

Merci - Thank you - for all the love, care, humor & support throughout my medical journey.

Each and everyone of you are freaking ROCKSTARS and take so much pride in the work you do.

THANK YOU for taking a box and turning it into a place where my children & family could use as their safe place. A place to go and relax, play games, do crafts, color - you name it! and to host a beautiful movie night for all to enjoy.

Most importantly, being genuine, showing by your actions that ya'll care, not only for me but for my whole family and I will forever be grateful and thankful for that!

Until we meet again,

Megan Marie Thompson ★
November 30, 1989 - April 28, 2025

**Resident from January 20 to April 28, 2025*

”

OUR GRATITUDE

As we reflect on our first year, we are filled with gratitude for the community that has brought Lionel Kelland Hospice to life. Every act of giving—whether a donation, a monthly gift, or a memorial tribute—has helped provide dignity in dying, comfort for caregivers, and peace for grieving families.

This is what compassion looks like. This is the impact of community.

Looking ahead, we are inspired by what is possible. Together, we will continue to enhance our programs and services that honour every resident and supports every family with care, respect, and dignity. Hospice is here for you because of you. With your ongoing support, we can ensure that the most meaningful moments of life—every “forever moment”—are memorable and cherished.

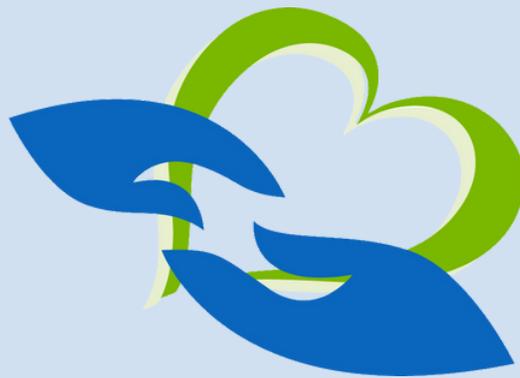
Thank you for helping us make this vision a reality.





On June 15, 2024, **255 participants** on **30 teams** came out to support our **2024 Hike for Hospice**, raising over **\$67,000** for end-of-life care!





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