

Au Diapason

LIVING AT THE END OF LIFE

2018 / 2019 Annual Report



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Ten Years of Support and Generosity for Au Diapason Foundation

We are very pleased to present our 2018-2019 annual report for La Maison Au Diapason, L'Équipe d'accompagnement Au Diapason and the Au Diapason Foundation. As you'll discover throughout the report, this past year was a very busy one for all three organizations.

2018-2019 marks the Foundation's 10th anniversary and the accomplishment of several major projects. Among these, the construction of a beautiful Memorial Park that allows families and loved ones of those who passed away at La Maison to gather in a meaningful place. We also installed an elevator, updated the computer equipment, and added a new telephone system and emergency call system for patients. Finally, we developed a preventative maintenance program and established specialized workshops for which we obtained accreditation.

To build on this momentum, Au Diapason Foundation launched its major campaign, "The Million Dollar Walk", which aims to raise \$1 million per year over two years. This objective will enable us to develop new services for the populations of Haute-Yamaska and Brome-Missisquoi, create a learning and research centre, expand the dining room at La Maison for the comfort of our patients and their families, as well as purchase specialized equipment.

Since opening in 2010, more than 1,000 individuals at the end of life spent their last moments at La Maison Au Diapason. They were welcomed free of charge with their families and received quality Palliative Care and psychological and spiritual support with respect, compassion and dignity. In addition, more than 5,000 visits were made in the past year to residents of the 32 municipalities served at home, at the Brome-Missisquoi-Perkins Hospital, at the Granby Hospital and at La Maison Au Diapason. We are very grateful to the many donors who support Au Diapason and whose generosity enables us to pursue our mission.

We would also like to sincerely thank the physicians, nursing team, administrative and support staff, volunteers and board members for their exemplary work and outstanding involvement.

With such a dedicated team, we are confident we can take on several new and exciting projects in 2019-2020.



Luc Harbec
President
Au Diapason Foundation



Dr Christian Beauchesne
President
L'Équipe d'accompagnement
and La Maison Au Diapason



Marie-Josée Filteau
Executive Director
Au Diapason



It is with great pleasure and enthusiasm that I joined the Au Diapason team in January 2019 as Director, Events and Donations. Upon my arrival, I was fortunate to be able to take part in the final preparations for the Foundation's most significant fundraising activity: La Marche/La Course. I immediately saw the incredible contribution of community members to this event, as well as their deep commitment to the cause of palliative care in our region. I look forward to continuing to build strong relationships with individuals, businesses and volunteers who support Au Diapason with such passion!

My 15 years of experience in the field will be put to good use as we continue working on the current fundraising campaign and the Foundation's various fundraising activities to ensure their continuing success.

Looking forward to celebrating life with you while developing several new projects over the next year!

Monique Bibiane Sergerie
Director, Events and Donations
Au Diapason Foundation

Board of DIRECTORS - Au Diapason Foundation

Luc Harbec	President
Josée Falcon	Vice-President
Paul Bédard	Treasurer
Douglas Johnston	Secretary
Dr. Christian Beauchesne	Administrator
Émilie Bessette	Administrator
Louise Delorme Kelly	Administrator
Denise Gagné	Administrator
Marius Houde	Administrator
Stéphane Lapointe	Administrator
Danielle Picard	Administrator
Jean-Claude Tremblay	Administrator

Foundation's 10th ANNIVERSARY and Memorial Park Inauguration

Some 300 dignitaries, members of the Boards of Au Diapason's organizations, donors, partners, employees, volunteers, families and friends were gathered on Saturday, August 18th, 2018, for the inauguration of the Memorial Park, the commemorative ceremony and the launch of the major fundraising campaign.

"The Foundation was created 10 years ago when construction of La Maison Au Diapason was about to begin. Since then, more than 1,000 patients and their families have benefited from free care in this peaceful environment", stated Luc Harbec, President of Au Diapason Foundation. "This is in part due to the Foundation which finances nearly 60% of the cost of services offered. We must continue our collective efforts to ensure the sustainability of the activities of La Maison and L'Équipe d'accompagnement, as well as to develop new services that address the needs of the population."

As part of its 10th anniversary celebrations, Au Diapason Foundation launched its major fundraising campaign "I'm Walking for a Million!" to raise \$2 million over two years. There are a million opportunities for businesses and community members of Brome-Missisquoi and Haute-Yamaska to contribute to this major fundraising campaign. They can participate in La Marche / La Course, organize a fundraising event or take part in one already established by a family member, friend, neighbour, or colleague. All forms of participation are important and make a real difference for patients at the end of life and their families.

La Maison Au Diapason created a Memorial Park for the families and loved ones of those who were cared for at the hospice. "We wanted to create a meaningful space entirely dedicated to the memory of patients who passed away at La Maison" said Dr. Christian Beauchesne, President of La Maison Au Diapason and L'Équipe d'accompagnement Au Diapason. "We sincerely thank the anonymous donor who made this project possible. We're certain families will appreciate this beautiful and peaceful park."

Inside the park stands a stainless steel tree created by the artist and sculptor Mathieu Isabelle. With the permission of families, the names of those who passed away at La Maison since it opened will be engraved on the leaves of the magnificent tree.



2018-2019 FUNDRAISING Activities

LA MARCHE LA COURSE

On Sunday, May 6th, 2018, La Maison Au Diapason organized the 9th edition of La Marche/La Course. Au Diapason Foundation was able to count on the support of a passionate spokesperson Mr. Richard Turcotte, host, actor, director, author and composer. The event was an opportunity for families to honour the memory of a loved one and to raise funds for the cause. Participants could walk or run as a team or individually. Donations will allow Au Diapason to welcome other patients at the end of life, free of charge, and to provide quality palliative care and psychological and spiritual support with respect, dignity and compassion. Thank you to our volunteer hosts: Julie Marcoux and Michel Labbé.

2018 Organizing Committee: Marie-Pièrre D'Auteuil, Marie-Josée Filteau, Denise Gagné, Luc Harbec, Evelyn Landry et Normand Savoie.



\$294,747 raised
Over 600 participants
100 volunteers and 593 volunteer hours



The 14th Annual Golf Tournament took place on Tuesday, August 28th, 2018. The event brought together nearly 200 golfers at the Cowansville Golf Club and Golf Château-Bromont and an additional 25 guests who joined them for the evening. Au Diapason Foundation is proud to be able to count on Group JFS Desjardins Wealth Management Securities, a loyal partner who has been presenting the event year after year. The honorary presidency was provided by Mr. Stéphane Lapointe, Vice-President and Investment Advisor at Group JFS Desjardins Securities.

2018 Organizing Committee: Andrée Couture, Marie-Pièrre D'Auteuil, Marie-Josée Filteau, Luc Harbec, Marius Houde, Douglas Johnston, Evelyn Landry, Stéphane Lapointe, Jean-Philippe Marziali.



\$162,014 raised
Over 200 participants
35 volunteers and 242 volunteer hours

The 10th edition of the Prestige Wine and Cheese Tasting event took place on Thursday, November 1st, 2018 at Auberge Château-Bromont in the presence of business people who are passionate about wines and who came together to support palliative care in our region. Experienced sommelier Alain Bélanger hosted the evening and presented 7 upscale wines. Guests also enjoyed delicious appetizers prepared by chef Pierre Johnston of Le Canard Sauté.



2018 Organizing Committee: Mathieu Baker, Alain Côté, André Deneault, Caroline Dénommée, Luc Harbec, Evelyn Landry, Marie-Josée Filteau, Robin St-Gelais, Nathalie Veilleux, Jacques Yelle.

\$51,473 raised
140 participants
12 volunteers and 70 volunteer hours

The 18th edition of the annual poinsettia campaign ran between October 1st and November 29th, 2018. Several points of sale were set up including La Maison Au Diapason, Galeries de Granby, Caisse Desjardins Brome Missisquoi in Cowansville and the Désourdy Funeral Home in Cowansville. Deliveries were also provided by committed volunteers who have been involved for many years. By participating in the annual poinsettia campaign, supporters are making a donation to Au Diapason Foundation while also receiving beautiful red or white poinsettias to offer as a gift or to decorate their home or office.



2018 Organizing Committee: Johanne Blanchard, Jules Brodeur, Jacqueline Caron, Marie-Josée Filteau, Evelyn Landry, Philippe Martel, Réal Monast, Claude St-Amand.

\$46,855 raised
2,500 poinsettias sold
20 volunteers and 139 volunteer hours

The 3rd edition of the Christmas Market took place on December 1st and 2nd, 2018 at La Maison Au Diapason. Proceeds were generated from table rentals from the 30 artists, donations collected during the event, as well as the sale of various products at the Diapason kiosk, such as sugar pies and spaghetti sauce prepared by our volunteers.



\$7,724 raised
600 visitors / 31 artists
15 volunteers and 112 volunteer hours

Fundraising Activities Organized by the COMMUNITY

Au Diapason Foundation is very fortunate to be able to count on the support of groups and individuals in the community who organize activities on our behalf.

Thank you for your efforts, commitment and generosity! All donations make a difference towards our mission of providing quality palliative care and services to patients and their families in our region.

- 80th Anniversary - Pierre Brunelle
- Anniversary Sale – Bijouterie Gervais
- Annual Appeal – Knowlton Golf Club
- Annual Dinner - The Masonic Foundation of Quebec
- Baseball Tournament - Jessica Lemay
- BBQ in Memory of Rémi Côté
- Benefit Concert at Pub du village Granby - GROOVY FACTORY
- Benefit Concert presented by St-Hubert – Josée Chicoine
- Benefit Concert – Yannick Sirois
- Bouquet-don – Maison Montcalm Fleuriste
- Brome Fair - Brûlerie Virgin Hill Coffee Roasters
- Chevaliers de Colomb Ste-Trinité de Granby
- Chocolate Sale – Viviane Hillinger
- Comptoir familial Knowlton
- Corn Roast – *Les joyeux randonneurs*
- Dankooz Golf Tournament
- Défi vélo Desjardins roule pour l'espoir
- Dinner and Dance – Carmen Jeanson
- Dunham Baseball Tournament
- Golf Tournament and Benefit Dinner - Gérard Ducharme Family
- Jardinons ROSE pour la CAUSE – Pépinière Abbotsford Nursery
- Le Tricheur - Catherine-Anne Toupin
- Omnium Bob Murphy
- Raffle Ticket Sale – Groupe LCI Canada, Philip Maurice
- Royal Canadian Legion Breakfast - Chapter 077 Shefford
- Saturday Market – Sutton Valley Council
- Scarf Sale – Nicole Courtemanche/Louise Langevin
- Seasonal Fundraiser – Hémérocailles Lac Brome
- Spaghetti Dinner – Olivia Châteigner



The Foundation in NUMBERS

\$1,000,000: Amount the Foundation must raise each year to sustain the activities of La Maison Au Diapason and L'Équipe d'accompagnement Au Diapason. To reach this objective, the Foundation organizes several fundraising events. Thank you to the numerous participants and generous donors who continue to support us every year! **100%** of profits generated by fundraising activities stay in the Brome-Missisquoi and Haute-Yamaska communities.

IN 2018-2019:

5,424 donors and sponsors

7,121 donations

4,519 tax receipts

182 volunteers who contributed **1,588** hours during fundraising activities.

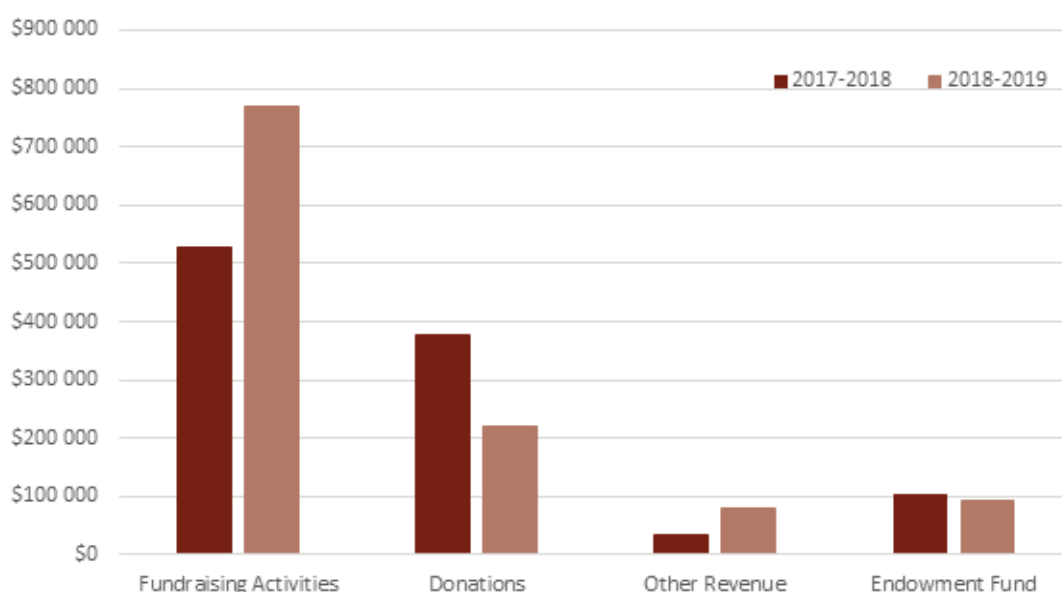
Average donation: **\$152**

Total donations received : \$1,084,211

Use of Funds

Donations to La Maison Au Diapason	\$775,000
Donations to L'Équipe d'accompagnement	\$25,675
Event Costs	\$100,320
Operating Costs	\$174,798

Au Diapason Foundation Revenue





Au Diapason is a team of doctors, nurses, patient care attendants, cooks, managers and many others who are dedicated to the well-being of patients and their loved ones.

But Au Diapason is also L'Équipe d'accompagnement which is comprised of 160 volunteers who devote themselves wholeheartedly to working in various capacities with patients and their families from Haute-Yamaska and Brome-Missisquoi.

Our indispensable volunteers gave their time in the following areas:

- In home support;
- Granby Hospital and Brome-Missisquoi-Perkins Hospital in Cowansville in the oncology and palliative care units (more than 4,600 support visits were offered to patients and relatives in these two departments);
- Support groups and meetings for grieving children, adolescents and adults (200 contacts were made during the year);
- La Maison Au Diapason (reception, patient care, kitchen, outdoor and indoor maintenance, security).

For a total of 19,653 volunteer hours in 2018-2019!

In addition to this impressive number, hundreds of volunteers are also involved in our many fundraising activities and offer thousands of hours to ensure the success of these events. We are very grateful for the commitment, availability and motivation of these volunteers!

L'Équipe d'accompagnement is also represented by two extraordinary coordinators who dedicate themselves to the seamless delivery and development of services:

- Thérèse Savoie, Coordinator of volunteer teams in oncology and palliative care at the Granby Hospital
- Pierrette Parent, Coordinator of volunteer teams in oncology and palliative care at the Brome-Missisquoi-Perkins Hospital and grief support services.

These two women are my colleagues and collaborators who support and encourage me in my inspirations and aspirations for new projects. THANK YOU for your support and assistance!

Finally, THANK YOU to our team of volunteers who trust us and support us on our journey.



Stéphanie Laforest

Director of Support Services and Volunteers
L'Équipe d'accompagnement Au Diapason

Heartfelt HELP Within Reach...

L'Équipe d'accompagnement Au Diapason was created in 1986. This nonprofit organization offers different services, all free of charge, to persons living with cancer, patients at the end-of-life and their families, as well as to grieving adults and children. These services are offered in English and French.

Our team of volunteers offers attentive listening, companionship and support to patients and their loved ones with the utmost respect for privacy and confidentiality. Our team consists of highly trained and experienced volunteers. Sensitive to the physical pain and psychological stress experienced by patients and families, our volunteers foster trusting and respectful relationships, allowing free expression of feelings, emotions and apprehensions.

Services are offered on the territories of Brome-Missisquoi and Haute-Yamaska.



Board of DIRECTORS - L'Équipe d'accompagnement

Dr. Christian Beauchesne	President
Luc Harbec	Vice-President
Denis Lasnier	Treasurer
Louise Roy-Yelle	Secretary
Diane Daigle	Administrator
Yvette Duc	Administrator
Alain Emond	Administrator
Louise Gage	Administrator
Angèle Huot	Administrator
Douglas Johnston	Administrator
Christian Malo	Administrator
Dr. Élisabeth Racine	Administrator

Our YEAR in Review

In 2018-2019, our volunteer team provided **19,653 hours** of support, visits and follow-ups at La Maison Au Diapason and in the community. This figure is comparable to last year's despite the temporary restructuring of services in patient care and the kitchen in response to bed closures during installation of the elevator.

Of these volunteer hours 70% were devoted to patient care at La Maison and general operations of the hospice (reception, kitchen, maintenance, office work and others), which represents **11,051 hours**. Of the remaining 30%, 15% of volunteer hours were allocated to grief support services and 15% to services provided in hospital settings.

In 2018-2019, **164 volunteers** helped the organization provide services to residents of the two territories served.

Of the 42 interested and interviewed individuals, 30 joined the team and 22 active volunteers left for various reasons.

Some Considerations :

Grief Support

Five French grief support groups and one English grief support group were offered to adults in 2018-2019. Grief support services for adults and children were completely revised by the Coordinator and the Director of Support Services and Volunteers. Several improvements were made including logistical adjustments and the addition of new activities.

Adults:

81 adults were met on average four times for a total of 324 individual meetings; six sessions of 12 workshops were offered to 63 participants for a total of 756 contacts.

Adolescents:

Four adolescents were met; one session of six workshops was offered to two francophone participants and one adolescent received individual follow-up.

Children:

16 children were met; two sessions of six workshops were offered to seven francophone participants and three children received individual follow-up.

L'Équipe d'accompagnement is facing a new reality in connection with its services for adults. Increasingly, the need for bereavement services following traumatic death is being expressed. One of our Coordinators has specific training in this area and is skilled in coaching and supporting volunteers who work with this clientele.

Preparatory Meetings for Imminent Deaths

As mentioned in the 2017-2018 report, a new service is now available and consists of preparatory meetings for the imminent death of a child's close relative. In-depth training on this topic will be offered next year in collaboration with psychologist Mélanie Vachon.

Support in Hospital Settings

A total of 3,866 support visits were made to patients and their relatives during the year in the two hospitals served (BMP and Granby). A significant decrease is noted in visits to patients and their loved ones in oncology at BMP as the hospital's spiritual care counselor is now providing this service.

Spiritual Support

A spiritual care counselor joined the Au Diapason volunteer team in January 2019 and is present twice a week for three hours. A collaboration continues with our volunteer psychologist for meetings with patients and their loved ones, thus enhancing our ability to provide psychological and spiritual support.



RECOGNITION Activities, Training and Representations

Recognition Activities

In recognition of volunteer services several activities were organized throughout the year:

- Volunteer breakfast during National Volunteer Week (56 participants);
- Participation in the Québec Association of Palliative Care Conference (8 participants);
- Brunch followed by a workshop on active listening for the seasonal return of volunteers (55 participants);
- Themed breakfast to highlight the progress of renovations (22 participants);
- Public reading of the novel “Oscar et la Dame rose” (50 participants);
- Christmas dinner (110 participants).

Training Offered to the Community

Four training workshops in palliative care and support (three in French and one in English) were offered to the community, reaching 56 individuals.

Volunteer Training

- Mourning/traumatic grief x 2 (35 participants and 20 participants);
- Integration for new volunteers working with patients x 2 (six and five participants).



Services OFFERED

L'Équipe d'accompagnement offers a variety of services including:

- Psychosocial support for patients in the oncology and palliative care units at the BMP Hospital and the Granby Hospital, as well as for those receiving at home care;
- Psychosocial support for families from diagnosis, throughout the illness, at the end of life and through bereavement;
- Basic hospice and palliative care training (18 hours) offered to the public, organizations and those interested in volunteering;
- Grief support groups for adults;
- Grief support groups for children and adolescents;
- Support for parents of grieving children;
- Support for daily activities at La Maison Au Diapason (patient care, kitchen, reception, maintenance, administration);
- Ongoing training provided to the team of volunteers;
- Joint training, conferences, workshops, symposiums and custom individual training offered to volunteers, physicians and health professionals;
- Well-documented and regularly updated library for patients and their loved ones.



L'Équipe d'accompagnement in NUMBERS

Service Requests - ADULTS

	2016 2017	2017 2018	2018 2019
Evaluation interview w/o follow-up	66	77	73

Grief Support for Adults	2016 2017	2017 2018	2018 2019
Individual support	52	75	81
Support groups (participants)	49	60	63

Meetings and Follow-up at La Maison	2016 2017	2017 2018	2018 2019
Telephone follow-up after death of loved one	178	203	227
Patient support (and loved ones)	135	162	135
Psychological support for patients and families	82	89	150
Spiritual support	N / A	N / A	110

At-Home Support	2016 2017	2017 2018	2018 2019
Brome-Missisquoi	24	13	12
Haute-Yamaska	7	3	1

Support in Oncology	2016 2017	2017 2018	2018 2019
Individual support	72	141	23
Group support	6	N / A	N / A

Support of Patients and Loved Ones in Palliative Care in Hospital Settings	2016 2017	2017 2018	2018 2019
Brome-Missisquoi	137 patients	158 patients	206 patients 824 visits.
Haute-Yamaska	326 patients	312 patients	336 patients 3042 visits

Support of Patients in Chemotherapy in Hospital Settings	2016 2017	2017 2018	2018 2019
Brome-Missisquoi	318 patients 260 visits	324 patients 256 visits	250 patients 271 visits
Haute-Yamaska	562 patients 115 visits	594 patients 144 visits	533 patients 156 visits

Service Requests - CHILDREN / ADOLESCENTS

CHILDREN	2016 2017	2017 2018	2018 2019
Telephone evaluations (parents and professionals)	23 children 18 families	25 children 23 families	16 children 15 families
Evaluation meetings	18 children 15 families	22 children 18 families	10 children 10 families
Individual support	3 children 3 families	18 children 16 families	3 children 3 families
Support groups (participants)	8 children 8 families	5 children 5 families	7 children 7 families

ADOLESCENTS	2016 2017	2017 2018	2018 2019
Telephone evaluations (parents and professionals)	N / A	8 teens 6 families	10 teens 10 families
Evaluation meetings	N / A	4 teens 4 families	4 teens 4 families
Individual support	N / A	0	1 teen 1 family
Support groups (participants)	N / A	2 teens 2 families	0

Volunteers

Number of Volunteers	2016 2017	2017 2018	2018 2019
	177	156	164

Arrival and Departure of Volunteers	2016 2017	2017 2018	2018 2019
Number as of April 1 st	164	177	156
Recruitment	+36	+20	+30
Departures	-23	-41	-22
Total	177	156	164

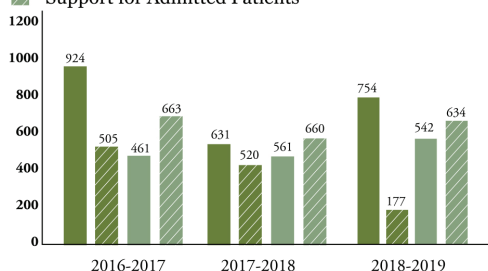
Volunteers Hours

Brome-Missisquoi-Perkins Hospital

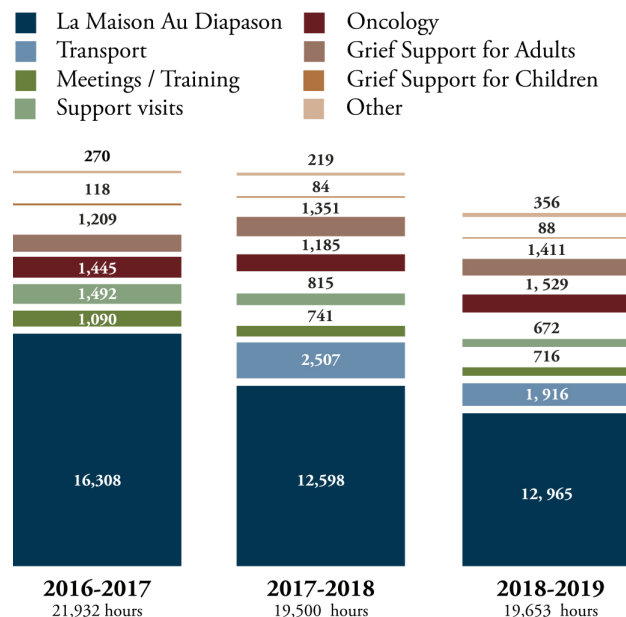
- Oncology Service
- Support for Admitted Patients

Granby Hospital

- Oncology Service
- Support for Admitted Patients



Distribution of Volunteer Hours



Main Revenue Sources and Operating Costs

Main Revenue Sources	
Minister of Health and Social Services	65,982
Donation from Au Diapason Foundation	25,675
Donation from a foundation for volunteer training	16,122
Revenue from workshops	4,754
Revenue and donations - grief support program for children	14,428
Other revenue	1,445
Total	128,406

Operating Costs*	
Salaries and benefits	71,153
Insurance	1,785
Training / administration	165
Office supplies	1,382
Professional fees	19,500
Publicity and promotional tools	1,331
Other expenses / various	616
Total - Administration of volunteers	95,932
Dedicated Fund - Training for volunteers	14,746
Dedicated Fund - grief support program for children	7,244
Total	117,922

*Excluding amortization



Almost one year ago I was welcomed into the Au Diapason family. I feel very fortunate to be part of this team of such extraordinary people. Physicians, nurses, attendants, volunteers, support and administrative staff all work towards the mission of providing quality palliative care. I also have the privilege of meeting patients and families who are incredibly inspiring.

In 2018-2019, we welcomed 135 patients and their families and facilitated the end-of-life process by offering professional support. Through their dedication and teamwork, our staff is committed to providing the utmost comfort and relief to our patients.

We strive to provide opportunities for professional development and continuing education to maintain a high level of competence in palliative care. Also, 15 residents in medicine and one nursing student completed their internships at La Maison au Diapason this year.

I would like to thank all the dedicated and passionate individuals who work directly or indirectly toward La Maison Au Diapason's mission. I look forward to collaborating with you on upcoming projects.

Karine Messier

Karine Messier
Director of Nursing
La Maison Au Diapason



The year 2018-2019 was filled with exciting new challenges for me. Having returned in May 2018, I now hold the position of Clinical Consultant. Responsible for the training and professional development needs of La Maison Au Diapason, I have the privilege of pursuing my passion in palliative care on a daily basis. My role includes the creation of accredited training workshops, the development of interdisciplinary reflection activities, the orientation of residents and students, the establishment of quality improvement activities and representations of Au Diapason in the community.

I am especially inspired by the enthusiasm and dedication of the professionals and volunteers within our organizations and I look forward to working with them to advance our mission of providing the best palliative care to our community.

Charlotte Evans

Charlotte Evans
Clinical Consultant
La Maison Au Diapason

Our MISSION

La Maison Au Diapason's mission is to provide end-of-life care and services to patients and their loved ones as they are supported by a team of professionals in a physically and psychologically adapted environment. La Maison also offers the necessary professional, psychological and technical support to families throughout the process of illness and bereavement.

Care and services at La Maison Au Diapason are provided free of charge to all residents of the Brome-Missisquoi and Haute-Yamaska communities, or to those who have a significant loved one residing one of these two territories.

Our VALUES

La Maison Au Diapason's values :

- **Respect;**
- **Dignity;**
- **Compassion;**
- **Listening;**
- **Mutual aid;**
- **Professionalism;**
- **Integrity;**
- **Equity.**

These values guide our daily actions, they model our engagement and they structure our collaborative approach to care.

Board of DIRECTORS - La Maison

Dr. Christian Beauchesne	President
Luc Harbec	Vice-President
Denis Lasnier	Treasurer
Louise Roy-Yelle	Secretary
Diane Daigle	Administrator
Yvette Duc	Administrator
Alain Emond	Administrator
Louise Gage	Administrator
Angèle Huot	Administrator
Douglas Johnston	Administrator
Christian Malo	Administrator
Dr. Élisabeth Racine	Administrator

Our YEAR in Review

Since opening in April 2010, La Maison Au Diapason has welcomed, cared for and supported **more than 1,000 patients** and their loved ones.

This year, we observed a slight increase in the number of admissions and preadmission requests, from 297 in 2018-2019 compared to 289 in 2017-2018. We welcomed 135 patients, a decrease of 16.6% compared to the previous year. Three patients were relocated. The average stay was 15 days, an increase compared to 2017-2018 which was 13 days. Sixty-six individuals (49%) had a stay of less than one week. The average age of our patients this past year was 72 and 47% were men and 53% women. The average occupation rate in 2018-2019 was 72.8%, an increase of 2.8% compared to the preceding year (70%). Of all patients admitted in 2018-2019, 37% came from the territory served by La Pommeraie, 53% arrived from the territory served by Haute-Yamaska and 10% from other territories. Detailed statistics are presented on the following pages of this report.

2018-2019 Activities

A total of 135 patients were cared for thanks to the dedication and passion of La Maison Au Diapason professionals, physicians, and the numerous volunteers who contributed 11,051 hours, whether it be in the kitchen, reception, laundry room, outdoor/indoor maintenance or administration. We thank them sincerely for the love and compassion that they bring to our environment on a daily basis.

In terms of projects within our facility, the most significant are undoubtedly the Memorial Park and the elevator.

The results of the current year indicate a surplus thanks to the contribution of the Foundation, which will allow us to complete numerous repairs at La Maison as well as replace obsolete equipment. However, we remain very vigilant because major efforts must constantly be dedicated to fundraising activities to ensure free care and services for our patients.

2019-2020 Challenges and Projects

We will continue our efforts towards the continuous improvement of the quality of care and services as well as our preventative equipment maintenance program. We will also begin the expansion of the dining room and add services for the populations of Brome-Missisquoi and Haute-Yamaska, including a respite bed. The launch of the Au Diapason Research and Learning Centre is anticipated. Finally, we will focus on preparations for the celebration of La Maison's 10th anniversary in spring 2020.

Our TEAM

POSITIONS	DAY	EVENING	NIGHT	DAYS/ WEEK
La Maison Au Diapason				
Executive Director	X			5
Director of Support Services and Volunteers	X			5
Director of Nursing	X	on call	on call	4
Clinical Consultant	X			3
Nurses	X	X	X	7
Auxiliary Nurses	X	X	X	7
Orderlies	X			7
Medical Director	Variable Schedule			
Physicians	X	on call	on call	7
Cook/Assistants	X	X		7
Maintenance/Housekeeping	X			7
Au Diapason Foundation				
Director, Events and Donations	X			5
Coordinator, Events and Donations	X			5
Administrative Assistant	X			5
L'Équipe d'accompagnement Au Diapason				
Human Resources Agent	X			5
Volunteers - patient care	X	X		7
Psychologist	X _(a.m.)			1
Volunteer Coordinator (Granby Hospital)	X			1
Volunteer Coordinator (BMP Hospital)	X			4
Spiritual Counselor	X	X		2
Volunteers - kitchen	X	X		7
Volunteers - reception	X	X		7
Volunteers - maintenance	X			if needed
Volunteers - administration	X			au besoin

Care and Services offered

La Maison Au Diapason is a place of medical and nursing expertise, a place of listening and support where terminally ill patients and their families receive all the necessary care and services during their stay.

Patients, families and loved ones are at the heart of our actions. We promote quality of life by relieving symptoms and we favour a holistic approach to palliative care. La Maison Au Diapason does not offer medical assistance in dying.

La Maison provides the following services free of charge to patients at the end of life with a prognosis of less than two months:

- Complete accommodation service (8 rooms);
- Specialized nursing and medical care in palliative care;
- Hygiene care and assistance with daily activities;
- Psychological and spiritual support for patients and their loved ones.

Organization Plan for Care and Services

The organization plan for care and services provides on-site nursing care and medical availability at all times, as well as all the technical support necessary to optimize the quality of life of patients and families. An administrative presence is guaranteed at all times to respond to emergencies.

La Maison in NUMBERS

Our Patients

As of March 31st, 2019, we received 297 new requests for admission. We welcomed 135 patients since April 1st, 2018. Two admission requests and 47 preadmission requests were pending as of March 31st, 2019. The average stay is 15 days and the occupation rate since April 1st is 72.8%.

Admissions	
Admissions	135
Relocations	3

Main Diagnosis	
Oncological conditions	128
Others	7

Age Groups	
21 to 30	0
31 to 40	1
41 to 50	8
51 to 60	13
61 to 70	38
71 to 80	42
81 to 90	25
91 and over	8
Average age	72

Sex	
Male	63
Female	72

ORIGIN	# PATIENTS
La Pommeraië	50 (37%)
Abercorn	-
Ange-Gardien	2
Bedford (township)	-
Bedford (city)	6
Bolton-Ouest	-
Brigham	2
Cowansville	22
Dunham	1
East Farnham	1
Farnham	5
Frelighsburg	-
Lac-Brome	4
Notre-Dame-de-Stanbridge	-
Pike River	-
Saint-Armand	2
Saint-Ignace-de-Stanbridge	-
Sainte-Brigide-d'Iberville	1
Sainte-Sabine	-
Stanbridge East	-
Stanbridge Station	-
Sutton	4
Brome	-
Haute-Yamaska	72 (53%)
Bromont	4
Granby	57
St-Alphonse de Granby	-
Roxton Pond	2
Sainte-Cécile-de-Milton	2
Saint-Joachim-de-Shefford	-
Saint-Paul-d'Abbotsford	2
Shefford	1
Warden	-
Waterloo	4
Others	13 (10%)

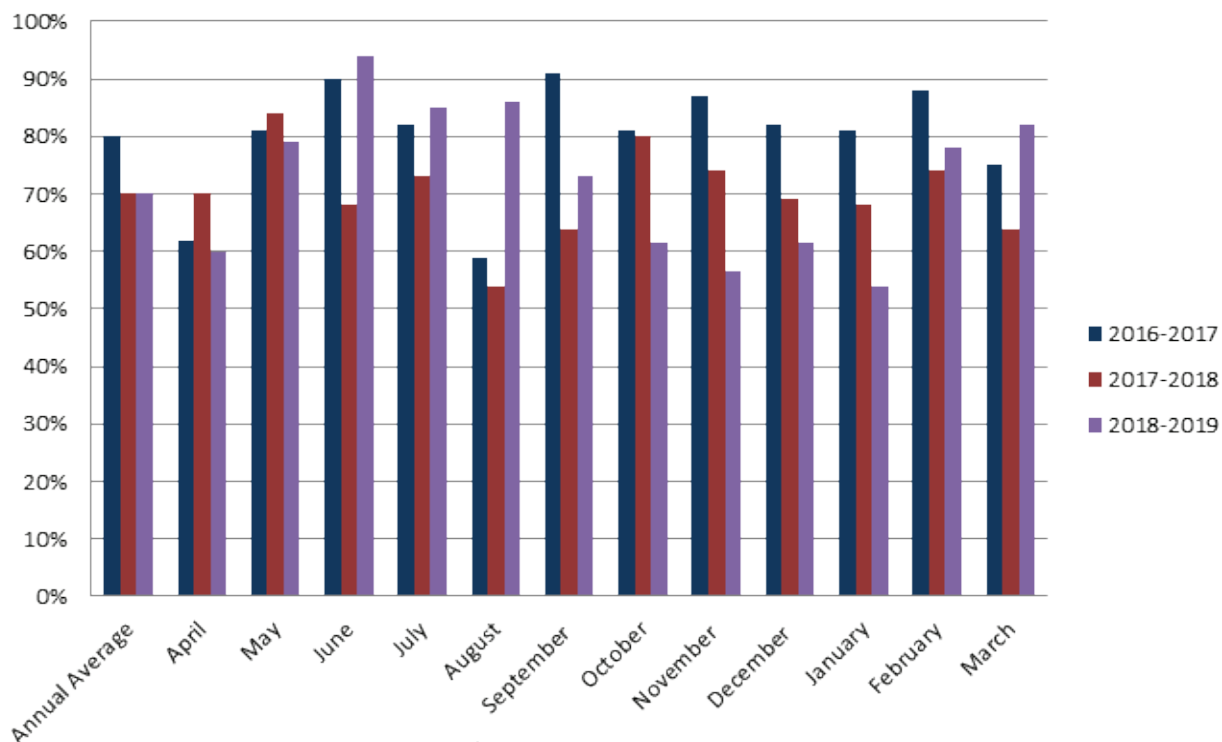
Non-admitted Patients	
Imminent Death:	
No bed available	21
Unstable condition	29
Wishes to remain home	10
Admission to other hospice	5
Medical complexity	4
No follow-up after admission request	63
Bed refused by the patient or family	14
Total	146

Evolution of Admissions	2015 2016	2016 2017	2017 2018	2018 2019
Pending as of April 1 st	51	69	65	58
New requests	289	272	289	297
Admitted	154	135	162	135
Non-admitted	117	128	155	146
Pending at end of period	69	78	58	49

Duration of Stay	2015 2016	2016 2017	2017 2018	2018 2019
Less than 1 day	7	8	5	4
1 to 7 days	84	59	84	62
8 to 14 days	24	20	31	23
15 to 30 days	21	27	29	26
31 to 60 days	13	11	9	14
More than 61 days	8	8	4	4
Average	14 days	17 days	13 days	15 days

Visitor Statistics	2016 2017	2017 2018	2018 2019
Total visitors	11,709	12,882	14,957
Average per day	32	35	41

Occupation Rate



KITCHEN Services

The dining room is an informal place of gathering and closeness where patients and their families as well as employees and volunteers can enjoy a menu reminiscent of home-cooked meals. All ingredients and dishes are fresh and cooked on site. The kitchen is aligned with the philosophy and values of La Maison. Every effort is made to ensure the quality of services offered in a pleasant and warm environment. Patients are consulted to better understand their needs and make meals as appropriate and enjoyable as possible.

Meals Served	
Volunteers	12%
Employees	17%
Patients	44%
Visitors	27%
Total	100%



Preventative MAINTENANCE Plan

To extend the use of our facilities and equipment, a preventative maintenance plan was put in place. This plan also allows us to replace equipment and parts in a timely manner.

In 2018-2019, the most significant work and equipment purchases were the following:

- Planning and construction of the Memorial Park (anonymous donation);
- Installation of a lifting platform (donation from Sibylla Hesse Foundation, Contat Foundation and MSSS);
- Updating of information technology;
- Changing of Vidéotron decoders;
- Purchase and installation of new Wi-Fi system;
- Installation of a point of sale terminal to accept payments by debit and credit cards;
- Purchase and installation of a new telephone system and emergency call system for patients;
- Renewal of Kinlogix licence with Telus Health for the scanning of patient notes and records (in-kind donation from Telus Health);
- Changing of emergency doors at the back of La Maison.

Main Revenue Sources and Operating Costs

Main Revenue Sources	
Minister of Health and Social Services	613,076
Donations and other revenue	880,967
Total	1,494,043

Operating Costs*	
Patient Care	878,514
Administration of volunteers	50,583
Salaries and benefits	799,837
Medical supplies	12,518
Small medical equipment	6,598
Laundering	1,692
Training	-
Maintenance and repairs - medical equipment	4,169
Other expenses	3,117
Dining Room	116,185
Administration, Housekeeping and Maintenance	361,190
Salaries and benefits - administration	154,549
Salaries and benefits - housekeeping	39,436
Electricity	25,330
Equipment maintenance	10,731
Building maintenance	29,690
Major repairs - building	16,613
Outdoor maintenance	12,390
Telephone/Internet	6,343
Office supplies	11,338
Publicity and promotional tools	9,411
Insurances	15,730
Professional fees	21,423
Other expenses/various	8,206
Total	1,355,889



*Excluding amortization

PALLIATIVE Sedation and Medical Aid in Dying

As part of the ongoing work on end-of-life care, the need has been expressed in Quebec to better regulate the use of palliative sedation for end-of-life patients. The use of this practice is now covered by the Act concerning end-of-life care. La Maison Au Diapason offers this option as part of its palliative care service offering. However, the use of continuous palliative sedation remains a rare practice.

In 2018-2019, 17 patients (13%) who died at La Maison Au Diapason received continuous palliative sedation to alleviate their intolerable and unmanageable suffering. The average duration of continuous palliative sedation was 1.5 days. No request for medical assistance in dying has been made to La Maison Au Diapason since the Act came into effect.

Care and Services SATISFACTION Survey

In 2018-2019, we continued our efforts to increase the survey response rate. The Care and Services Satisfaction Survey forms are available to patients and their families in the following locations:

- Patient rooms;
- Reception;
- Nursing station;
- Welcome Guide;
- Diapason website (with the possibility of completing the form online);
- Suggestion box available to all.

This year, we received a total of 22 completed forms and 8 thank you cards, representing a response rate of 22%. The satisfaction rate remains very high (20/22 forms rated at 100%, 2/22 rated at 95%). Feedback from the forms demonstrates a very high level of satisfaction, as indicated by the following comments:

“Thanks to the nursing aides for their good mood and availability. Thank you to the nurses who responded to the comfort of our family member. And thank you to the volunteers who were present.”

“Our stay at La Maison Au Diapason allowed us to understand and accept the disease. The staff surrounded us with compassion throughout our stay.”

“Your employees are really dedicated to their tasks and to their patients. Each patient is served according to their specific needs and treated with the utmost respect until the end. Your volunteers are extremely generous and made all the difference in the end-of-life process of our loved one.”

“There should be a hospice like this in every city in the world. Every person has the right to die with dignity. That’s what Au Diapason offered us ...”

COMPLAINTS

La Maison Au Diapason is committed to providing quality care and services. Despite all the efforts of staff, some elements can remain unsatisfactory for some and become the subject of a complaint. La Maison Au Diapason wishes to be informed of these matters in order to find solutions and make corrections, to raise awareness among the personnel and to improve the quality of care and services offered.

No formal complaints were received in 2018-2019. When a dissatisfaction was expressed to staff or volunteers, a reference was made to the Director of Nursing who met with the concerned individuals to explain the complaint process and to formally register it. However, these meetings allowed individuals to express their concerns and agree on a corrective measure to be put in place and no formal complaints were issued.

2019-2020 Objectives

- Increase in the response rate of the Care and Services Satisfaction Survey. Our form has been modified to make the evaluation scale clearer.
- Consultation with other palliative care hospices to better understand their procedures and to make the necessary changes to our practices.
- Recommendation of the following elements to the Quality Assurance and Risk Management Committee in collaboration with our nursing consultant:

1. Assessing the feasibility of setting up a telephone follow-up procedure for the satisfaction evaluation;
2. Re-evaluating the complaint process - automatic registration system for continuous quality improvement.



Incidents AND accidents

Reportable events are those occurring during the provision of care and services. Any unwanted, feared or undesirable situation that has harmed or that could have harmed the health of patients must be reported using the incident and accident form. This approach consists of bringing to the attention of management any incident or accident that occurred at La Maison Au Diapason.

In 2018-2019, a total of 64 incidents and accidents were reported, 27 of which were related to falls and 32 related to medication errors. Of the 32 medication errors, five were attributed to the community pharmacy. A follow-up was completed with the associated pharmacist.

A report for intrusive wandering was also completed. In addition, there were two work accidents: one involving an accidental exposure to blood or bodily fluid and the other consisting of back pain caused by patient mobilization.

Lastly, there were two incidents involving visitors: a fall due to the icy pavement and the breaking of a glass table when a guest leaned on it. No injuries were reported in both cases.

A patient sustained a hip fracture due to a fall. The relocation process was suspended and following a discussion with her and her family, she was transferred to the Granby Hospital for surgery.

Incidents and Accidents	2014	2015	2016	2017	2018
	2015	2016	2017	2018	2019
Falls	28	18	33	28	27
Medication errors	36	24	20	18	32
Patients	119	154	135	162	135

Type of Medication Error	
Preparation Error	30/32
Wrong dose administrated to patient	11
Wrong administration technique	1
Omission	8
Wrong medication administed	10
Transcription Error	1/32
Error, omission or delay in the update of medication administration forms by staff	1
Other	1/32
Mismatch of labels affixed to subcutaneous perfusion pump.	1

PREVENTION Measures

The following prevention measures were established by La Maison Au Diapason in 2018-2019:

Medication Errors:

- Development and introduction of a revised Medication Administration Form;
- Participation of affiliated pharmacy on interdisciplinary committees.

Fall Prevention:

- Risks related to falls are identified during the patient's admission and are constantly evaluated throughout their stay. Pre-admission history and presence of confusion and/or delirium are two important factors considered in the risk assessment.
- Enhanced surveillance of patients who are at high risk of falling (including relocating patients closer to the nursing station).
- Re-evaluation of the medication taken by the patient and other environmental factors that could contribute to an increased risk of falling.
- Communicating with the family about their loved one's risk of falling and suggesting the use of a surveillance camera with patient and/or family authorization.
- Advising families prior to admission that La Maison may be requesting their assistance in the first 72 hours and occasionally during the night to ensure the safety of their loved one.
- Inclusion of risk of falling to our new nursing follow-up sheet. A guide is also available for staff at the nursing station indicating the main factors which increase the risk of falling and the different measures that can be put in place to reduce them.

Risk of fleeing:

La Maison Au Diapason purchased a device to alert staff of a fleeing patient. The system can be installed on the door of a patient's room or an exterior door and is linked to a bracelet on the patient's wrist.

2019-2020 Objectives

Reduction in the amount of medication errors and falls:

We anticipate a decrease in medication errors in 2019-2020 with the arrival of our new Medication Administration Form. Our affiliated pharmacy reiterated its desire to participate in our interdisciplinary meetings once every 4 weeks. Constant follow-ups by email and/or telephone between the pharmacist and the Director of Nursing are also prioritized to optimize the pharmaceutical care and services offered to patients.

- Communication with the nursing staff: a quarterly clinical review on the administration of medication. Discussions on types of errors and ways to reduce these errors will be added shortly.
- Re-evaluation of fall prevention measures currently in place and discussions on the need to increase the availability of material resources.

CONTINUOUS Improvement Activities

La Maison Au Diapason implemented the following continuous improvement activities throughout 2018-2019.

Quality Assurance and Risk Management Program

In 2018-2019, the Quality Assurance and Risk Management Committee was unable to hold formal meetings given the internal reorganization of the nursing directorate. However, quality improvement activities were maintained, including:

Act Respecting End-of-Life Care

- Maintenance of a registry and statistics concerning continuous palliative sedation.

Volunteers

- Participation of two staff members in the training and integration of new volunteers working with patients.

Care

- Continuing education activities and training (AQSP congress).
- Evaluation and introduction of roles and responsibilities pertaining to maintenance, according to MAPAQ norms.
- Participation of a pharmacist on the interdisciplinary committee once every four weeks.
- Participation on the CIUSSS de l'Estrie palliative care coordination committee (Development Plan 2015-2020).
- Re-evaluation of admission procedures, meetings with local CIUSSS teams.
- Emergency Protocol Registry.
- Implementation of a nursing follow-up form.

Services

- Continued updates and revisions of general policies and procedures.
- Review of internal kitchen management procedures.

2019-2020 Objectives

- Code White - adapting our environment to an at-risk clientele.
- Ongoing revision of La Maison Au Diapason's policies and procedures:
 - Review and development of administrative policies and procedures at the general directorate for human and financial resources.
 - Ongoing efforts to raise awareness among personnel, volunteers, physicians and other professionals at La Maison Au Diapason concerning the review of policies and procedures.
- Review of occupational health and safety policies and procedures (emergency plan), as well as an awareness campaign for staff and volunteers on health and safety at work.

CONTINUING Education and Training

La Maison Au Diapason is committed to maintaining a high level of skill in palliative care and therefore offers several continuing education and training opportunities for staff and volunteers.

We encourage them to participate in workshops presented by other hospices and the CIUSSS. In addition, we draw on our internal expertise and organize on-site activities led by members of the medical team, the Director of Nursing or the Clinical Consultant.

In June 2018, a new division in the nursing directorate was created. Charlotte Evans is now the Clinical Consultant at La Maison Au Diapason. In addition to welcoming and overseeing students (externs, residents, nursing students and patient care attendants), she develops and provides training on various palliative care topics for professionals at La Maison as well as externally for health care professionals and family caregivers.

Training Offered at La Maison Au Diapason

- Evaluation and Treatment of Pain (1.5 hours) (nurses and LPNs at La Maison Au Diapason)
- Nursing Perspective: Continuous Palliative Sedation (3 hours) (nurses and LPNs). Training accredited by Université de Montréal for 3HFA
- Dealing with Grief and Traumatic Grief (3.5 hours) (volunteers and professionals in healthcare)
- Assessment and Management of Pain in Palliative Care (7 hours) (nurses and LPNs). Training accredited by Université de Montréal for 7HFA
- Approach in Palliative Care (7 hours) (nurses, LPNs and health care professionals)
- Becoming a Volunteer : Basic Training in Palliative Care (15 hours)
- Presentation of Nursing Follow-up Form (1.5 hours) with Karine Messier (nurses and LPNs). February 6th, 2019.

Training for Students in Nursing and Medicine

- 1 student in nursing from Université de Sherbrooke and 1 student from Université de Trois-Rivières each completed a 14-day internship as part of the community health course.
- 7 medical externs from Université de Montreal completed a one-week internship at La Maison Au Diapason.
- 8 residents from the UMF in La Pommeraie and from external units completed internships at La Maison Au Diapason.

Community Presentations

- Cégep de Granby: Palliative Care - Meaning of Suffering and Dying at the End of Life
- Maison d'aidantes et d'aidants de Brome-Missisquoi: Les soins palliatifs : quand tout reste à faire!
- Activity for caregivers and the public: End of life care demystified!
- Knowlton Mental Health Fair: Good Grief! Making Sense of Loss!

Upcoming Training - Spring 2018 and Fall 2019

- Nursing Perspective: Continuous Palliative Sedation (3 hours) (nurses and LPNs). April 30th, 2019 (+ repeat every 3 months). Training accredited by Université de Montréal.
- Nursing Perspective: Continuous Palliative Sedation (1.5 hours) (AQSP Conference Workshop May 9th, 2019 (nurses and LPNs)
- Assessment and Management of Pain in Palliative Care (7 hours) - June 11th, 2019 (+ repeat every 3 months). Training accredited by Université de Montréal.
- Spirituality at the End of Life - Collaboration with G. Bastien and S. Laforest. May 29th, 2019.
- CPR and First Aid - First Aid Academy. June 2019.
- Retreat - Communication (3.5 hours) (nurses, LPNs and physicians). October 4th, 2019.

In Development:

- Accompanying Children Through Illness – in collaboration with Mélanie Vachon and Stéphanie Laforest
- Nursing Perspective Series: PC Emergencies and Top 10 Rx in PC.
- Demystifying Palliative Care Series: End of life care, Caring for My Loved One, Accompanying My Loved One

A Warm and Reassuring Refuge...



We would like to thank you for the hospitality and care received during our loved one's stay.

Thank you to the physicians for your professionalism and your expertise in treating and alleviating end of life suffering. Your diligent presence and your great concern for the patient's comfort as well as your support for the family are remarkable.

Thanks to the nurses who take turns day and night to ensure a constant presence. For your empathy, your gentleness, your patience and the attentiveness demonstrated beyond what the care protocol requires. You treat the patient as a member of your family.

Thanks to all the support staff. Whether it is the kitchen staff for tasty meals and the variety of menus as well as for special requests, or the maintenance staff for its discretion and efficiency. La Maison is impeccable.

Thank you to all the generous volunteers (reception, indoor and outdoor maintenance and others) without whom this work would not be possible. Your commitment and participation contribute to the realization of La Maison Au Diapason's mission.

Thank you to the generous donors without whom this house would not have been created and would not continue to exist.

In closing, the role and mission of La Maison Au Diapason are essential to patients who find there a warm and reassuring refuge for their end of life.

Be proud of your work and your achievements!

Family of a patient