



COVID-19 UPDATE

Covid-19 Response Client Impact Report: Compassionate Palliative Care During a Pandemic

**Emily's House / Philip Aziz Centre for Hospice Care (PAC)
March 15 – October 15, 2020**



emily's house
Children's Hospice



philip aziz centre
Visiting Hospice

Covid Response Impact:

Our Emily's House children's hospice pivoted. By committing to temporarily provide care for palliative adults, our team freed up eight hospital beds at Michael Garron Hospital for COVID-19 patients, reserving two beds for paediatrics. We also continued, through our Philip Aziz Centre for Hospice Care, to safely provide modified hospice supports for children and adults, including Music Therapy, Recreational Respite, Social Work Support, and Bereavement Care, while responding to emerging client care needs in crisis.

Executive Summary

Covid Response Client Impact	Total # Clients & Family/ Caregivers Benefited
Emily's House	123
Philip Aziz Centre for Hospice Care (PAC)	1,721
SUM	1,844

Clients wrote:

Client Care Testimonials During COVID-19 -- from Client Families, Emily's House Leadership and Hospital Partners

Testimonials from client families whose loved ones received palliative care at Emily's House children's hospice during our temporary COVID-19 relief response to open beds for palliative adults to expand hospital bed capacity in GTA:

"Emily's House took my sister in amid a world cruelly defined by COVID-19. The time my sister spent in Emily's House was made less frightening, and much brighter, because of all of you. ... Your smiles, your compassion, your gentle persuasions, the light-hearted moments you shared with her, the self-less care you lavished on her, these images enfold my heart, just as I wish I could wrap each one of you in an embrace of love and thankfulness that you could carry with you into your shining futures." ~ from a sister of adult patient

"Emily's House, we thank you so very much for your care of "M" when she was at your place. Such a wonderful place for her. We are so thankful a children's home opened doors for her. COVID-19 would not free us to get on a plane to see her, so your thoughtfulness was hugely appreciated. Thanks again." ~ family members

"Dear Staff at Emily's House, in these strange times, that we are in right now, to know my mother was safe and being well cared for was of great comfort to all family members who loved her dearly." ~ from the daughter of adult patient

"To Emily's House Nurses and Doctors, I am forever grateful for the support and comfort you provided for my mom as well as the family. I can never thank you enough for all you've done. I'm just sad it had to end so soon. On behalf of my mother, my family, and myself, thank you so much." ~ from the daughter of adult patient

"Thank you for your kindness and compassion in taking care of my late mother and allowing us to celebrate her life." ~ from a family member

Clinical staff observed:



Emily's House client impacts were also observed by our nursing team:

"Another adult patient, the matriarch of the family, wanted to visit with her family. One Sunday afternoon, 20 people gathered on the lawn of Emily's House to catch a glimpse and celebrate this woman. This was the last time the relatives saw the matriarch."

"One adult patient did not have regular family visits. The staff tried to fill in these gaps and succeeded. I know that they succeeded as the primary physician was astonished to see this patient still alive. As well, the patient was transferred to long-term care on July 1st."

Michael Garron Hospital wrote:



Feedback highlights from hospital partners previously posted to our website on Emily's House children's hospice temporary COVID-19 relief response to open beds for palliative adults to expand hospital bed capacity in GTA:

"As the COVID-19 situation continues to evolve, MGH's palliative care team hopes that these partnerships and initiatives serve as a reminder about what is possible when people work together." ~ Dr. Kevin Workentin, Medical Director of Michael Garron's Palliative Care Unit, Michael Garron Hospital

"The work that has been done throughout our community during COVID-19 has been incredible and a real reminder that at the end of the day, we all, as providers, will do whatever it takes to keep our patients safe and comfortable. That is our goal at all times, after all." ~ Dr. Ramona Joshi, head of palliative care, Michael Garron Hospital

"The project really demonstrates how beneficial hospital partnerships can be and how community providers are being nimble and responsive during the pandemic. It's been so nice to see everyone come together – from the patients and families we've worked with to the staff making it happen. This is what cooperation and thinking outside of the box is." ~ Karina Wulf, palliative care specialist at MGH, Michael Garron Hospital

Source for MGH content:

<https://tehn.ca/about-us/newsroom/putting-vulnerable-patients-first-community-providers-partner-together-provide>

Our own leadership team shared:

“My entire team feels this opportunity to work with MGH is a productive and meaningful way to do something tangible amidst this crisis. It’s a way of standing with all the frontline workers who are so diligently and compassionately caring for the sick. We are standing together with you all to see this through.” ~ Rauni Salminen, CEO / Founder, Emily’s House & CEO, Philip Aziz Centre for Hospice Care ... on the Michael Garron Hospital partnership

“It’s been a tough few weeks, yet you have pulled through with a team spirit, grace and skill. Your efforts and willingness to shift your learnings and responsibilities is a prime example of how our health care system can come together to work efficiently and effectively in a timely a coordinated manner when needed. You are an integral part of helping make this happen, as you, without hesitation, stepped up to the plate, rolled up your sleeves and moved into the arena: a practical example of how a truly integrated health system could work, ensuring none fall between the cracks, as all services are coordinated and available when and where needed. Partnerships have been key to help navigate through this pandemic.” ~ Rauni Salminen, CEO / Founder, Emily’s House & CEO, Philip Aziz Centre for Hospice Care ... in a warm, encouraging communication to all staff and the extended care team

“I am so proud of our organization and our staff for making the brave decision to lend a hand to our adult colleagues during the height of the pandemic. It may have looked easy and effortless, but the truth is our success was the result of hard work and commitment from all staff. During a recent conversation with Dr. Workentin, Medical Director of Michael Garron’s Palliative Care Unit, I couldn’t help but beam from ear to ear as I listened to him gush about the positive experiences of his patients, their families and the MGH medical team. Looks like we’ve set a new bar for adult hospice!” ~ Dr. Adam Rapoport, Medical Director, Emily’s House and Paediatric Advanced Care Team, SickKids Hospital in a note our Emily’s House team

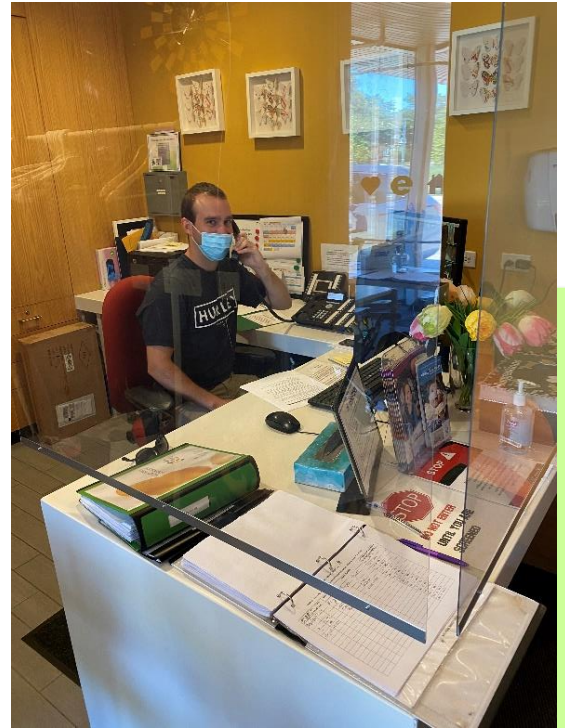
A volunteer shared:

A new hospice volunteer shared her experience of offering compassionate care during COVID-19, which she named “Volunteering during a pandemic”:

“I am a new to volunteering at the Philip Aziz Centre for Hospice Care (PAC) / Emily’s House children’s hospice. I am also new to the field of hospice / end-of-life and had just finished my hospice Core and Children’s training sessions at the end of February 2020. Feeling slightly nervous, but ready to ‘get going’, I replied to an email to be matched with a community client. We were all set to have our first visit mid-March, when the pandemic hit and everything closed down. After a couple of weeks, it looked like I could start phoning the client to touch base. Since both the client and I were interested, we got started.

We had some lengthy chats about a variety of things - art, hobbies, cats, childhood memories and then sometimes the news, migraine relief choices, the pandemic. It was nice to connect in this way when visiting in person was restricted. I did get to know them and felt like we had a connection.

As the summer progressed and with my additional PPE / COVID training under my belt, I was able to start visiting with the client, in the real sense of the word! It was really, lovely to finally meet and put a face to the name and voice to which I had been accustomed to. I was finally able to look at the plants, paintings and environment which had been described but not seen; finally able to interact face-to-face (with a mask of course) and feel that we could continue on with the connection we had established.”



PAC YAC (Youth Advisory Council): Philip Aziz Centre youth volunteers lead a food drive, in response to food insecurity that the COVID-19 crisis highlighted with our community hospice care clients.

Volunteer Impact / Economic Value

As part of our Covid-19 response, 357 volunteers served 5,000+ hours, and contributed the equivalent of \$121,000+ economic value in hospice care supports in the GTA.



Volunteers

357



Hours

5,271.5



\$ Economic Value

\$121,245

Volunteer	Date Range of Response	# Weeks	#
Volunteers Engaged: client care, admin, special projects, training	Mar 15-Oct 15	31	357 vol
Volunteer Hours = 5,271.5	Mar 15-Oct 15	31	5,271.5 hrs
Economic Value = 5271.5 Volunteer Hours in 31 weeks = 170 hrs/ wk, assuming average job is 35 hr/wk, then 4.85 FTE rounds up to 5 FTE.	Mar 15-Oct 15	31	5 FTE
Economic Value = The average of 4 wage categories were used (caregiver salary, maintenance worker, food service salary and reception/admin): 5271.5 Volunteer Hours X \$23.00 hourly wage = \$121,244.5 dollars worth of supports).	Mar 15-Oct 15	31	\$121,245

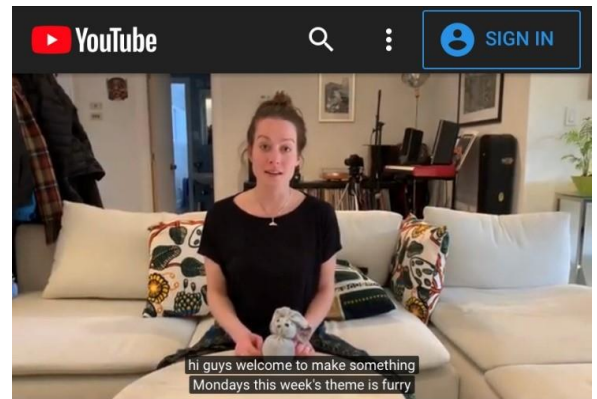
Innovative program delivery: Emily's House "HannaHs at Home" daily recreation / music therapy delivered by YouTube

JOIN EMILY'S HOUSE/ PAC
CHILD LIFE SPECIALIST HANNAH AND
MUSIC THERAPIST HANNAH ONLINE FOR

HANNAHS AT HOME

Every weekday we will be releasing a new, fun, interactive video you can follow along with at home.
1PM
Monday - Friday

[HTTPS://WWW.YOUTUBE.COM/CHANNEL/UC48VYHVUH0KUODLAFUSGO/VIDEOS](https://www.youtube.com/channel/UC48VYHVUH0KUODLAFUSGO/VIDEOS)



Make Something Mondays - Sock Bunny



WEEKLY SCHEDULE

Every week Hannah and Hannah will be following a theme for the programming content. This is loosely what you can expect every day

Make Something Mondays	Tune-y Tuesdays	Whatever Wednesdays (kids get to help us pick!)	Tasty Thursdays	Mindfulness Fridays
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"HANNAHS AT HOME":

This innovative program – launched in response to COVID-19 – enables more children than ever to participate in Recreation and Music Programming ... reaching children in their homes and supporting families.

COVID-19 Relief Funders:

Thank you to our consistent, annual sponsors and donors, as well as for emergency grant funder who stepped up to assist charities during this COVID-19 pandemic. Emily's House pivoted to free up hospital beds at Michael Garron Hospital for COVID-19 patients; and our therapeutic music, recreational, respite, community and bereavement supports continued to be delivered in safe, modified and innovative ways.

Special thanks to Covid-19 relief funders:

- Christina Mary Hendrie Trust / St Andrew's Society of Toronto
- Ontario REALTORS Care® Foundation (ORCF)
- Order of St Lazarus
- TD Canada Trust
- Toronto Regional Real Estate Board (TRREB)
- Virtual Hike for Hospice Partners – Annual Community Sponsor Mount Pleasant Group, participants and donors.

Thank you to Consistent Program Funders, Kinross Gold

Thank you to **Kinross Gold** and their recent leadership donation to Emily's House. Kinross has been the co-lead sponsor of our Gala fundraiser for years. They recognized the need for consistent resourcing during COVID times. This is such an exciting time for our children's hospice program, as the team looks at our recreation, music and clinical activities, and are innovating safe, modified, and creative new ways to support our medically fragile children. We appreciate the funding support and enthusiasm for the work done for these kids and their families during a challenging year.

Donor Raves About Music Session Through the Window

This is so awesome, we have to share this super encouraging note from the lead funder for Emily's House Children's Recreation and Music Programs, **The Lillian Meighen and Don Wright Foundation**: *"That is exciting that [your music therapist] led a music session outside the window of a child's home! What a wonderful idea, and I'll bet the smile never left the child's face while it was going on. The team at Emily's House is coping so well with the challenges of this pandemic, and the extensive plans for when children can return safely. I love the idea of the "play packages" to be delivered to their homes. Honestly, the creativity of Emily's House despite the difficulties is so impressive. We love hearing your news!"* While we don't have an actual photo of this milestone **"Music Therapy Session Through the Window,"** this photo is from a 2018, when Music Therapy was working its magic for a child and parent in our Emily's House garden.



