

2019–2020

Annual Report



Paving the way to
excellence
in pediatric palliative care

Provide all the necessary care and services to children requiring pediatric palliative care throughout their journey, and provide their family with support, respite care as well as bereavement support.

Governance and Executive Management



2019–2020 was a year marked by significant challenges for The Lighthouse. In spring 2019, the Board of Directors expressed its gratitude to Johanne Desrochers, Hélène Lévesque and Stéphanie Barker for their many years at the helm of the organization.

As it is committed to ensuring the sustainability and vitality of The Lighthouse, the Board recruited Lyne St-Martin and Adam B. Mongodin, with their recognized experience and complementary talents, to join its executive management team in the summer.

The management team embarked on a series of deliberations to determine the initiatives required to gain recognition for excellence in pediatric palliative care. Using a participative and collaborative approach, the team focused on key conditions for consolidating operations and enhancing clinical practices. To this end, the management team intensified the conversation regarding collaborations with referring facilities as well as teaching and research partners.

The Lighthouse is leading an evolution and transformation phase to develop accessibility to pediatric palliative care across Quebec.

Recruiting efforts were pursued throughout the fall months for the acquisition of talent in key positions for the clinical and philanthropy teams. Similar efforts were put forth to attract new Board members and participants for the working committees.

The past year was rich in knowledge-sharing. This includes the organization of a full day dedicated to pediatric palliative care at the annual conference of the *Association québécoise de soins palliatifs*. As well, several scientific activities took place and a publication in the palliative care journal *Cahiers francophones de soins palliatifs*.

In March 2020, three weeks before the 19th annual Grand Cocktail, adversity struck Quebec and a ban on gatherings of more than 250 people was enforced to prevent the spread of COVID-19. In dealing with this general uncertainty, The Lighthouse put everything in place to maintain its care and services while weathering the storm ahead.

The Board of directors and the entire Lighthouse team offers sincere thanks for the confidence granted by the community, volunteers, professionals and families.

François Gratton
Chairman
Board of Directors

Lyne St-Martin
Executive Director

Adam Mongodin
Associate Executive
Director

Alongside the families, throughout their journey

From the onset of diagnosis, all along the care path, until the end of life and throughout the bereavement, The Lighthouse's multidisciplinary team is alongside families to meet their ever-changing needs by providing them with the care and services required. Supporting the parents and children while respecting each individual's journey is central to our clinical care. As we value the principles of *celebrating life* and *fostering memory* we endeavour to create wonderful moments to promote the child's quality of life and the family's experience.



REQUEST FOR SERVICES – REFERRAL

From the onset of diagnosis/prognosis of a life-threatening illness, the families and clinical partners can request access to services.

FIRST STAY

The first time the child and his/her family stay at The Lighthouse is an opportunity to develop a trusting relationship with the clinical team, to get to know the child, to determine how much the family knows and to act accordingly.

ELIGIBILITY – REFERRAL

The Lighthouse's clinical team, in collaboration with the treating team, analyze the request to best meet the specific care and service requirements of each family. Some referrals are directly eligible, such as bereavement support.

PLANNED AND URGENT RESPITE

Throughout the illness, families are offered respite care as needed. Whether it be a few hours in their home, or a few days at The Lighthouse, the respite service can be booked in advance or provided on an urgent basis.



PSYCHOSOCIAL COUNSELLING

Throughout the care pathway, the families receive psychosocial counselling based on their needs and are supported with complex decision-making.

SYMPTOM MANAGEMENT

The child receives the care and medical support required as health deteriorates or when the symptoms or the pain need to be managed by the medical team. Ongoing support is provided to the family.

BEREAVEMENT SUPPORT

The psychosocial team offers one-on-one meetings, meetings for couples and the family, support groups, an annual commemorative ceremony and workshops for bereaved families as they go through the process and reach certain milestones.

END-OF-LIFE CARE

As the child's journey nears its end, a multidisciplinary team of professionals provides the family with personalized care. The family in suite room is available to live those last moments in private and comfort.

TRANSITION CARE

The adjustment to the level of care between the hospital and home setting is complex and sometimes creates a sense of instability. Transition care allows the family to adapt to the change in care and needs with the help of professionals.

A photograph of a family in a room. A young man is lying in a chair, looking up with his mouth slightly open. A woman with long dark hair stands behind him, and a man with glasses sits on a white bench next to him, holding his hand. In the background, there is a white piano with a distressed finish and a large round mirror on the wall.

Liam smiled at life, let's foster his memory

The period following Liam's diagnosis of a serious genetic disease was devastating for his family. When he was 13 years old, the Montreal Children's Hospital introduced the Lighthouse Children and Families to Liam and his family. This represented a glimmer of light with some feel-good moments on a path riddled with challenges.

The team at the Lighthouse listened to the family's needs and developed a trusting relationship by first providing in-home volunteer respite services. Liam, Jean and Julie, his assigned volunteers, quickly became a tight-knit group. While Jean was taking care of Liam, his mother Pina could catch her breath, and get some sleep knowing that her son was being safely and warmly cared for by a volunteer. "Jean was an invaluable presence in our life. He was always there for Liam and our family, even up until Liam drew his last breath," recalls Pina.



The disease progressed and the care intensified. Each stay at The Lighthouse was an opportunity for Liam to take part in activities that allowed him to express his personality and his tastes. By allowing the family a much needed respite, the professionals at The Lighthouse were able to capture unique moments of joy and life for Liam in photographs, in music and through his art creations.

"We treasure the items and photographs produced then, but we didn't realize the importance and impact these invaluable memories would have on us, especially after Liam's death," said his mother.

The disease took a turn for the worse and the team used all its clinical expertise to support him and manage the symptoms. When the time came, the family chose to live Liam's last few days at The Lighthouse. In a totally private setting, just like at home, surrounded by a caring team providing 24/7 comfort care, Liam passed away peacefully at the age of 17.

"My wish came true—he died in my arms, surrounded by the whole family and Jean, his volunteer. We couldn't have asked for a better departure for Liam's new journey," confided Pina during her one-on-one support session.

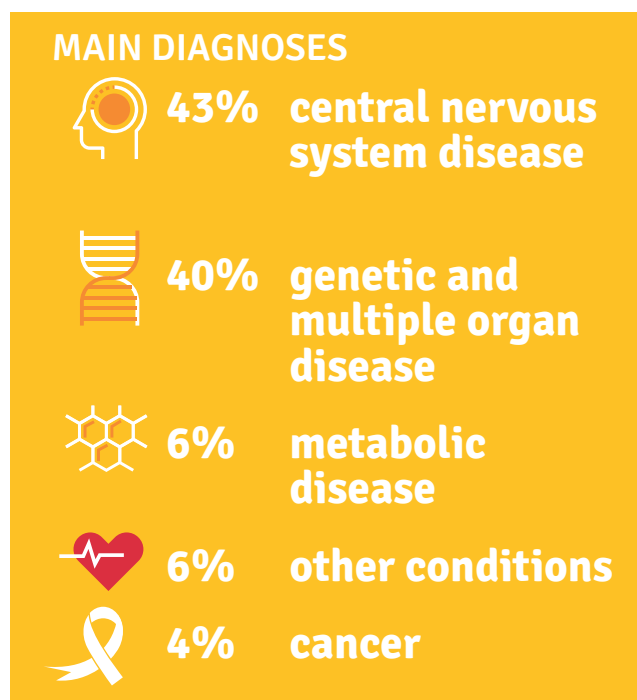
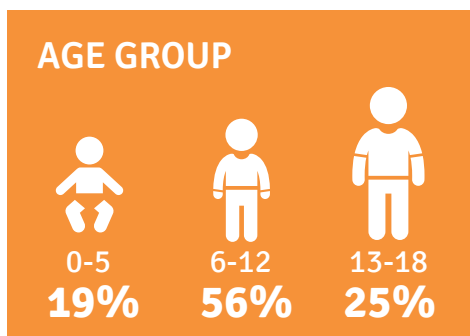
The path for Pina, Liam's sister and his father continues on. The Lighthouse will be there to foster Liam's memory and to support his family by lighting up the arduous road of bereavement that each one will be taking in their own way and at their own pace.



A Portrait of the Children and Families:



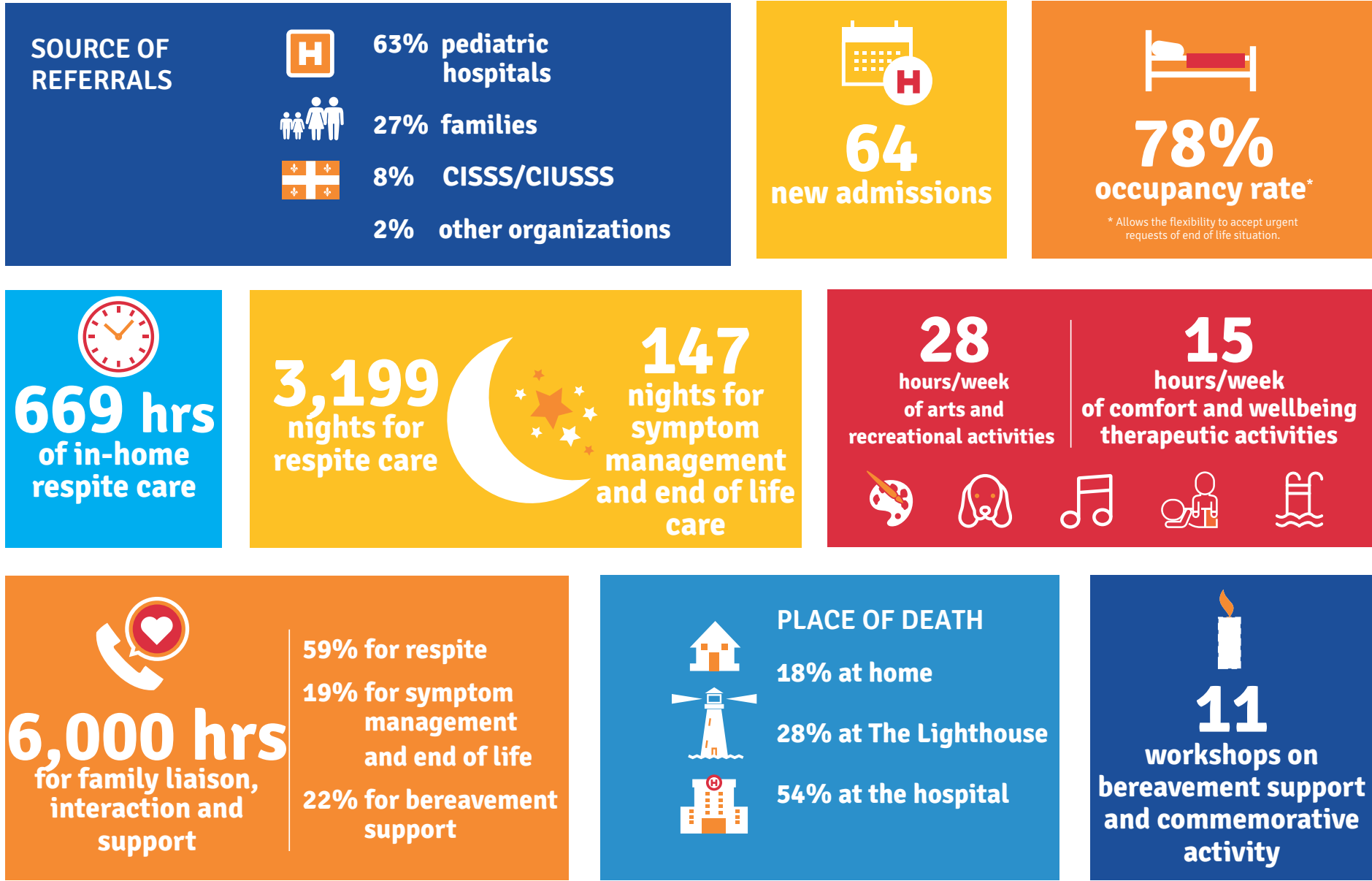
Quality and Safety:



* Category E2: incident with temporary repercussion requiring intervention without impacting the duration of the episode of care



Services



Caring and Compassionate

CLINICAL AND VOLUNTEER TEAM

The Lighthouse is made up of a multidisciplinary team and trained volunteers known for their dedication, kindness, respect for dignity and professionalism. The team fosters a climate of trust with families and constructive learning with the trainees.



COMMUNITIES

Community support and cooperation are key components in the solidarity chain to support children and their families. The Lighthouse can count on the support of various business groups, ethno-cultural communities, regional chapters of associations and the mobilization of its immediate neighbourhood.

2019 PRIX DE L'IMPACT SOCIAL

The Lighthouse earned the *Coup de cœur* distinction in the first edition of *L'actualité* magazine's *Prix de l'impact social*, presented in collaboration with Credo.



CANADIAN COMPASSIONATE COMPANIES

The Lighthouse was awarded the title of Canadian Compassionate Company by the Canadian Hospice Palliative Care Association for its values of commitment, respect, kindness and solidarity.



BENEVOLENT COMMUNITY

Les voisins du Phare is a committee founded by citizens of the Rosemont neighbourhood to raise awareness of The Lighthouse's mission and contribute to it.



2019 PHILANTHROPIC CONTEST

The Lighthouse won first place in iA Financial Group's Canada-wide philanthropic contest as voted by the public along with the iA Employee Favourite award.



EDUCATION

The Lighthouse contributes to learning development through its participation in scientific activities and by offering a virtual library as well as information resources for families and their relatives. Staff members are required to update their skills through the online learning centre that issues accreditation certificates.

12

scientific
publications and
workshops

8

consultation and
clinical ethics
meetings

427

participants
registered to the
phare-formation.com
learning centre



9

training
modules accredited
by  McGill

Vital Generosity: Solidarity in the Face of Challenge

The Government of Quebec, through the Ministry of Health and Social Services, funds direct care for children. This commitment allows us to provide free services to families until March 31, 2021. The Lighthouse also counts on the generosity of individual, philanthropic and corporate donors to support all other services.



\$1.7M philanthropy

3,509 donors

31% increase in monthly donors

67 fundraising activities **\$233,000** collected

\$119,517 in-kind contributions

LEADING DONORS



Pathy Family Foundation,
in support of the Fostering
Memory program



Fondation D'Amours,
in support of the care mission



The Molson Foundation
Fondation Molson

The Molson Foundation,
in support of development
of excellence



iA Financial Group,
in support of in-home respite



Sophie Desmarais,
in support of the
service mission

GRAND COCKTAIL
POSTPONED DUE TO COVID-19



TD Bank,
host



Telus, host
and co-chair



Cogir,
co-chair



Ig2,
co-chair

FUNDRAISING HIGHLIGHTS



1,041 donors supported 195 people who took part in *My Birthday as a Gift*.



384 donors supported 51 participants who took on the *Scotiabank Charity Challenge*.



Employees of TELUS Future Friendly Home joined for the makeover of the 12 children's bedrooms, the music room and the parent's suite.



The fantastic Italiani di Montreal e Amici committee organized a gala and two bowling tournaments.



Michaël Lavoie, member of the Grand Cocktail reception honorary committee and of the *comité des voisins* walked from Quebec City to Montreal in six days to raise funds.



The CAE team took part in the corporate volunteer program, with the sale of Grand Cocktail reception tickets and with communications support.



Since 2016, François Charpentier has organized an annual fundraising dinner in memory of his son Vincent, who passed away at the Lighthouse.



Since 2018, Martine St-Pierre has been making and selling sweets in honour of her son Guillaume.



Since 2016, Chantal Fortin has helped organize the *Truck 'N' Roll En Cœur Bedford* festival in honour of her daughter Julianne.



Upcoming Developments

The Lighthouse continues to pave the way towards excellence as part of its strategic plan. Throughout the next year, The Lighthouse will focus on:

CONSOLIDATING A DYNAMIC CARE MODEL IN PARTNERSHIP WITH FAMILIES

- Establish an early bond in the path of new families (neonatology, cancer and progressive degenerative disease)
- Enhance the in-home respite offer and increase the occupancy rate at Maison André-Gratton by 10%
- Support the families' alternative options for respite and end-of-life care

STANDARDIZING BEST PRACTICES

- Enteral feeding, drug administration, infection prevention and control adapted to COVID-19 context
- Increase use of complex decision-making protocols for families
- Expand the scope of the *Fostering Memory* counselling and bereavement support program



DEVELOPING REMOTE SUPPORT AND ACTION CAPABILITIES

- Increase use of telemedicine, telepresence and support for intervention mobility
- Mobilize referring and action partners for families in isolated, remote areas

REINFORCING THE CULTURE OF LEARNING AND INNOVATION

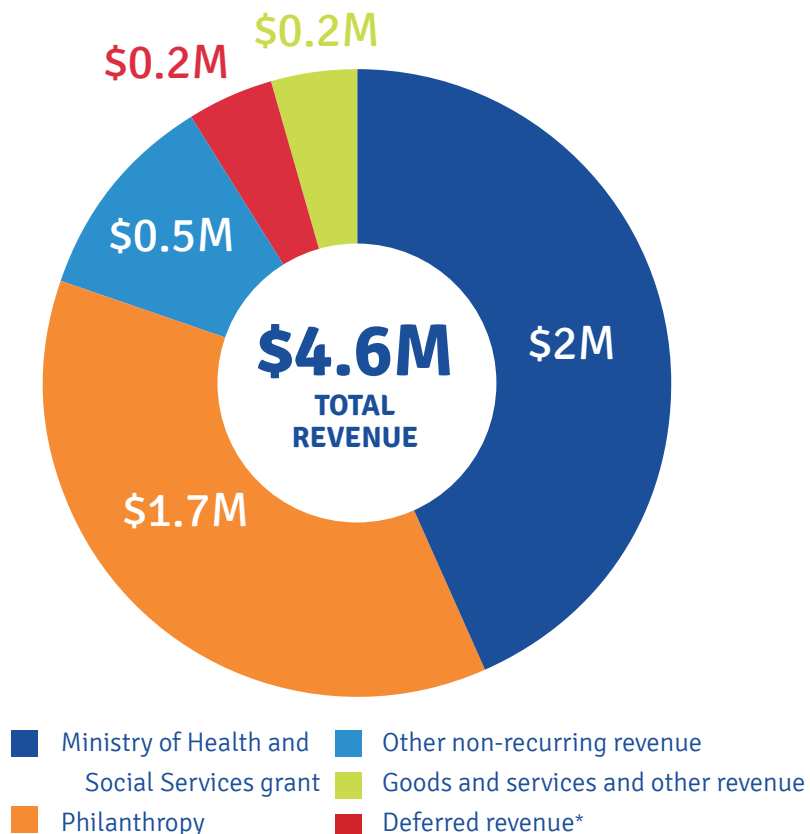
- Optimize the use of clinical data and the offer from the online learning centre
- Forge research partnerships on health innovations

DIVERSIFYING SOURCES OF PHILANTHROPIC FUNDING

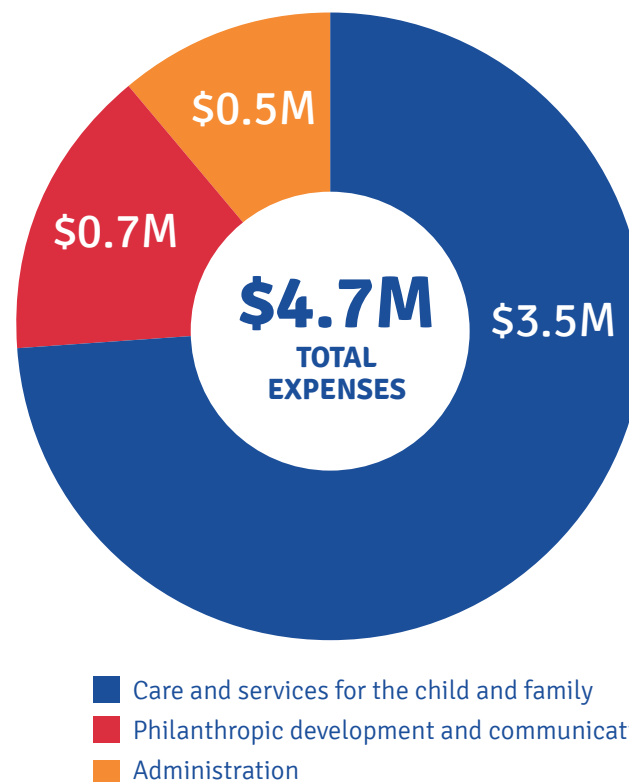
- Redesign fundraising event activities
- Implement a planned donation program

Financial Results

SOURCE OF FUNDING



BREAKDOWN OF EXPENSES



* The Grand Cocktail reception fundraising event planned for March 31, 2020 was postponed until October 2020 due to COVID-19. All revenue from the event has been removed from the financial data for the fiscal year ending March 31, 2020.

Members of the Board of Directors on March 31, 2020

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Assistant Syndic – Chambre de la Sécurité Financière
Parent Representative

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Pediatrician, Pediatric Palliative Care – CHU Sainte-Justine

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Vice-President, Legal Services and Corporate Secretary, National Bank of Canada

Thank You to Our Donors

The Lighthouse wishes to express its heartfelt gratitude to each of its donors, sponsors and partners. Thank you for choosing The Lighthouse, for believing in The Lighthouse and for carrying the cause forward like a bright torch illuminating the way for everyone around you. Your trust in The Lighthouse enables us to move ahead, to create and to build.

\$100,000 and over

Anonymous
Anonymous
The Molson Foundation

\$50,000 to \$99,999

Desmarais, Sophie
iA Financial Group

\$10,000 to \$49,999

Altru Foundation Inc.
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Avenue Design
Bourassa Savaria Foundation
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Desmarais, Paul Jr.
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and Social Services
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J. Armand Bombardier Foundation
McCann Agency
Moreault, Patrick
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TELUS
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The Sisters of the Holy Names of Jesus and
Mary – Quebec
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TVA Group
Ultramar Foundation

\$1,000 to \$9,999

A5 Management Inc.
Ad Hoc Research
Air Transat
Anonymous
Atallah, Anne-Marie
Ateliers Bolduc et Frères Inc.
Atvent Solutions Inc.
Audace Design
Beauchamp, Fay
Berthiaume Pneus & Mécanique
Boily, Normand
Boivin, Colette
Bélanger, Normand
Bérubé, François
CAE
Café Barista
Cantin, Geneviève
Cantin, Odette
Carreiro, Carlos
Céline and Jacques Lamarre Foundation
Centre de Peinture J.A. Bruneau
CGI Group
Chagnon, Fanny
Champagne, Manon
Charpentier, André
Cisco Systems Canada Co.
Claudine and Stephen Bronfman Family
Foundation
Club Lions de Terrebonne Inc.
Comeau, Robert
Construction Jeannot Gagnon

Corporation d'Investissement Sanpalo
Coscia & Turner
Costco Wholesale Canada Ltd.
Creusillet, Alexis
Dalpé, Marc
Damaride Dachille, Angela
Décarie Recherche de Cadres
Demers, Lucie
Denault, Sonia
Déneigement Major et Fils
Desmarais, Olivier
Dubé, Pauline
Dufresne, Francis
Duschênes, Monica
Dutrisac, André
El-Gadi, Nisreen
Énergir – Formerly Gaz Métro
Eric T. Webster Foundation
Estate of Lise Thompson
Fava Bédard, Sofia
Fiducie Jacqueline Lallemant
Fiducie Jean-Guy Larin
Fondation Ariane Riou et Réal Plourde
Fondation Michel Bernard
Fondation Étoile de Martin
Ford, Michael
Foundation of Greater Montreal
Gagnon, Rémi
Garnier, Lise
George Hogg Family Foundation
Golinski, Samantha
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Groupe Police
Groupe Regis Côté Inc.
Groupe Ressources des Moulins
Guizzetti, René
Gustav Levinschi Foundation
Gym Locomotion
Hexavest Inc.

Hôtel Rive-Gauche
 Immer, Christian
 iMural
 Johnson, Philippe
 Koze TV
 Krishnan, Mukund
 Labrecque, Louise-Geneviève
 Laganière, Lucie
 Langlois, Charles-Éric
 Lasik MD
 Lavoie, Michaël
 LC Entrepreneurs Généraux (2000) Ltée
 Le Bonhomme à Lunettes
 Lebreton, Anne
 Le Groupe Afftech Inc.
 Lg2
 Lévesque, Hélène
 Marcil, Josette
 Marsolais, André
 Martin, Marcel
 Mécanique Électrique CMPL Inc.
 Medtronic Foundation Volunteer Grant
 Program
 Metro Richelieu Inc.
 Miette, Jean-Marc

Mini-Excavation Beloeil Inc.
 Mongodin, Adam Bertrand
 Montreal St. Patrick's Foundation
 Noel, Marc
 Opération Enfant Soleil
 Paquin, Louise
 Paradis, Daniel
 Paradis, Dominic
 PAT Auto
 Patenaude, Jonathan
 Peris, Patrick
 Pouliot, Mario
 Poupert, Emmanuelle
 Pratte, André
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 Ratelle, Manon and Réjean
 Reynolds, Phil
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 Rémillard, Gilles
 Résidence Les Marronniers
 Ruel, Marc-Antoine
 Samson, Patrick
 Sanimax
 Séguin Poirier, Bernard
 Simple Plan Foundation

Société de développement Angus
 St-Martin, Lyne
 St-Pierre, Martine
 Stefano Faita Inc.
 Stokes, John
 Tata Steel Minerals Canada Ltd.
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 The Hay Foundation
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 Tridicio, Arturo
 TSX Inc.
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 VirtualMED
 Vivien, François
 WC Hanna Medicine Professional Corporation
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 Zip Communication

Moreover, The Lighthouse would like to thank the Pathy Family Foundation and Fondation d'Amours for their generous support.

In Memoriam Donations

Thank you to those who have chosen to honour the memory of a loved one by making a donation to the Lighthouse Children and Families.

In memory of:

Auclair, Zakary
 Bastien, Pierre
 Bédard, Denis
 Berthiaume, Raymond
 Bodson Cardinal, Micheline
 Brault-Guthrie, Mackenzie
 Charles-Elie
 Danis, Daniel
 Delisle, Lucille
 Deschamps, Juliette
 Des Roches, Chloé
 Dinelle, Luc
 Dupré, Isaac
 Duschênes-Best, Charlotte
 Essafi, Mahmoud
 Forest, Marie-Ange
 Ha Li, Kam

Indya-Rose, Philou, Félix, Léo, Émeraude and Dior
 Jenny Lou
 Kerr, Carl-Vincent
 Labossière, Josée
 Lachance, Mario
 Lachapelle, Andrée
 Lalonde, Jean-François
 Langlois, Maélie
 Lapointe, Julie
 Laurendeau, Serge
 Lee Longo, Liam
 Legand, Alice and David
 Lessard, Denise
 Longtin, Mathilde
 Loyer, Marie
 Loyer, Mary
 Léger, Guy
 Malo, Bérénice

Marc-Antoine
 Matte, Benjamin
 Mayer, Lucille
 Ouimet, Amélie
 Patterson, Helen
 Portier, Patrik
 Père Jacques Léger O.M.I.
 Rousseau, Venise
 Rowley Hotte, Hélène
 Sheptukhin, Anton
 St-Pierre, Vincent
 Tremblay, Audréanne
 Turgeon, Denise
 Venne, Claude
 Viau, Suzanne
 Vienot, Yves
 Vincent, Gilles
 Wilson Estevan, Freddy

The Lighthouse would like to thank the families who agreed to have their photo taken and the volunteer photographers who were able to capture the precious moments.

Photo credits:

Djimillei Ally
Kiran Ambwani
André Noël
Nathalie Rioux
Mikaël Theimer



The Lighthouse
Children and Families

Living life to the fullest

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