



Annual Impact Report
2025–2026

Honouring every moment of life.



Our Team Caring Every Step of the Way



Ted Markle *Executive Director*

Reflecting on the 2025-26 fiscal year, our organization has successfully transitioned from foundational planning into active execution. In last year's Annual Report, we shared the highlights of our ambitious 5-year Strategic Plan designed to double our capacity and address the expanding palliative care needs of our community.

This year, that strategic roadmap is becoming a reality. Following the official launch of our Expansion Capital Campaign in September 2025, I am absolutely thrilled to share that through the profound generosity of our donors, we are well on our way to meeting our campaign goal of \$4.5M. This would not have been possible without the incredibly impactful matching donations from the JBS Foundation.

Our financial resilience allows the skilled, mission-driven staff and volunteers at Mariposa House Hospice to look forward with confidence as we scale our services. We continue to focus intensely on our organizational culture, actively striving to become an "Employer of Choice" for health care in our region while managing with a balanced focus on both the present and the future.

Our reputation as a trusted, high-quality care provider across the region is upheld daily by our team's unparalleled professionalism and daily demonstration of our core mission. To our valued donors, your contributions translate directly into immediate, visible improvements. Thank you for standing alongside us as we build the future of end-of-life care in our community.



John Mayo *Board President*

By all measures, 2025-26 has been an extraordinary year of acceleration for Mariposa House Hospice. We have successfully navigated our first full year operating as a 6-bed facility. This operational growth moves us decisively closer to our ultimate strategic priority of expanding our scale and scope to reach a 10-bed capacity, a necessity driven by the rapidly growing and aging population in the Couchiching region.

When I take the opportunity to meet with donors or tell the story of Mariposa House Hospice in front of groups and gatherings, the response is overwhelmingly positive. This is first and foremost a tribute to our staff – who demonstrate the highest levels of both professionalism and compassion without exception.

I am particularly moved when I am at Mariposa House Hospice during a walk of life – the honoured ritual that takes place when a resident passes and is taken from the house to the funeral home. Even when a resident had not been with us for very long, the deep, authentic connections that have been established between our staff and family members are compelling.

On behalf of the Board, I express our deepest gratitude to our partners, volunteers, and the entire community for your steadfast trust and support.



Debbie Trickey *Treasurer*

As Treasurer, I am pleased to report that Mariposa House Hospice concludes the 2025-26 fiscal year in a robust financial position. Thanks to diligent fiscal management, strong donation and fundraising performance, and stable operational funding, our balance sheet provides a secure foundation. This financial health puts us in position to confidently pursue our upcoming facility expansion, ensuring we remain resilient as we scale our services to meet the growing needs of our community.

Our Clinical Staff

The Heart of The Hospice



Emily Lazareth *RN, Manager of Clinical & Hospice Services*

Providing hospice care is about far more than occupancy—it is about ensuring that every individual approaching end of life has access to compassionate, expert care in an environment that feels like home. Maintaining our clinical program at a full six-bed capacity throughout the 2025–2026 fiscal year marked an important milestone for Mariposa House Hospice. With the full integration of our sixth hospice bed—opened during the April ice storm—we were honoured to provide compassionate end-of-life care to 140 individuals and their families, ensuring more people in our community had access to specialized hospice care when they needed it most. Every person who comes through our doors brings a unique story, and our commitment is to ensure that their final chapter is one of dignity, comfort, and compassionate support. Guided by the principles of hospice palliative care, our interdisciplinary team works alongside residents and families to manage complex symptoms, honour individual goals of care, and create space for meaningful moments, connection, and peace.

This year, we continued to intentionally embed our core values of **Compassion, Connection, Respect, and Teamwork** into every aspect of our practice. Compassion is reflected in our willingness to sit bedside during life's most difficult moments. Connection is fostered through the trusting relationships we build with residents, loved ones, volunteers, and our community partners. Respect guides every clinical decision, ensuring care is individualized and honours each person's wishes, values, and lived experience. Teamwork remains the foundation of our success, with nurses, personal support workers, social workers, physicians, volunteers, and support staff working seamlessly together to provide exceptional care.

Our clinical team continues to demonstrate remarkable resilience, professionalism, and clinical expertise. Their unwavering commitment to excellence ensures that every resident receives evidence-informed, person- and family-centred care while every family feels supported before, during, and after their loved one's death. It is an honour to witness the compassion, skill, and dedication they bring to their work each and every day and I am privileged to continue leading this team through another year while we provide exceptional, compassionate, end-of-life care.



Dr. Erika Catford *MD, CCFP, Medical Director*

One of the most meaningful aspects of my role as Medical Director remains the follow-up engagements I hold with family members a few weeks after a loved one has passed at our house. The feedback received this year mirrors the beautiful harmony of the past: profound appreciation for our clinical expertise and the unique combination of compassion and professionalism demonstrated by our staff and volunteers without fail. While our 6th bed has successfully allowed us to increase admissions by 25%, the reality remains that our region is growing and aging at an accelerated pace.

Serving as both Medical Director and a Co-Chair for the Capital Expansion Campaign, I am well-positioned to champion why we must aggressively push toward our 10-bed target. My deepest gratitude goes to our steadfast donors and fundraising volunteers who ensure that our clinical team has the resources to provide a true sanctuary of peace and dignity.



Aundrea Larocque *RSW, MSW, Supportive Care Social Worker*

The 2025–26 fiscal year has been a period of profound milestone growth for our supportive care and bereavement programming. In last year's report, we detailed the initial rollout of our grief services and outlined an ambitious roadmap for the future. I am incredibly proud to report that this year, we successfully executed those plans, launching our specialized children's support groups, our inaugural grief camp, and a dedicated spousal loss program. In addition, we successfully launched a parent loss group for adult children grieving the death of parent. Group support included 51 sessions and 95 hours this fiscal year, while individual support grew by 75%, totaling 548 sessions and 424 hours of direct client support. These initiatives have significantly scaled our ability to serve the community, providing meaningful ways for family members to grieve and connect in a safe space.

Furthermore, we have successfully delivered specialized training to a select group of dedicated volunteers, allowing them to provide vital companion and bedside respite support directly to residents and families. Kitchen and reception volunteers have also participated in enhanced volunteer training to ensure they are able to respond compassionately to the needs of residents, families and all visitors to MHH.

Mariposa House Hospice has become a recognized practicum site for social work students completing an Honours Bachelor of Social Work at Lakehead University. Two post-graduate students have delivered more than 1400 hours of program development, direct client support and evaluation. Our legacy corner and resource library have also expanded, providing families with meaningful activities and children's cuddle boxes to navigate anticipatory grief. Our support is expanding, ensuring that our care continues to envelope families long after a loss occurs.



Kandas Bartlett *Engagement Manager*

As the Engagement Manager I help serve as the link between the hospice and the community, building relationships that increase awareness, support, and involvement. Through community outreach, fundraising, volunteer recruitment/engagement, and public education, I help ensure the hospice has the resources and community connections needed to provide compassionate end-of-life care and support to residents and their families.

My daily inspiration comes from witnessing the profound intersection of community generosity and volunteer dedication. Our volunteer cohort has grown more dynamic than ever, building upon the core group of over 80 trained individuals. Whether tending to our beautiful sanctuary gardens, offering a warm greeting at reception, preparing comforting meals in the kitchen, organizing exceptional events, offering complementary therapies, playing music, or serving diligently on our board, these individuals are the true lifeblood of Mariposa House Hospice. Connecting with residents, families, and supporters reminds me daily that fundraising is about building a lasting web of community awareness and compassionate care.

Volunteers

Mariposa House Hospice volunteers make a difference. Whether it is through fundraisers, at reception, in the kitchen, in our gardens, or at the board table, we could not function without their support.



The June Callwood Award



Mariposa House Hospice was honoured to have Heidi Hoover accepted into the June Callwood Circle of Outstanding Hospice Volunteers.

The June Callwood Award acknowledges outstanding Hospice Volunteers from across Ontario. The award was established and named in honour of the late June Callwood in 1994 in recognition of her long-time advocacy for Hospice. Ms. Callwood was Patron of the award from 1994 until her death and considered the award ceremony a highpoint of each year.

Heidi's dedication, compassion, and selfless service to Mariposa House Hospice have truly made a lasting impact. She is a shining example of what it means to give back.



Roberta Newman & Suzy Morris
Co-Chairs, Volunteer Fundraising Committee

What an incredible year it has been for fundraising at Mariposa House Hospice! Our signature events have achieved unprecedented success, rallying the community like never before. This momentum would be completely impossible without the tireless energy and profound dedication of our volunteer fundraising committee members. Their creativity, passion, and hard work have turned visions into reality, ensuring we can continue honouring every moment of life.

Fundraising Events

Our events play a crucial role in helping us reach our financial targets and keep us close to the community we serve. Our volunteer fundraising committee designed, planned, and pulled off our Golf Tournament, Butterfly Kisses Fashion Show, Autumn Concert, and Angel Tree events.

(F2025-26 Net Contributions)

Hike for Hospice*	\$39,966
Fashion Show	\$37,198
MHH Golf Tournament in Memory of Joan And Brian Barr	\$52,869
Autumn Concert	\$13,183
Giving Tuesday	\$22,651
Angel Tree	\$35,835**

*MHH share, event held in partnership with Hospice Orillia
**Includes \$10,000 in donations made to Capital Expansion Campaign

Butterfly Club

Our Butterfly Club members have chosen to make sustaining donations to Mariposa House Hospice. At a determined frequency (monthly, quarterly, annually) Butterfly Club members provide crucial funding that allows our team to meet its essential mission.

Statistics F2025-26

ADMISSIONS

2024-25 2025-26

112 140

OCCUPANCY RATE

2024-25 2025-26

82% 78%

PRE-SERVICE DEATHS*

2024-25 2025-26
(5 beds) (6 beds)

46 45

*Pre-service deaths occur when a bed is requested but none is available and the person does not die in their place of choice.

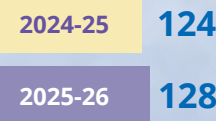
CLINICAL CARE HOURS (F2025-26)

Provided by nurses (hrs) Provided by PSWs (hrs)

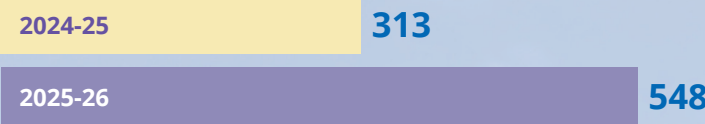
9,530 11,780

GRIEF & BEREAVEMENT SERVICES (INDIVIDUAL CLIENTS)

Total Clients Served



Total Sessions



Direct Client Hours



GRIEF & BEREAVEMENT SERVICES (GROUPS)

Group Support Hours

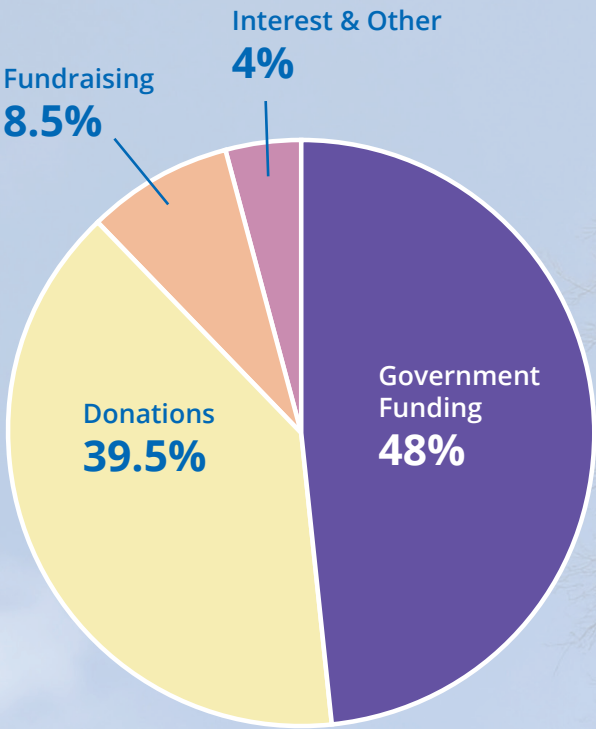


Group Sessions



REVENUE BY SOURCE

MORE THAN 50% OF OUR FUNDING IS RAISED IN THE COMMUNITY



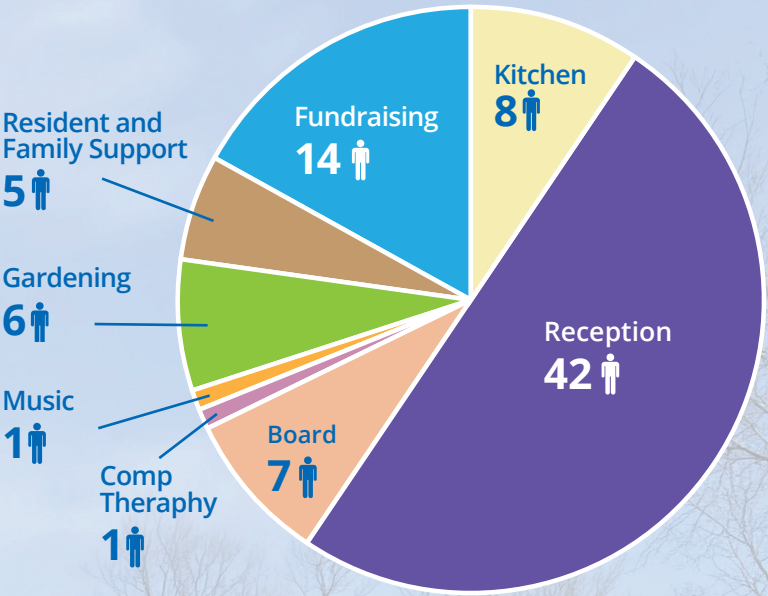
VOLUNTEERS

Number of volunteers

84

Hours donated

14,256



RESIDENT STORY

A Lifelong Caregiver Finds Her Peace

For decades, Beverly Monoogian dedicated her life to providing comfort, dignity, and care to others in their most vulnerable moments. In October of 2025, when her own journey neared its end, the community she had served so faithfully wrapped its arms right back around her at Mariposa House Hospice (MHH).

Beverly was a woman of profound warmth, exceptional strength, and an unforgettable sense of humor. For many years, she walked the halls of Soldiers’ Memorial Hospital as a dedicated palliative care nurse, stepping into the sacred spaces of families facing end-of-life journeys. Later, she transitioned to psychiatric nursing at Waypoint, where she would remain until retirement. As a long-time single mother, she raised teenagers with an abundance of love, ensuring her home was always filled with laughter and a calming atmosphere.

“Mom had the crazy, best sense of humour even when she was sick, she ALWAYS made people laugh, even if she embarrassed me sometimes.”

To know Beverly was to know joy. In the summer, she could always be found soaking up the sun at Bass Lake, wearing her signature sun hats, coated in Coppertone sun oil, and hosting full days of swimming with friends and family. In the winter, she would jokingly tell her loved ones that she was “hibernating.” Even when illness began to take hold, her vibrant personality never faded.

“Mom had the crazy, best sense of humour even when she was sick,” recalls her daughter, Laurie Beers. “She ALWAYS made people laugh, even if she embarrassed me sometimes.”

The family first experienced the relief of Mariposa House Hospice three years prior, when Laurie’s father-in-law, Ed Beers, spent his final five days in their care. Beverly sat by his side during that time, closely observing the environment. As a retired palliative care nurse, Beverly held an incredibly high standard for end-of-life care—and she saw firsthand that MHH exceeded it in every way.

In mid-August of 2025, Beverly’s health declined rapidly following a diagnosis of stage four cirrhosis of the liver due to diabetes, which led to painful ascites (fluid buildup in the abdomen). Though doctors initially estimated she had between six months and two years, the disease moved aggressively. Laurie and her siblings stepped in, taking turns staying at their mother’s home to cook, clean, and provide around-the-clock care. Briefly, home care nurses assisted, but Beverly’s decline outpaced what could be managed safely at home.

“It was terrifying not knowing what was coming next,” Laurie shares. “Mom was supposed to have her abdomen drained every 14 days, but we only got to day 10 before she became so confused that I had to take her to the emergency room.”

On September 17, 2025, amidst the crisis, Nurse Practitioner Emily Greb visited Beverly in the hospital with the news: a bed had opened up at Mariposa House Hospice. Beverly did not hesitate. As a professional who understood the trajectory of illness, she had a plan, and she knew it was time. Within an hour, the logistics were seamlessly arranged for her transfer the following day.

Beverly’s arrival at MHH was classic ‘Beverly.’ The hospice staff happened to be conducting a routine fire drill just as her patient transfer vehicle arrived. As she was being wheeled inside, completely unfazed by the commotion, she yelled out at the top of her lungs to the staff: “I’m here now!” From that humorous entrance onward, a profound sense of tranquility took over. Placed comfortably in Room 3, Beverly immediately settled into her surroundings.

“Mom’s admission to MHH was so smooth,” Laurie reflects. “Not chaotic, not rushed. It was calming, reassuring, and very welcoming. Mom just lay comfortably and content in her bed in Room 3. She just listened and seemed to just be at ease and let me deal with everything. Mom’s care at MHH was beyond anything I ever imagined—care, compassion, dignity.”



In her final weeks, Beverly embraced the holistic comforts offered at MHH, finding particular solace in the therapeutic massages and reiki sessions. However, as her illness advanced, her sleep cycles shifted, turning her days into nights and nights into days.

Because Beverly was fiercely protective of her children, she flatly refused to let Laurie stay overnight at the hospice, wanting to spare her daughter the exhaustion. This could have been a source of great anxiety for the family, but the night staff at MHH stepped into the gap beautifully.

“She told me that nurses would sit with her in the middle of the night when she lay awake,” says Laurie. “They would chart and chat with Mom. This was so, so important to me, as Mom would never let me stay the night. Knowing she wasn’t alone gave me much needed peace of mind.”

Beverly passed away peacefully on October 4th of 2025, wrapped in the very dignity and grace she spent her life giving to others.

“The day mom passed the staff listened to us, hugged us, held our hands. They did everything I know my mom did for her patients and their family’s all those years ago on Soldiers 2. And on that day, whatever I wanted or needed was looked after for me. I’m not sure who called Renée on her day off - in her boat at the other end of Lake Simcoe. But she must have got the message and made it to us before mom’s walk of life. She walked on one side of me and my husband on the other. She stood with me for I don’t know how long - it might have



been 2 minutes or maybe 2 hours. But Renée is not unique. Each staff member is remarkable. I cherish every single one of them.”

Honouring a Legacy: The St. Paul’s Benefit Concert

The profound gratitude Laurie Beers felt after her mother’s passing blossomed into a desire to give back. Recognizing that Mariposa House Hospice relies heavily on community support to provide its services at no cost to families, Laurie decided to channel her grief into celebration.

In April of 2026, Laurie organized a spectacular community benefit concert at St. Paul’s Centre in Orillia. Bringing together local musicians, friends, and neighbors to honor Beverly’s memory, the evening was an overwhelming success, raising over \$10,000 for MHH. Through Laurie’s incredible efforts, Beverly’s legacy of care continues to fund comfort, companionship, and late-night chats for future residents in Room 3 and beyond.



Our Vision For The Future

Since opening in 2021, Mariposa House Hospice has provided peaceful, compassionate end-of-life care to over 600 local families at no cost. However, our current six-bed capacity can no longer keep pace with regional demand. Last year alone, a lack of available space forced us to turn away 45 families during their moments of greatest need.

Our catchment population is both growing and aging faster than the provincial average; the number of residents aged 75 and older is projected to more than double over the next two decades. **To proactively meet this escalating need, in September 2025, we launched a \$4.5 million capital expansion to increase our residential capacity from six to ten beds.**

This project also introduces dedicated family areas to better support loved ones on-site, alongside a finished lower-level providing essential multi-use meeting space. These rooms are critical for expanding volunteer training, housing clinical administration, and running vital grief and bereavement support programs.

Thanks to extraordinary community generosity, and more specifically, the rocket-fuel supplied by the JBS Foundation of a total of \$700,000 in matching donations, our capital campaign is on its way to meeting the target well ahead of schedule. We plan on breaking ground in the Spring of 2027. Together, we will ensure that more area residents have access to high-quality, dignified palliative care when and where they need it most.

The members of the Mariposa House Hospice Capital Expansion Committee are:

Dr. Erika Catford - Honorary Co-Chair
Steve Clarke - Honorary Co-Chair
Sylvia Smith
Gerry Smith
Si Lowry
Wendy Lowry
Suzy Morris
Kandas Bartlett
John Mayo
John Oatway
Adam Katarynych
Ted Markle



Ted Markle, Mariposa House Hospice and Terry Smith, JBS Foundation

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