



HOSPICE
TORONTO

ADDING LIFE TO DAYS



ANNUAL REPORT
2008-2009

2008-2009: THE YEAR IN REVIEW

Message From the Executive Director & Board President



HOSPICE
TORONTO

MISSION

Hospice Toronto staff and trained volunteers provide and facilitate access to compassionate care for people with life threatening illnesses, offering them support options, honouring their choices, and supporting their families and friends.



Brian Glasspoole,
Board President and
Dena Maule, Executive Director

COVER: Menya Wolfe was a Hospice Toronto (then Trinity Home Hospice) client who died in 2001. Menya's Fabrics, jewellery, buttons, and other important items were used by her aunt, Linda McKague van Will, in a series of wall hangings that celebrate her life. This banner hangs in the Hospice Toronto office.

"Thanks again for all your efforts and support, you were a godsend to my mother, and we can't begin to thank you enough for everything you did for us. We are eternally grateful."

Reflecting on this past year, we were impressed by the success we were able to achieve in a climate of unprecedented economic shifts and continued healthcare transition. We were not immune to the impact of an economic downturn that has touched most organizations in some way. However with a firm risk management focus already in place, we were able to respond quickly and through prudent financial management we were successful in minimizing the impact of reductions in donations this fiscal year.

What we accomplished in 2008/09

Our staff and Board's commitment to quality client care and stewardship of our human capital and financial resources is reflected in our outcomes:

- We provided compassionate, volunteer-driven home hospice care to 497 individuals which also touched the lives of over 2,400 family and friends (an increase of 26% over last year)
- Our volunteers and direct service staff contributed over 20,400 hours of care to support our clients and their families and caregivers.
- We trained 50 new Visiting Hospice and 15 new Children's Program volunteers - overall we have the support of 185 dedicated volunteers
- We explored an integration opportunity with a local residential hospice and while this did not progress to a formal resource sharing agreement, we remain committed to the process and have expanded our discussions with other community partners.
- We established a framework for implementation of the "Young Carer's" program model, a highly successful mentorship model serving children who find themselves as caregivers for a chronically ill or dying family member. We hope to build this program through strategic partnerships with the ALS Society of Ontario, Alzheimer Society of Toronto and the MS Society of Canada, Toronto Chapter.
- As we integrated a government mandated management information system into our back office administration, we collaborated with local hospices to develop a common understanding of the reporting protocols.
- We celebrated 20 years of accomplishments in October at the "Night to Remember Gala" where we honored and recognized the history and contributions of Hospice Toronto to end-of-life care in Toronto.
- Through HRSDC's "New Horizons" funding we partnered with St. Christopher House and the Portuguese Women 55+ program to better respond to the hospice palliative care needs of the Portuguese community in Toronto. This included training six Portuguese speaking volunteers.
- Our staff play an increasingly active role in our community through participation at many palliative and hospice related associations.



2008-2009 board members F.S. (Lorri) Thompson, Catherine Marsh, Sue Cooper, Brian Glasspoole, Michele Chaban, David Pedwell, Gordon Graham. Absent from photo: Keith Baird, Archana Gupta-Harit, Peggy Lee, Jeannette Wiltse. Also pictured: Jeff Myers (second from left)



Brian Glasspoole and Steve Nardi

What we are planning for 2009/10

We anticipate an exciting and rewarding year of growth in 2009/10 as we continue to develop the following initiatives:

- Bringing the Young Carer's program to our community
- Developing an interdisciplinary mobile hospice palliative care team
- Expanding our successful Expressive Arts program
- Achieving greater presence within diverse and high risk communities in Toronto
- Expanding the role of our volunteers to include a broader range of support services in the home
- Developing scalable back office procedures to be used jointly with other health care providers

Having completed our 20th anniversary celebrations this year we look forward to the next 20 years...aware as always that the work that we do could not be sustained without the generous commitment and support of our volunteers and donors. As we prepare to go forward we do so knowing that what was true in the past will remain true for our future; providing the very best hospice care for our clients and their loved ones and caregivers is our core focus. To maintain that focus, we look as always to our staff and volunteers. It is the human element, the daily personal commitment from everyone connected to Hospice Toronto that continues to make this organization so special.

Dena Maule
Executive Director

Brian T. Glasspoole
President, Board of Directors

A Volunteer's Reflection

A few years ago I was introduced to the world of Hospice and Palliative Care through a project I was on to help deliver volunteer training. I was inspired so much by the work of Hospice and their dedicated teams of volunteers. I decided to take the training myself to get a better idea of how I could help them take their volunteer training from the classroom to the web. Once in training, I was so incredibly moved by the truly inspirational work that these people do that I could not help but be drawn in and ultimately make the commitment to work as a volunteer myself.

Since the early days, I have participated in a series of volunteer training courses designed to help me help people from very young children to adults and seniors confront an illness that will ultimately take their life. Such diagnoses cause such fear, such a stigma, and yet these people are incredibly courageous. What I have

learned is that although their days are numbered, these people are still very much alive and want to keep living life to the fullest until the very end.

Our job as volunteers (though sometimes daunting) is incredibly rewarding as we work to give them as much peace, dignity and the greatest quality of life possible under the circumstances. There is no greater feeling when you can't add days to the life that you have, to be able to add life to the days that are left for someone facing the end of their journey.

I cannot speak for all of us, but I can say that second to having kids, Volunteering for Hospice Toronto is one of the most rewarding things I have ever done in my life. If I only knew, I would have started this work a lot sooner.

Richard Carmichael,
Hospice Toronto volunteer

2008-2009 Volunteer Awards & Winners

As Toronto's first volunteer-based, home hospice care program, volunteerism and public service play a central role in Hospice Toronto. Through our annual awards, we acknowledge and honour the exceptional work of our volunteers and supporters who have greatly contributed towards Hospice Toronto becoming a recognized leader in providing in-home hospice care.

Elaine Hall Award for Outstanding Caring Service

Honours the work done by volunteers who exemplify consistent compassionate dedication to people in need.

The Award is named in honour of Elaine Hall, one of the founders of Trinity Home Hospice (now Hospice Toronto) and its first Volunteer Coordinator, who selflessly cared for many people until her premature death from cancer in 2000. Recipients are awarded at Hospice Toronto's annual Volunteer Appreciation Event.

This year's Elaine Hall Award for Outstanding Caring Service recipient is Wendy Joscelyn.

"Thanks and appreciation to Hospice Toronto for their humane care."

2008-2009: FUND DEVELOPMENT

Corporations & Organizations

April 1 2008 – March 31, 2009

Hospice Toronto would like to extend a special acknowledgement and thank you to GWL Realty Advisors for their generous contribution of our office space.

a la Carte Kitchen
 Bayer Inc.
 be studio
 BMO Financial Group
 Canadian Stage Company
 Capucci Salon & Spa
 Carma Industries Inc.
 Chair-man Mills Inc.
 Cineplex Odeon Varsity
 Colio Estate Wines
 Dairy Queen
 Divine Decor & Accents
 Donovan Painting & Decorating
 DST Output Canada
 Esther Myers Yoga Studio
 Fong Wang Cosmetic Acupuncture
 Four Seasons Nails & Spa
 Gardiner Museum
 Hammam Spa
 Harper Collins Publisher Ltd.
 Henry Birks & Sons
 Hermès Canada
 Hudson's Bay Company
 Intercede Facility Management Ltd.
 Jamie Kennedy Wine Bar
 JBM Holdings
 JRJ Consultants
 Klockwerks
 Lee Munder
 Leon's Furniture Limited
 Liberty Group
 Mainline Services Inc.
 Manulife Financial
 Maple Leaf Sports & Entertainment Ltd.
 Mariposa Cruises
 National Ballet of Canada
 Nika Art Glass
 Over the Rainbow
 RBC Insurance Company of Canada
 RBC Royal Bank
 S.Z. Jewellery
 Second Cup #9177
 Serenity Therapeutics
 Sheraton Centre Hotel
 Signatures Hair Design
 SSQ Societe D'Assurance-Vie Inc.
 Standard Life
 Standard Parking of Canada Ltd.
 Staples
 Steam Whistle Brewery
 Steve and Adele's Nofrills
 Straight Edge Painting & Contracting
 Suites at 1 King West

Financial Statements

Condensed Statement of Operations and Changes in Fund Balances

for the year ended March 31

REVENUE

Ontario Ministry of Health Grants	\$469,766	\$459,242
Contributions	38,920	37,500
Interest Income	117,672	224,686
	5,380	8,530
	\$691,738	\$729,958

EXPENDITURES

Program Delivery	337,417	405,869
Professional Fees	41,813	71,799
Administration	103,064	111,941
Overhead and Communications	125,735	122,252
Fund Development	113,892	123,699
	\$721,921	\$835,560

Shortfall (30,183) (105,602)

Unrestricted Net Assets, beginning of year 293,859 401,783

Amortization (investment) in Capital Assets 17,873 (2,322)

Unrestricted Net Assets, end of year \$281,549 \$293,859

Statement of Financial Position

as at March 31

ASSETS

Cash	\$100,131	\$114,289
Short Term Investments	199,024	192,202
Accounts Receivable	5,094	8,516
Prepaid Expenses	6,643	12,653
Leasehold Improvements	53,605	71,478
	\$364,497	\$399,138

LIABILITIES

Accounts Payable and Accrued Liabilities	\$10,343	\$8,814
Deferred Revenue	19,000	24,987
	\$29,343	\$33,801

NET ASSETS

Invested in Capital Assets	53,605	71,478
Unrestricted Net Assets	281,549	293,859
	\$364,497	\$399,138

Excerpts from Audited Financial Statements prepared by Julia Stavreff. If you wish a full copy of the Audited Financial Statements, please contact Hospice Toronto.



"A Night to Remember": Hospice Toronto's 20th Anniversary Gala at the Church of the Holy Trinity

Fund Development Highlights

Yes, the economic downturn has hurt us as it has many charitable organizations, but the strength and commitment of our people has helped us weather the storm. We are not out of the woods yet, but we are grateful for the renewed energy, focus and dedication of all who are affiliated with Hospice Toronto

Our focus over the last year was two fold: reflection and energy spent on our 20th anniversary and renewed efforts toward refurbishing our funding proposal tools and responding to calls for support as effectively as possible. A volunteer, Judy Bergman, incorporated our mandala into a 20th anniversary version of our logo. This design was used extensively through our 20th year of operations to celebrate our collective achievements.

Our strategy in development of grant proposals is to raise stakeholder awareness of our core service delivery, and how these services provide tremendous value within the continuum of health care. Our key messages to stakeholders focus on how their donation dollars will help us achieve the following:

- help our clients to stay at home and die in dignity surrounded by the people and things they love
- ensure that our clients are connected with vital services they might not otherwise know about, such as our Expressive Arts and Kits for Kids programs
- help us to recruit and provide comprehensive training and ongoing support to our in-home volunteers
- support our clients, their families and caregivers through all phases of life-threatening illness

We participate annually in 'Hike for Hospice' sponsored nationally by the Canadian Hospice Palliative Care Association. We are grateful to all the volunteers, donors and walkers, who made this event such a success!

We received support throughout the year from Esther Myers Yoga Studio, a legendary studio in Toronto, as they celebrated their 30th anniversary. The studio held a number of events with the proceeds going to Hospice Toronto. We are so grateful for their generosity, and wish them many more years of success!

The year culminated in our gala, 'A Night to Remember' a joyful tribute to our 20 year history that was held at the Church of the Holy Trinity in downtown Toronto. This venue was very symbolic as many members of the Hospice Toronto's (formerly Trinity Hospice) original care team from 1988 were members of the Holy Trinity congregation. During the Gala, we presented our Circle of Distinction award to Steve Nardi, Dr. Linda Rapson and Kristine Thompson in recognition of their outstanding service to the development of our hospice. We also used this occasion to launch a special fund development programme called **Memory Keeper's Circle** to honour and thank our significant personal donors.

Highlights of the evening included a stirring speech from Andrea Menezes, our keynote speaker and long-term Hospice Toronto volunteer. We enjoyed an emotionally charged audio visual presentation produced by Jordan Lewis that celebrated the rich history of the hospice in pictures and memories. A special thanks to 'à la Carte Kitchens Inc.' who have supported Hospice Toronto on many occasions.

Our donors are the key to our work as they allow us to continue to provide home hospice palliative care to our clients at no cost. We are deeply indebted to our donors, volunteers and staff who work so hard to support the hospice movement and to help so many individuals who face life's most difficult challenge. It is our privilege to work with you and your tireless efforts allow us to look forward to a wonderful future!

Supperworks
 TD Bank Financial Group
 TD Securities Underwriting
 Hope Fund
 TELUS Dollars for Dollars
 The BLG Foundation
 The Score
 Toronto Symphony Orchestra
 Town Shoes
 Travel ABC
 VenVer Blind Cleaning Inc.
 Visa Inc.
 Water Arts Inc.
 William Ashley
 Williamson-Dickie Canada Co.
 Young Centre for the Performing Arts
 Zammit Semple LLP

Foundations & Estates

April 1 2008 – March 31, 2009

Estate of Eva Eileen MacLeod
 Imperial Oil Foundation
 RBC Foundation
 Suncor Energy Foundation
 The Arthur & Audrey Cutten Foundation
 The Brumara Foundation
 The McLean Foundation
 The Toskan Casale Foundation

Remember & Celebrate Donor

April 1 2008 – March 31, 2009

Greatly appreciated
 anonymous donor

Public Sector Funding

April 1 2008 – March 31, 2009

A special thank you to the Government of Canada, Ontario Ministry of Health and Long-Term Care, and the AIDS Bureau for their support.

Individual Donors

To all our generous individual donors, unless you have given us your permission, we are unable to print your name, in compliance with Privacy Legislation. If you would like your name included in the donor recognition in the future, please send us your approval in writing. Thank you.

If we have inadvertently misspelled or omitted your name, please accept our sincere apologies in advance and contact us to advise at (416) 364-1666.

2008-2009: PROGRAMS & SERVICES

The Year in Review

June Callwood Circle of Outstanding Volunteers Award

Acknowledges outstanding volunteer achievement and dedication to client care that demonstrate excellent commitment to hospice clients.

In memory of the late June Callwood and in the tradition of honouring hospice care volunteers, the Hospice Association of Ontario (HAO) presents the Award at its Annual Conference. Ms. Callwood was the first recipient of this award in 1995 and since then, more than 350 inductees have also received this Award. Each HAO hospice and allied associate member is invited to nominate one volunteer from within their organization who exemplifies the spirit of hospice care volunteerism. Each inductee into the June Callwood Circle of Outstanding Volunteers Award receives a medal and a certificate.

This year's June Callwood Circle of Outstanding Volunteers Award recipient is Trish Ruddock.

"A special thank you very much to Hospice Toronto for the attentiveness of your help with my dad and the special days he was able to have with one of your volunteers. We very much appreciated this gift and your support."

Hospice Toronto Clinical Overview 2008/2009

What We Do – Our Commitment

For over 20 years, Hospice Toronto has delivered a high standard of care and dignity to the community by providing a wide range of professional and volunteer-based services and supports to people living with a life-threatening illness. Our dedicated team of volunteers works with our clients through several programs: in-home support, support to children living with and affected by terminal illness, complementary therapy, support to caregivers and bereavement support. Given our clients' unique needs, we must remain agile and able to accommodate. How do we do this? We offer flexibility in the length and frequency of volunteers' visits, and vary their roles accordingly.

Last year Hospice Toronto provided support to **497** individuals through our various programs; an increase of **26 %**. The impact of our service delivery resulted in over **20,400** hours of compassionate care, an increase of **11%** from the year prior, and facilitated the choice to remain at home rather than at a formal health care facility. Our work affected the lives of over **2400** additional family members and friends.

Collaboration, Partnerships & Community Networks

This year we were active participants on a number of committees and networks and also provided outreach educational and information to the community.

Activities included:

- The Community Navigation and Access Project (CNAP) with various Toronto Central LHIN Community Service Agencies.
- Working with the CCAC, St. Elizabeth Health Care, COTA Health and Sunnybrook Health Science Centre in a Psychosocial Care Needs Assessment Pilot Project
- Toronto Central Palliative Care Network – Executive Director, Hospice Toronto, holds the role of Treasurer on the Executive Committee

Hospice Toronto demonstrated strong partnerships and collaboration through our Expressive Arts program, delivering sessions to new community partners as well as hosting sessions at: Gilda's Club of Greater Toronto, ACT (AIDS Committee of Toronto), Casey House Hospice, Parkdale Public School, and St. Christopher's House. Partnerships are being developed with Society of Sharing, Cardinal Funeral Homes, and the ALS Society.

Diversity

We have undertaken initiatives and projects that have allowed Hospice Toronto to continue to reach out to diverse communities and groups. We have two projects funded under *New Horizons for Seniors* and one project funded under 'Grassroots' through the *Aging at Home Strategy*: Local Health Integration Networks (LHIN). Within this



New Horizons Project with Hospice Toronto and Portuguese Women 55+ at St. Christopher House



Hands-on practical care volunteer training session facilitated by Blair Henry

framework, we provided training, support, and information on caregiving and end-of-life care. Through our partnership with Portuguese Women 55+ and St. Christopher's House we have successfully engaged over **300** members from the community. In addition to this, we have trained six new Portuguese-speaking volunteers who all have now been matched with community clients and their families to provide direct care that is sensitive to the cultural and diverse needs of the Portuguese community.

Reporting standards

This year, we successfully participated in the Phase 2 pilot of the Ministry of Health Ontario Healthcare Reporting System's Management Information System (MIS), which means that we have adopted new reporting and tracking systems. In addition, we remain committed to working with other hospices and community support service partners to further improve and enhance our reporting systems.

Successful Students - Research and Support

This past year, we received funding from HRDC to hire two summer interns and we were also able to support three Social Work placement students.

Our student from the University of Toronto Medical School completed a research study with a focus 'on the effects of social support on bereavement service needs and use in

family caregivers who received hospice care'. The results presented clear evidence that caregivers who received support and assistance through Hospice Toronto greatly benefited from the experience. While there are many anecdotes, the one below says it all:

"I'm very thankful to hospice for sending support before my husband died. This was a very great help. I really appreciate that there was such a service and we are not alone in such a time."

Outreach and Continuous Education

Hospice Toronto supports education and outreach to the community through hospice palliative care volunteer training and ongoing professional development. We provided education, information and training to **393** individuals through the following forums:

- 2008/2009 Dying and Death: (University of Toronto-Campus Chaplains Association)
- to various inter-professional members including partners at the Community Care Access Centre
- to local Hospitals, colleges and universities such as George Brown, University of Toronto

We look forward to providing our community with another great year of support and care!

5 Years of Service Award

Holly Dennison
Sandy Dimartino
Lorri Thompson
Andrea Menezes
Wendy Joscelyn

10 Years of Service Award

Sheila Sharp

15 Years of Service Award

Bonnie Bean
Kristine Thompson
Stephanie Mckay

20 Years of Service Award

Stella Savage

"I would like to thank you for all your help, patience and support with our dear friends care during the past few months. Your volunteers and their help were appreciated. Your help and theirs helped make this difficult situation and journey easier. I wish you all the best with your continued work."

2008-2009: PROGRAMS & SERVICES

Hospice Toronto Volunteers

Over the past year Hospice Toronto recruited, trained and mentored a large and talented team of dedicated volunteers. We facilitated two 'core' hospice palliative care trainings sessions for new volunteers, and one 'enhanced' training session for our children's support program in which some care team volunteers participated and were welcomed as new members. George Brown College allowed us to utilize an innovative space in their newly opened School of Design, enabling us to accommodate our largest training group to date of 28 participants. We welcomed over 50 new volunteers to the Hospice Toronto team.

The clinical staff team provided support and coaching to our volunteers, hosting bi-monthly volunteer education sessions that were very well attended. At the end of this fiscal year, Hospice Toronto's team has grown to include **185** volunteers! We are witnessing greater recognition for the valuable services we provide as evidenced by an increasing number of unsolicited volunteer enquiries from our diverse communities.

While volunteers joined the Hospice Toronto team in many capacities, there is special emphasis on in-home visiting programs. These programs offer support to individuals who are ill, their families and their caregivers through the following activities:

- Respite care
- Emotional and social support
- Practical assistance (light meal and home making)
- Comfort measures (mouth care, assists and transfers)
- Children's support program (Kit for Kids)
- Spiritual support
- Life review and legacy work
- Complementary therapy program by regulated professionals (registered massage therapy, reflexology, therapeutic touch, healing touch, reiki, music therapy)
- Bereavement support
- Expressive arts therapy program

Other volunteer roles:

- Special events
- Committee members
- Board of directors
- Administrative volunteers
- Coaching and mentoring volunteers who assist new volunteers through the training program

In the past year many volunteers have assumed multiple roles within the organization or have transitioned to another role. This movement has allowed for increased volunteer retention and transfer of knowledge. We have continued to outreach and work in diverse communities across the GTA and as a result, we are now able to provide service to clients in 18 languages! Part of our work is to explore new and enhanced volunteer roles that will continue to complement and impact hospice palliative care. Our priority is to remain responsive as the shift of diseases and treatments, aging populations and the impact of chronic illness, burden many families.

Each volunteer brings warmth and style to supporting their clients and caregivers. Their personal and professional backgrounds are unique, and many volunteers have leveraged their hospice experience as a way to contribute to community and/or respond to the care needs within their own circle of families and friends. 'From all walks of life', a sampling of our volunteers' backgrounds:

A former high school principal, a teacher, several complementary therapists (including massage therapy, healing touch and reiki practitioners), a social worker, a writer, a nurse, a homemaker, two university students (Bio chemistry and genetics), a recent retiree from the financial industry, a self-employed business person, a midwife, and a lawyer. This list is not all inclusive, but a reflection of the skills and experience housed within the Hospice Toronto team.

It is a privilege to have a most extraordinary volunteer team within Hospice Toronto, and we look forward to working with this group of dedicated and caring people in the year ahead.

BOARD OF DIRECTORS

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Charitable Registration Number: 13881 5618 RR0001

"Special thanks to Hospice Toronto and the volunteers who provided care, support and comfort to my husband; you made the last years easier."