



Roger's House Annual Report to the Board of Directors 2013-2014

Megan Wright
June 26th, 2014

Mission, Vision & Values



Mission

Roger's House enriches the lives of children, youth and their families facing progressive life-limiting illnesses. Roger's House was built in memory of Roger Neilson--Hockey Hall of Fame Coach and Member of the Order of Canada.

Our team provides respite, end-of-life, transition-to-home support, pain and symptom management, peri-natal care and bereavement care by ensuring individualized physical, emotional, and spiritual support in a caring, compassionate and continuous learning environment.

Our reward is the peace and comfort of every child, the creation of memories for their families and honoring the legacy of Roger Neilson.



Vision

Roger's House will be recognized for providing excellence, innovation, research and leadership in pediatric palliative care through a full-spectrum of family-centered services in a supportive home-like environment. Our dynamic, integrated team will collaborate with, and be accountable to, our families and community partners.

Values

Roger Neilson was well known for his generosity, humanity, sense of humour, compassion and love of children. These values as well as the following will govern our daily work with families, community and each other:

- Respect
- Family-focused care
- Collaboration
- Creativity
- Excellence

Service Descriptions



Respite Care

Children / youth are invited to come to Roger's House for support and a time away from home. During their stay the child / youth is assessed and cared for by the specialized team of medical professionals. Immediate family is able to stay with the child / youth and receive support and education in relation to their child's progressive illness. The goal of the stay is to foster the quality of family life.

Transition from Hospital to Home Care

Eligible children / youth who have been hospitalized for surgical or medical reasons may transition to home through Roger's House. During this time the family through professional support and education will become more comfortable with their child's care and needs.

Pain and Symptom Management

Children / youth may come to Roger's House for a short stay for assessment and monitoring by the specialized team of medical professionals while medication and treatment changes are implemented.



Service Descriptions



End of Life Care

For children / youth and families that choose to spend their final days together at Roger's House, end of life care is provided. The specialized team of medical professionals at Roger's House provides pain and symptom management, emotional and spiritual support as well as assistance with decision making. Every effort is made to ensure ongoing quality of life for the child / youth and family.

Grief and Bereavement Counselling

Families who have experienced the loss of a child may receive grief and bereavement support. Individual and group counselling is available from trained professionals.

Perinatal Hospice

Perinatal hospice extends the concept of hospice to include comprehensive support from the time of diagnosis through the birth and death of the infant, and into the postpartum period.

Strategic Directions



Improve and Grow -- Quality Program Development

The growing and evolving needs of children and families will be served through excellent quality care in a safe environment. The focus will be on the continuous improvement of existing services as well as in the development and implementation of new initiatives/programs.



Secure our Future -- Financial Sustainability

Roger's House will ensure its long term financial sustainability by operating within a balanced budget, and looking for new/alternate sources of revenue.

Work Together -- Maintain & Build Partnerships & Relationships

Roger's House will continue to maintain and improve existing partnerships and will look for opportunities to build new partnerships, both administrative and clinical. Particular attention will be given to ensure the critical partnerships with CHEO and the Senators Foundation continue to evolve satisfactorily for all and that employees, physicians and volunteers are properly supported in their work.

Advance Knowledge -- Research and Education

Roger's House will continue to develop the academic component to our mission by sharing our expertise with other health care professionals, students and the community at large as well as by adding to pediatric palliative care knowledge through research.

Highlights from 2013/14



Accomplishments from this year include:

- The average occupancy for this fiscal year has been 85%, the highest since Roger's House opened. We consistently maintained an occupancy of >75% and cancelled only four admissions.
- A Perinatal Loss Parent Group was added to the portfolio of bereavement services. The group began running in February 2014 at full capacity and has been a huge success!
- In June 2014, our Fourth Annual Parent Retreat was held. It featured Zumba and Yoga lessons, massages for the parents, and a lunch hosted by Caitlyn Neil! It made for a fun and relaxing day!
- The Roger's House basement was finished. The main additions were a Teen Lounge, an Education Room and a Parent Room.
- A pilot project with the Ottawa Children's Treatment Centre (OCTC) and Rotary Home called "Making Respite Work" was developed.



Highlights from 2013/14



- The Child Life Specialist and Advanced Practice Nurse presented a workshop at Hospice Palliative Care Ontario and a poster at the Canadian Association of Paediatric Health Centres on Memory Making and Legacy Building in Paediatric Palliative Care.
- A new recreation therapy page was added to the website. It highlights the types of activities and special events that have occurred. There have been visits from fire trucks and race cars, trips “around the world” and undersea adventures.



Highlights from 2013/14



- A two-year Strategic Plan was completed.
- A Code of Values for Roger's House Staff and Volunteers was developed.
- An Incident Review Committee was created and a new method of reporting incidents to the Quality Committee was developed.
- Hospice Level 2 Accreditation was acquired.
- The 1ST Annual Pediatric Palliative Care Symposium, a satellite of the Canadian Hospice Palliative Care Association (CHPCA) Conference, was co-hosted by Roger's House and CHEO.
- 80 volunteer retention activities and 20 recruitment sessions were held.



Statistics



41 Staff

25 Student Placements:

- 4 Master of Health Administration
- 4 Nursing
- 17 Medical

305 Volunteers

75 Speaking Engagements

1339 Tours of the House



85% Average Occupancy

2470 Patient Days

23 End of Life Admissions

244 Adult Bereavement
support visits

36 Children Bereavement
support visits

Precious Words



"Roger's House has helped us immensely through our loss. We really enjoyed attending the group sessions."

"Not only was our child well cared for, but the whole family. Whether it was providing moral support, listening to and answering our questions, entertaining our child's siblings, feeding us (very important!!) or lending a shoulder to cry on. Roger's House provided us with a calm, comfortable and supportive environment where we could say goodbye to our child. Losing her was very hard and we are thankful that we didn't (and still don't) have to go through it alone."



"The care our child received from you, we believe, helped him live as long and well as he did. You all loved him, held him and treated him in a way that seemed like he was your own."

"Thank you all from the bottom of our hearts for taking such good care of our wonderful little grandson. Seeing him here in such good hands, and so content and happy warms our hearts."

"Your warmth and caring has made a huge impact in our lives and you all have made us feel special and welcome! Thank you for making my daughter's prom so magical and memorable."

Thank You



2013-2014 Roger's House Board of Directors

Susan Richardson, Chair

Ruth Hartanto, Vice Chair

Les Bell, Secretary/Treasurer

Erin Crowe, Past Chair

Michael Baine, Director

Dr. Pranesh Chakraborty, Director

Robert Houston, Director

Jeff Polowin, Director

Danielle Robinson, Ex-Officio

Thank you to our very dedicated and very talented Board of Directors. The Board has provided excellent leadership and direction to Roger's House.

Ottawa Senators Foundation and

Ottawa Senators Hockey Club

Thank you to the Ottawa Senators Foundation and the Ottawa Senators Hockey Club for their continued generous support of Roger's House.

Roger's House Staff

Thank you to all the staff at Roger's House for their dedication and commitment. Their experience, talent and contributions help make Roger's House a home-away-from-home for many patients and families in their time of need. They are essential to our success.

Roger's House Volunteer Care Team

A big thank you to all of our Volunteer Care Team for their continued support of Roger's House. The impact their contributions have on the children and families is priceless. We thank them for helping us celebrate life!

Partners and Community Supporters

Partnership and collaboration is a core value of the organization. Many of our programs and services would not be possible without these important relationships. While it is not possible in this space to list each and every one, we would like to express our thanks for their on-going support and work.

Last but not least...thank you to Lloyd Cowin,
Roger's House Executive Director, 2006-2014.
We wish you the best in your retirement!

