



LISAARD &
INNISFREE
HOSPICE

Community Report 2025

Providing comfort,
dignity, and care for the
end-of-life journey.

*Enjoy the little things in
Life because someday you'll
look back and realize they
were big things.*

*I love you
more than
COFFEE ↓*

*To help another life
find its voice
is a sacred act.*

*Roses are red
Violets are blue
I'm sooo happy
to be working
with you! ♥*

*YOU
ARE A
GREAT
NURSE*

PLEASE TAKE THIS
COMMUNITY REPORT
WITH YOU

We're Proud of our History of Care

29 years ago, Sheila and Val O'Donovan had a dream to create a hospice residence that would provide a pleasant, comfortable home for people to live their final days. Lisaard House welcomed its first resident in 2000 and, 15 years later, Innisfree House opened its doors to continue to provide the Region of Waterloo with much needed hospice care for those facing a life-limiting illness.

In the years since both homes opened, nearly 8,500 residents spent their last days surrounded by their family and cared for by our team of compassionate staff and volunteers. At Lisaard & Innisfree Hospice, we put our residents and their families first as we guide them on their end-of-life journey. Our whole-person, individualized approach to care is made possible thanks to our community's ongoing and generous support.

MAKING MOMENTS MATTER

Making Moments Matter is our commitment to our residents and their families. We do this by providing exceptional care and compassion with the support of our community, partners, and donors.

We believe that death is a natural part of life.

Our Vision

We are a compassionate community in which everyone has access to high-quality, seamless palliative care, where end-of-life choices are respected, and supports are readily available.

Our Mission

We provide compassionate palliative care and supports in our hospice and community for individuals and their families through the end-of-life journey.

We Value



Accountability



Collaboration



Compassion



Diversity



Excellence

We are Grateful for

- Our peaceful, natural environment
- Our professional staff
- Our dedicated volunteers
- The generosity of our donors
- The uniqueness of each individual family

A Message from our Executive Director



Maria Empringham,
Executive Director

2025 was a very special year; while our important day-to-day care for our residents remained paramount, we ushered in two significant milestones for our organization. Lisaard House celebrated its 25th anniversary, and Innisfree House marked its 10th; that's 35 collective years of supporting residents and families, Making Moments Matter for them.

We created two anniversary celebrations — a fundraising gala evening and a drop-in barbecue lunch — ensuring choices to commemorate with our team were made available to our community. We enjoyed hosting both events, hearing remarks and remembrances about how we support our neighbours at a very difficult time in their lives.

Our fundraisers — both the ones we organize ourselves and ones organized for us in the community — were well-attended and well-supported over the course of the

year. Our Sweethearts for Hospice goodie boxes kicked off 2025, sold out within days, and we had to add 100 more to meet the demand. That set the tone for a very successful year!

Our Programs team made incredible contributions throughout 2025 to support our grieving families. Our Coffee Time social group doubled in size, our We Remember memorial service filled up so quickly we had to add more ceremonies, we partnered with Langs in Cambridge to keep our weekly Walking Group active during the winter months, and we added two brand new bereavement groups — our Hearts in Harmony choir and Nourishing Grief cooking classes.

Our Spiritual Care support services continued to grow in our community, helping families in need of care both inside and outside of our hospice, and we introduced much-needed bereavement services through our

Spiritual Care Providers to families in our community.

We arranged another professional development Day of Learning in what we now offer annually for our staff, enabling our team to participate in personal and organizational development. This Day of Learning blends the delivery of organization-wide knowledge, includes team-building, features a guest speaker, and allocates time for our clinical team to learn and practice their hands-on skills.

We are proud once again to have been invited to share two presentations at Hospice Palliative Care Ontario's 2025 annual conference. We shared some of the meaningful impacts our special Compassionate Care Fund has had for families, and our Music Therapist led a discussion about Disenfranchised Grief — situations where a death isn't always socially

validated, leaving the individual feeling isolated (i.e. the loss of a former spouse, or family pet). We received many positive comments and responses to our presentations, and requests for more information from our provincial counterparts.

2025 was also a year of development and growth. Both as a team and individually, we enabled continuous development and learning opportunities throughout the year, which are so important in the work that we do. I'm so proud of our team for continually providing the exceptional service and support we're known for — for our residents, our families, and one another.

As I reflect on my time with Lisaard & Innisfree over the past seventeen years, I'm struck by the fact that though I've supported a number of important roles along the way — Registered Nurse, Clinical Director, and Executive Director — I recognize each successive role is interrelated and contains the competencies that demonstrate our core values and commitments to our residents, families, and the community we serve.

Making Moments Matter isn't simply a slogan; it's the skill and ability we all bring to our roles, and is a critical component of our organization's DNA.

Thank you to our board, staff, volunteers, donors, and partners for your support — we couldn't do what we do without you. I hope you all enjoy some of the highlights of 2025 included here, and that they remind you that your contributions of time, talent, and generosity serve as encouragement to others in the important work we do together.

For the unconditional passion we all share for the privilege of taking care of our neighbours at a very difficult time — thank you all.

Maria Empringham

Fundraising Gala Evening



Drop-in Barbeque Lunch



We are so grateful for the generosity of our partners and sponsors
— we couldn't do what we do without your support!



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Manufacturing
Canada Inc.



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independently owned family funeral home.



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Your print and promotional specialists.



United Way
Waterloo Region
Communities



We're Proud of Our Education Partnerships

In 2025, it was our pleasure to welcome and support a variety of students from high school to university who expressed interest in the work we do. These learners — including 19 Registered Massage Therapy students who gave our staff 42 massages! — discovered how our organization supports our community and found out more about how we approach our end-of-life care.

Students joined us from Conestoga College, Huron Heights Secondary School, and Wilfrid Laurier University, including PSWs, RPNs, Social Workers, Interns, and Spiritual Care Providers, contributing over 3500 total hours of their time and talents to our organization.

Thank you to all our students and mentors — we appreciate you!

“The whole purpose of education is to turn windows into mirrors.”

— S.J. HARRIS



Community Report 2025





Celebrating 35 Years

of Collective Success with our Community Partners

On Thursday, July 17 — almost 25 years to the day of Lisaard House opening — our community, government, media, and business partners gathered on the front lawn of Lisaard House to reconnect with our team, all while enjoying music, a barbecue lunch, refreshments, and baked goodies right out of our kitchens.

We had a great time catching up with one another and hearing the heartfelt remarks from our elected officials — some of whom have experienced the compassionate care of our hospice personally. Ontario's Premier even sent his congratulations on our silver anniversary.

Every attendee had a chance to win some great door prizes, and there was also an auction of some special quilts. Conversation, lunch, prizes, and meaningful messages of support and gratitude — what a wonderful way to spend an anniversary afternoon!



Compassion in Action — Cuddling Up with Comfort Bears to Support Grieving Children



When a family member dies, a child can experience a number of bewildering emotions they may not fully understand. That's when a non-judgmental and huggable friend — a Comfort Bear — can help ease their distress and shift their focus to a more comfortable space, even for a little while.

We've found that our friends at Comfort Bears — with their mission to bring calm to children in need — mirrors our own work supporting bereaved families, and the bears become an important part of the healing journey for children in our care.

"We are so pleased to have developed a relationship with the team at Comfort Bears — these stuffies are a centering force for children participating in our We Remember memorial services, and they provide much-needed grounding at a difficult time," observes Heather, our Social Worker.

We're thankful for the donation of Comfort Bears we receive for We Remember; each bear is the same, which discourages comparisons, encourages cuddling, and helps ensure fairness when multiple children participate in the ceremony.

Remarks Stephen Cooper, Executive Director, Comfort Bears, "We're grateful to support the incredible care and compassion Lisaard & Innisfree Hospice provides to families in our community. Often, a child is unable to process or express their feelings surrounding the death of someone they love, and the soothing nature of the bears bring a small sense of peace. They're created to withstand loads of hugs, tears, and bedtimes."

To find out more about Comfort Bears, please visit comfortbears.ca.



"My grandchildren loved the bears they received at the memorial service, and slept with them to remember their uncle. This is such a wonderful gift — I hope you know how much it is appreciated."



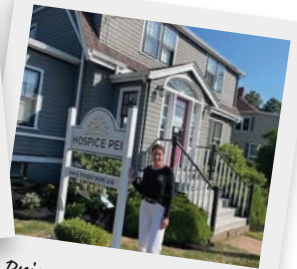
Where in the World is Lisaard & Innisfree Hospice?

From Norway to Chile to Germany and Temagami, our staff and volunteers shared our hospice message all around the globe by wearing their branded merch as they travelled.

Tees, jackets, toques, and travel mugs invited cross-continental questions about Lisaard & Innisfree, and we were able to share how our individual roles contribute to the important work we all do supporting our community. Fun, functional, and educational — that's how we maximize our merch!



Namibia



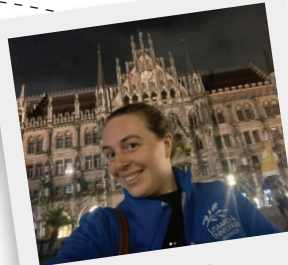
Prince Edward Island



Chile



Egypt



Munich



Ireland



Nova Scotia



Colosseum



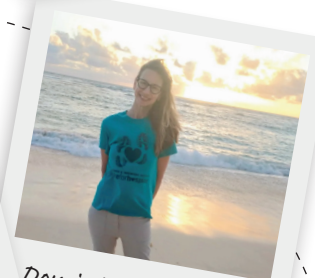
Northern Ontario



Providence Bay



London



Dominican Republic

We Believe in MAKING MOMENTS MATTER

When given choices about their end-of-life journey, a growing number of individuals requiring palliative care in our community express similar wishes — to be comfortable, surrounded by family, and treated with dignity and care.

Lisaard & Innisfree Hospice offers a tranquil, home-like alternative for people whose death is approaching, and we've helped thousands of individuals in our community face a life-limiting diagnosis.

We are committed to MAKING MOMENTS MATTER for our residents and their families by providing attention far above and beyond what would typically be expected at home or in the hospital..

And we do it all with no cost to residents or their families.

We know we are only able to do this important work because of the generous support of our community; while we do receive some government funds, we have to raise \$2 million annually.

We greatly appreciate the support we receive from our generous donors that help ensure that we can provide all typical care needs (physical and medical) and beyond — including social work, spiritual care, music therapy, and grief and bereavement services.

Some of the Ways We Made Moments Matter in 2025

- ✓ We served over 600 festive meals to residents and families
- ✓ We arranged a behind-the-scenes VIP Blue Jays Day for a resident and his family
- ✓ We supported many family barbecues
- ✓ We purchased a cuddle bed (larger than a regular bed) so that residents can snuggle with loved ones
- ✓ We hosted a pumpkin carving afternoon to help families celebrate Halloween



"I would like to thank everyone for all the care and kindness you showed us. I know it's your job, but what you did for us went above and beyond a job. There are not enough words to express what you all mean to me; you are truly angels."

WHEN DEATH COMES

MARY OLIVER

When it's over, I want to say all my life
I was a bride married to amazement.
I was the bridegroom, taking the world into my arms.

MAMA NEVER FORGETS HER BIRDS

EMILY DICKINSON

Mama never forgets her birds,
Though in another tree—
She looks down just as often
And just as tenderly
As when her little mortal nest
With cunning care she wove—
If either of her sparrows fall,
She notices, above.

"Thank you for the great care you gave our dad during his illness. You put our minds at ease. We were — and still are — very grateful."

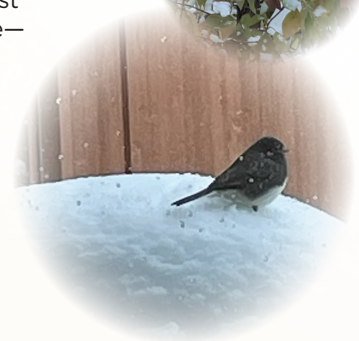
LOVE

JOSEPH FASANO

Sometimes I still sleep with your boots on
in case I am you
in the dream-snows
and you're cold and want to come home.

"Thank you for the exceptional care and compassion you showed our dad — and us — during his final days. Whether it was a fresh cup of coffee, a comforting word, or the personal care you provided, every gesture made each day comfortable, and we are truly grateful."

"You cared for my brother as though he were your very own family... and the way we were so warmly welcomed each time we came to visit, you became our comfort and peace."



GRIEF

GLENNON DOYLE MELTON

Grief is love's souvenir.
It's our proof that we once loved.

Grief is the receipt we wave in the air that says to the world: Look! Love was once mine.
I love well.
Here is my proof that I paid the price.

"Thank you from the bottom of my heart, for laughing with us, for crying with us, and most of all for taking such good care of our girl. Our time with you made our broken hearts a little less splintered. We have so much love and respect for the work you do and the kindness you share."

FUNERAL

RUPI KAUR

when i go from this place
dress the porch with garlands
as you would for a wedding my dear
pull the people from their homes
and dance in the streets
when death arrives
like a bride at the aisle
send me off in my brightest clothing
serve ice cream with rose petals to our guests
there's no reason to cry my dear
i have waited my whole life
for such a beauty to take
my breath away
when i go
let it be a celebration
for i have been here
i have lived
i have won at this game called life



RISK

ANAIIS NIN

And then the day came,
when the risk
to remain tight
in a bud
was more painful
than the risk
it took
to blossom.



"Mom was essentially in a coma by the time she arrived, and she was treated with unsurpassable compassion and respect. I personally was in terrible shape after 48 sleepless hours at the hospital, and I was immediately cocooned in an atmosphere of support and empathy that I truly appreciated."

**"Your humanity shaped how
I moved through my grief,
and Mom felt so held by you.
I'm forever grateful."**



Our Residents



An average of

23

residents
per month



20

days was
the average
length of stay



134

people over
the age of 65



143

people from
hospital



113

people from
home

Our Programs

Music Therapy

TOP THREE SONGS REQUESTED:



"Take it Easy"

— THE EAGLES



"Que Sera Sera"

— DORIS DAY



"Here Comes the Sun"

— THE BEATLES

MUSIC BEREAVEMENT GROUP:



16

sessions

62

participants

124

hours of music

NUMBER OF...

110

Heartsongs created

24

Heartbeats recorded for stuffies

171

Residents visited



Legacy Art Therapy Projects

- 13** hand molds
- 27** fingerprint family trees
- 51** stuffies with recordings
- 86** holding hands photographs
- 10** hug wraps
- 12** special clothing pillows

Spiritual Care

158
clients in our Houses

325
clients in Community

2876
hours spent caring for clients in Kitchener, Waterloo, Cambridge, Guelph, and rural Wellington



Bereavement Services

FAMILY TIME

- 33** family members attending
- 48** two-hour group therapy sessions



COFFEE TIME

- 51** get-togethers
- 34** participants



- Team “Take A Hike” came together for the second year and raised thousands of dollars in our Hike for Hospice
- The group introduced games and contests, adding fun and improving the group's dynamic

BEREAVEMENT WALKING GROUP

- 11** participants
- 623** kilometres walked



BEREAVEMENT CHOIR

- 9** participants

Popular Songs to Sing:

“The Gambler”

— KENNY ROGERS

“You’ve Got a Friend”

— CAROLE KING

“The Hills are Alive”

— JULIE ANDREWS

“Thank you for the caroling, and for the choir. I can’t tell you how much I look forward to every Wednesday. I forgot how much joy singing brings me — even my son has commented, ‘Mom, you’re singing around the house again!’ ”

COOKING FOR ONE — NOURISHING GRIEF

- 8** participants

Favourite Meals:

Chili, Spaghetti & Meatballs

continued



Through Our Kitchens Every Week

20 lbs. flour

18 lbs. butter

160 pots of fresh coffee consumed

60 cans of ginger ale consumed

16 kilos chocolate chips baked into treats

Nearly **60** litres of soup served



Kitchen Favourites



Most requested sandwich —
EGG SALAD



Favourite soup was a tie between
CREAM OF MUSHROOM and
CREAM OF BROCCOLI



A traditional Indigenous meal was served for:
INDIGENOUS PEOPLES DAY

Around our Houses



One resident had to have all meals served on a bun



Nearly **100** pets visited their people

We arranged a **90th** birthday party for a resident's sister

Social Media

We increased our fans and followers



29%



16%



16%



Over **497,000** engagements across platforms (post reactions, comments, shares)
up **776%**



Sentiment about us remained high positive to neutral

Our Volunteers — Making a Difference, One Family at a Time



12,500+

volunteer
hours



162

volunteers for
both Houses



46

volunteers
onboarded

9

Board of
Directors

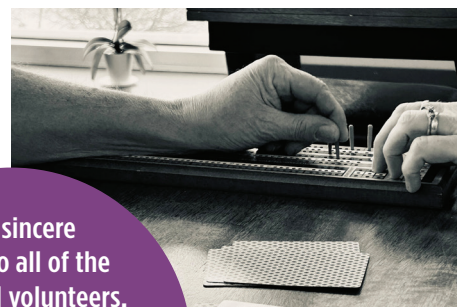
2025 was another year of significant growth for our volunteer program, and our team of volunteers kept pace with the addition of new opportunities. Reception volunteers supported extended shifts at both hospices seven days a week to help welcome guests into our Houses during the evenings.

In addition, the number of volunteers providing direct care for residents grew, providing support that's appreciated by both residents and staff. And our volunteers have contributed significantly as our Programs team introduced new bereavement groups.

In fact, as we launched a Cooking for One program and were searching for a volunteer to lead the class, an applicant arrived who had recently retired as a Family Studies teacher in a local high school for 25 years — what a wonderful coincidence for our 25th anniversary! Another volunteer, also with cooking experience, joined the group as well, helping it become as useful and tasty as it is supportive.

Whether it's baking, soup-making, gardening, helping with administration, fundraising, assisting at the bedside, leading a walking group, or greeting visitors at the door, our volunteers are committed to providing exceptional service, making residents and families as comfortable as possible during a difficult time. We are filled with gratitude for each of them!

If you're interested in volunteering with us, please reach out to us at VC@lisaardandinnisfree.com — we look forward to hearing from you.



“Our sincere thanks to all of the wonderful volunteers. The compassion, care, and comfort you provided warmed our hearts.”



Your Support Helps Us Make Moments Matter

DONATIONS



GIFTS



COMMUNITY FUNDRAISERS

In 2025, our community came together to host a number of creative fundraisers that helped raise over \$200,000 through independent events like golf tournaments, garage sales, She-Shed parties, and our Night with Spirit. Community Fundraisers are a terrific way to show off your skills, host a fun event, and bring family, friends, and coworkers together to support our important work.

Email FD@lisaardandinnisfree.com if you'd like to start your own.



SIGNATURE FUNDRAISERS

Our Signature Events were a complete hit in 2025!



Our **HIKE FOR HOSPICE** saw hikers — who raised \$133,000 — warming up together to walk the gorgeous trails at the rare Charitable Reserve trails; again this year, the Top Team & Top Fundraisers were all gifted a tree in our Forest of Memories to honour their loved one.



We returned to a beautiful in-person **ANNIVERSARY CELEBRATION GALA**, which raised upwards of \$201,000 while bringing members of our community together for a glamorous evening of celebration, reminiscing about the last 25 years of our incredible work.



Thank you to everyone who supported our fundraisers — from 50/50 draws to garage sales to galas — 100% of your donations stay local and go towards supporting our residents and their families.

Gavin McCombie Shares His Family's Experience with Lisaard & Innisfree Hospice



When Gavin's dad became ill, we welcomed him to Lisaard House for a month before he passed away early in the fall. His family — especially his son Gavin — spent quite a bit of time in the House; Gavin was living outside of the province, and being here with his dad, he was able to witness and take part in the support that surrounded their whole family.

"We were all treated with incredible care and compassion... and really with love. Can I use the word love? It seems like a strange word to use when describing a health facility, but it fits — what we experienced here was absolutely out of this world. I've never seen this level of care before," remarks Gavin.

In our community, a growing number of individuals living with — and dying from — a terminal illness express similar wishes: to be comfortable, surrounded by family, and treated with dignity and care. At Lisaard & Innisfree Hospice, we offer a tranquil, home-like alternative for people whose death is approaching, and our staff and volunteers support residents and their loved ones through the end-of-life journey.

"I know you help create meaningful moments, but I didn't really know what that meant until my dad asked if he could have a bagpiper come and play. He was so excited and we were so happy that Susan had made arrangements for my dad's friend to drop by; the staff wheeled him outside of the sunroom so he could listen to the music. It was a really hot day, so the piper went to the front of the building, and the staff took him out front in the shade of the trees where it was a bit cooler. And what was wonderful was that the music wasn't just enjoyed by us; staff, volunteers, and other families came outside as well to share the experience," recalls Gavin, "something like that would never happen in a hospital."

We know that death and dying is a difficult topic to talk about — or even consider — even though it's actually a normal part of life. For over 35 collective years, Lisaard & Innisfree Hospice has helped thousands of individuals in our community face a life-limiting diagnosis. Our staff and volunteers are committed to



Making Moments Matter by providing attention far beyond what would typically be expected at home or in the hospital.

“As a pastor, I’ve spent time in hospitals and nursing homes around those who are dying, and now that I’ve been here, I wish there were more Lisaard-type organizations where I’m living. The care, the compassion, the way dad and all of us were treated — it was phenomenal,” says Gavin.

“My sister and I stayed here a lot in dad’s final days. Even though he was a man of great faith, I could see he was struggling; having faith while dying doesn’t necessarily mean

peacefulness. One night, my dad took aside one of the volunteers and whispered, ‘I’m scared — I’m dying,’ and I was astounded by her response — she didn’t pretend all was well; she gently took his hand, and said, ‘Yes, you’re dying... and we’re here for you,’” remembers Gavin. And the volunteer asked Gavin’s dad, “Do you pray?”, and invited them all to pray together when he affirmed that he did.

This seemingly small gesture meant so much to Gavin and his family, making a big impact on them and providing a lasting memory of their dad being treated with kindness as a human being.

“As an organization, Lisaard & Innisfree Hospice adds health to this community. We’re all in the same boat — if we haven’t already, we’re all going to lose people we love; eventually my day will come, and I wonder where I’ll be. And I hope it’s similar to the care and support my dad and my family experienced at Lisaard House,” reflects Gavin.



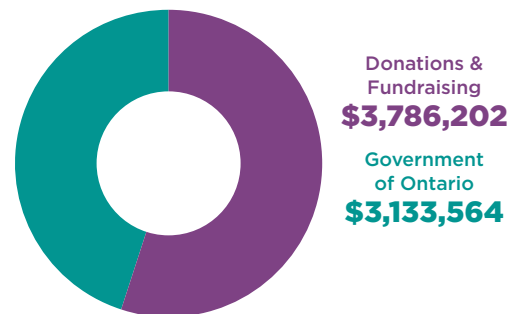
“Death is difficult; it’s difficult for the person dying, and hard for us as a family. Everyone here — staff and volunteers — have the same vision and are on the same page when it comes to serving each individual. Lisaard House brought us peace in a stressful situation.”

Consolidated Financial Report

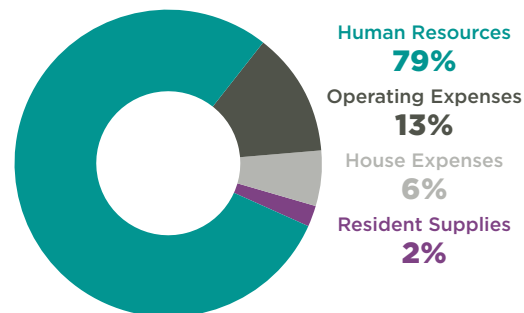
For the year ended December 31

	2025	2024
OPERATING REVENUE		
Donations and fundraising	2,148,662	1,769,910
Government grant (Note 7)	3,133,564	2,886,600
Investment income (Note 10)	1,637,540	1,780,758
	\$ 6,919,766	\$ 6,437,268
OPERATING EXPENDITURES		
Wages and benefits	3,794,834	3,451,419
Building expenses	370,140	279,141
Amortization	250,217	253,734
Advertising	154,607	180,317
Resident expenses	87,729	63,650
Office	64,590	45,034
Professional fees	45,067	43,489
Physician costs	38,130	46,130
Special projects	34,670	26,981
Memberships	14,310	13,676
Insurance	4,786	5,121
Travel	2,467	1,765
Bank charges and interest	104	—
	\$ 4,861,651	\$ 4,410,457
Excess (deficiency) of revenue over expenditures before other items	\$ 2,058,115	\$ 2,026,811
ASSETS		
Current		
Cash (Note 2)	2,891,697	2,053,753
Short-term investments (Note 3)	14,581,805	13,230,468
Accounts receivable	17,779	83,580
Prepaid expenses and deposits	46,250	39,973
HST recoverable	81,491	63,985
	\$ 17,619,022	\$ 15,471,759
Tangible capital assets (Note 4)	4,768,812	4,825,045
	\$ 22,387,834	\$ 20,296,804
LIABILITIES AND NET ASSETS		
Current		
Accounts payable and accrued liabilities (Note 6)	267,125	197,751
Deferred operating contributions (Note 7)	426,966	463,425
	\$ 694,091	\$ 661,176
Net Assets Unrestricted	10,298,798	8,184,450
Internally restricted —		
Operating contingency reserve	1,000,000	1,000,000
Capital replacement reserve	650,000	650,000
Tangible capital assets	4,768,812	4,825,045
Externally restricted and held for endowment	4,976,133	4,976,133
	\$ 21,693,743	\$ 19,635,628
	\$ 22,387,834	\$ 20,296,804

REVENUE SOURCES



PORTION OF SPENDING BY EXPENSES



REVENUE SOURCES FOR EVERY \$1 SPENT



Board Members

Chris Kotseff — Board Chair
Jim Topham — Vice Chair | Development
Allison Costello — Secretary
Sheila Ainsworth
James Bennett — Quality Assurance
Dianne Dal Bello
Dan Fronchak
Robert Glass — Finance, Audit, and Human Resources
Eleanor Groh
Melissa Tummon — Governance
Nicole Van Gerwen

Community Members

Josephina Sabo — Governance Committee
Juliana Doxey — Development Committee

We dedicate this report to our founders, Sheila and Val O'Donovan, whose vision and generosity has helped us serve more than 8500 residents and their families since our doors opened 25 years ago.

Lisaard House

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T 519.650.1121 F 519.650.8058

Innisfree House

2375 Homer Watson Blvd. Kitchener ON N2P 0E9
T 519.208.5055 F 519.208.5455

Charitable Registration # 87274 9536 RR0001

www.lisaardandinnisfree.com

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We are a
positive space
that welcomes
and supports
everyone

