



HOSPICE  
TORONTO



ANNUAL REPORT  
2010-2011



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.

## Message From the Executive Director & Board President

When reflecting on the outcomes of this past year, the theme of connections is one that comes to mind. Every time we respond to changes in health care, in particular to hospice palliative care provided in our community, we succeed in a large part by strengthening our connection with our funders, our community partners, our volunteers, our client families and people living in our community.

Looking back at what we've accomplished this past year it's clear that the key to success lay in our ability to connect with and engage our stakeholders through many exciting new initiatives. We'd like to share a few examples:

- **Young Carers Program:** Our success this year was supported by new Advisory Committee, a dynamic committee that includes representatives from the fields of mental health, chronic care, end of life, substance abuse, Children's Services, Disability, and Settlement Services. Through these connections and in collaboration with the Powerhouse Project in Niagara and the Young Carers Program in the UK, we are developing the program curriculum and a tool kit to replicate this essential care model across Canada.
- **Creating Caring Communities:** We are committed to engaging local community support for end of life care in diverse communities in Toronto. Our community development model for caregiver support focused on St. James Town this year, one of the most diverse and densely populated communities in Canada.

As part of our community engagement process, we ask three key questions:

1. Who is ill?
2. Who is dying?
3. How can we help?



Brian Glasspoole, Board President  
and Dena Maule, Executive Director

As a result of the connections we've made with local residents and community partners, we engaged in direct outreach with more than 300 people in this community. The Toronto Community Foundation presented Hospice Toronto with a **Vital Ideas Award** for our work through our innovative Creating Caring Communities program model.

- We completed our **Men as Caregivers** study this year in collaboration with disability services, local diversity groups, and the participation of 60 male caregivers. Results from this study have helped us plan with a greater appreciation of the challenges, value and support needs of men.
- We are active members of **CNAP (Community Navigation and Access Project)** which has continued to expand across the community support sector. This initiative engages and *connects* a network of 34 community support service (CSS) agencies in the Toronto area who are collaborating to improve access and coordination of CSS programs for seniors. The CNAP network aims to ensure that 'every door leads to service' so that seniors can reach the care they need on a timely basis. CNAP is supported by the Toronto Central Local Health Integration Network, through the Ontario government's "Aging At Home" Strategy.

FRONT COVER:  
Participants of the 2010  
Toronto Hike for Hospice  
Palliative Care.  
Photo credit Charlotte Weaver.

- We jointly hosted a **World Palliative Care Day Lecture and National Webcast** and through our *connection* with the UK Children's Society we brought renowned young carers advocate Jenny Frank to Canada to speak about the Carer Rights legislation in Britain.
- Traditionally, our in-home care has focused on clients with life ending illness. Increasingly, we are expanding our role as chronic illness becomes more of an issue in Ontario and demands a more prominent place in our service planning. We established vital *connections* with many new community partners including the **ALS Society of Ontario**. Our staff teams are actively engaged in developing a collaborative approach to supporting clients with ALS and their caregivers.
- We connected with people across Canada this year when Canada AM featured a story about Maria, one of our clients who shared her journey with cancer and the support she and her children received from Hospice Toronto. Through the broadcasting of Maria's story and a related interview with HT's Executive Director, Dena Maule, we were able to demonstrate the impact of the work we do and the value of Hospice care.

Looking forward to the next fiscal year, Hospice Toronto will be taking an additional step toward our commitment to planning and providing universal access to services in our community:

- We will launch a new program, **Final Passages: Quality End of Life for those with a Disability** with direct funding from New Horizons for seniors. In collaboration with the Canadian Abilities

Foundation, we will complete a gap analysis to enhance our service of people with disabilities.

- We will be connecting to the broader community in a completely new and innovative way next year. Through a partnership with St. Elizabeth Health Care, we will launch a weekly 10-minute radio spot on ZOOMER (AM 740) with a focus on access to health care, home care and support for caregivers.

On a financial note, we're pleased to report that we balanced our budget, a requirement for funding from the Ministry of Health and Long-Term Care. We have kept expenses and revenues in balance through careful stewardship of our resources and expenses.

In the coming year, Hospice Toronto will be seeking a new home for our offices. For the past 12 years, we have been the fortunate recipients of generously subsidized rent through GWL Realty Advisors at Commerce Court North. We are grateful for their support and thank them for this incredible gift.

It bears repeating that none of the care we provide for clients and their informal caregivers would be possible without our connection to you, our donors, our volunteers and our partners in care. Your support and dedication this past year has allowed us to do so much for the people who need our services.

On behalf of Hospice Toronto, thank you.



Dena Maule  
Executive Director



Brian T. Glasspoole  
President,  
Board of Directors



Dena Maule, Executive Director, interviewed on CTV's Canada AM with Dr. Gary Rodin, head of Psycho-Social Oncology at Princess Margaret Hospital

Such evident beauty,  
In your presences.

Such distinct brains  
In your collective,

Such radiant love  
From your hearts.

Such compassion,  
Shared.

—Poem written by  
the caregiver of a Hospice  
Toronto client

# 2010-2011: FUND DEVELOPMENT

## Corporations & Organizations

Hospice Toronto would like to specifically acknowledge and thank the following companies, foundations and organizations for their generous support in the period April 1, 2010 to March 31, 2011

Ainsworth Inc.  
Ben Moss Jewellers  
C.A.L. Construction  
Cadillac Fairview Night of Dreams  
CIBC  
Community Matters - St. James  
Town Family Literacy  
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## TD presents

*There's No Place Like Home 2010*

## Gift in Kind

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Toronto Police Services - No. 52 Division  
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KAMA Classical Indian Cuisine  
The Scollard Street  
Acupuncture Pain Clinic  
Soulpepper Theatre Company  
Mangia & Bevi  
Affinity Electronics of Canada Inc.

## Fund Development



2010 Toronto Hike for Hospice Palliative Care

With an aging population and people living longer in declining health for greater periods of time, today, one in five Ontarians is now in a position of looking after the needs of a family member in need of care.

Hospice Toronto addresses the need for hospice palliative care in Toronto by providing in-home support for people living with a life-threatening illness, and their loved ones, at no charge. With 46 per cent of our annual budget funded by the Ontario Ministry of Health and Long-Term Care last year, it was your generous gifts, either through the volunteering of time or by donations that proved to be absolutely vital to helping us serve people in the community at perhaps the most frightening and vulnerable time of their life.

## Fund Developments Highlights

- 30 per cent increase in fundraising revenues over the previous year, including a significant, one-time gift from The Cadillac Fairview Corporation Limited. Hospice Toronto was one of three Toronto charities to receive generous proceeds from Cadillac Fairview's Night of Dreams fundraising event to help families address

grief, loss and bereavement and to support those living with a life-threatening illness through our Children's Programs.

- Hospice Toronto received the Toronto Community Foundation's Vital Toronto Award for our *Creating Caring Communities* initiative. This innovative program advances our model of volunteer-based, home hospice care by working with family caregivers and community members in some of Toronto's diverse communities.
- One of our best Toronto Hike for Hospice Palliative Care events ever, done in partnership with Alliance Hospice, Perram House, Philip Aziz Centre. Heartfelt thanks to all our donors and sponsors, hikers, Board members, volunteers and staff for helping Hospice Toronto raise over \$30,000! The Hike was hosted by two well-known Toronto personalities: 103.9 PROUD FM's morning co-host and comedian, Richard Ryder with musical performance by Sara Kamin and Oliver Pigott.





TD Presents *There's No Place Like Home 2010*

- TD Bank Group was the Presenting Title Sponsor for *There's No Place Like Home* for the second year – our annual signature fundraising event, where we successfully launched our new Young Carers program. The event's Co-Chairs, Jeff Myers and Steve Nardi brought glamour and fun to Canada's National Ballet School, with sumptuous food and drink



After Hospice Toronto supported his friends, Connor raised over \$1000 for the organization. Connor is presenting a cheque to Dena Maule, Executive Director.



provided by à la Carte Catering and Colio Estate Wines, and live jazz performance by the gene pool boys.

- In November 2010, 'Connor' raised over \$1,000 in pledges for Hospice Toronto by growing his hair and donating it to make a wig for a young person undergoing cancer treatment. A huge thank you to Connor, his family, classmates and friends!
- Special thanks to artist Marina Pinto Miller for creating an exclusive series of original artwork for our Tree of Life year-end, Holiday season direct mail campaign.

With the demand for our programs and services being greater than ever before, your support enables us to continue to provide and advance compassionate care and leadership in the volunteer-based, home hospice community. In doing so, Hospice Toronto has become a recognized leader in providing high-quality, home hospice palliative care and support for people through all phases of a life-threatening illness, and their loved ones, at no charge.

Thank you again for your generous support.

Salon Allure  
Winners  
The Barber's Daughter  
Guy Marini & Associates  
Tiffany & Co.  
Canadian Opera Company  
Gone Shopping  
Inside Out  
TD Securities

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Toronto Community Foundation

**Community of Remembrance Donor**  
Greatly appreciated  
anonymous donor

**Public Sector Funding**  
Hospice Toronto gratefully receives funding from the Toronto Central Local Health Integration Network (LHIN). The views expressed in this publication are the views of Hospice Toronto and do not necessarily reflect those of the Toronto Central LHIN or the Government of Ontario.

A special thank you to the Government of Canada's Social Development Partnerships Program, 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 Ontario's privacy laws. If you would like your name included in our donor recognition program 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

## Financial Statements

### Statement of Operations and Changes in Fund Balances

for the year ended March 31

	2011	2010
<b>REVENUE</b>		
Ontario Ministry of Health	\$ 491,665	\$ 480,400
Partnership and Community Contributions	277,394	119,620
Funding Contributions	298,421	228,685
Interest Income	3,485	2,511
	1,070,965	831,216
<b>EXPENDITURES</b>		
Program Delivery	612,287	424,010
Professional Fees	46,363	44,868
Administration	101,978	122,930
Overhead and Communications	127,936	107,273
Fund Development	105,640	94,403
	994,204	793,484
<b>Excess Revenue over Expenditures</b>	76,761	37,732
<b>Net Assets - Beginning of year</b>	372,886	335,154
<b>Net Assets, end of year</b>	\$ 449,647	\$ 372,886

### Statement of Financial Position

as at March 31

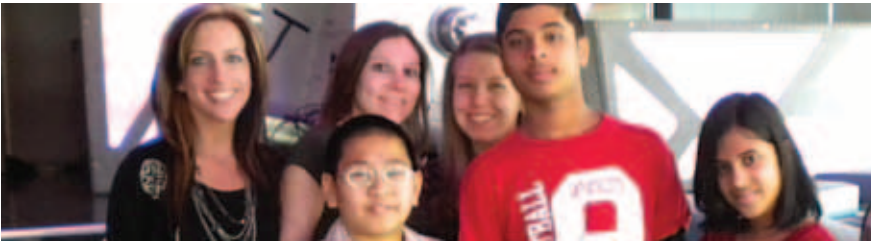
	2011	2010
<b>ASSETS</b>		
Cash	\$199,297	\$186,695
Short Term Investments	262,333	203,474
Accounts Receivable	17,737	18,329
Prepaid Expenses	12,270	9,621
Capital Assets	-	35,732
	\$ 491,637	\$ 453,851
<b>LIABILITIES</b>		
Accounts Payable and Accrued Liabilities	\$17,190	\$30,622
Deferred Revenue	24,800	50,343
	41,990	80,965
<b>NET ASSETS</b>		
Invested in Capital Assets	-	35,732
Unrestricted Net Assets	449,647	337,154
	449,647	372,886
	\$ 491,637	\$ 453,851

Over the past year, Hospice Toronto volunteers have provided over 20,000 hours of service. These hours represent a value of over \$380,000.

—Value estimated using Imagine Canada's Volunteer Value Calculator

Excerpts from Audited Financial Statements prepared by Parker Prins LeBano, Chartered Accountants Professional Corporation. If you wish a full copy of the Audited Financial Statements, please contact Hospice Toronto.

## Young Carers Program



Young Carers Program Manager Larisa MacSween, Coordinator Natalie Wilson, and volunteer Katie Jacobs with program participants on a tour of MuchMusic studios, February 2011.

This year we introduced our Young Carers Program (YCP) and it has gained tremendous visibility and momentum in our community! A young carer is someone 18 years old or younger who regularly provides care to a family member with a life threatening or chronic illness, a mental illness, a physical disability, a substance addiction, or provides interpretation, for parents who are new Canadians. These situations can have an impact on the child, which in turn can negatively affect social and academic success.

The past decade, an active and highly successful model for support for young carers has been developed and implemented in several other countries. In Canada, however, the concept of young carers is fairly new and in many communities is relatively informal and an ad hoc addition to other programs. As a result, it has been extremely important to get the word out. Hospice Toronto's YCP staff has been educating local organizations, including schools, social service agencies, about the issue, and informing them about upcoming events and activities we offer.

Our program activities connect young carers with one another, create new, positive experiences, and teach them new skills so that they can access the resources they need when they need them, strengthen and support their abilities, and along the way, have some fun! To that end, we've been able to provide a great selection of activities of interest to young people, including arts and crafts, sports and fitness, homework help, yoga and drumming. We were especially thrilled when four of our members were chosen for the Dreams Take Flight Disney Adventure in May, 2011.

This past year, we have recruited skilled volunteers, created a webpage, published an article in the Family Caregiver magazine and produced our first newsletter. We're looking forward to doing even more in the future! Speaking of the future, we are thrilled to announce that the Toronto Blue Jays have signed up to support young carers through their Jays Care Foundation. We are really excited about this new partnership and the opportunities it will provide for our young carers.

In addition to providing service to young carers, part of our mandate is to seed the Young Carers Program model in communities across Canada. With contributions from the federal government's Social Development Partnership Program (HRSDC), the Young Carers Program is in the process of building a toolkit for replication for the Young Carers program model nationally. We continue to work with an impressive advisory committee representing our target populations, and we continually liaise with, and participate in information exchanges with Sylvia Baago of the Powerhouse Project in Niagara, the Youth Caregivers National Consultants Group, a group formed from the Youth Caregivers Project in British Columbia, and Jenny Frank of The Children's Society in the United Kingdom.

In forging relationships and partnerships with these individuals and organizations, we have solidified our partnerships for future opportunities to help shape supports for children and youth who are caregiving in Canada.

*"I just wanted to thank you so much for all your help, support and advice during my friend's mom... Your support to the family is so appreciated... what a difference you make in this world and people's lives."*

*—Words from the caregiver of a Hospice Toronto client*

# 2010-2011: PROGRAMS & SERVICES

## The Year in Review

### 2010-2011 Volunteer Awards & Winners

Our awards program acknowledges and honours the exceptional work of our volunteers and supporters who have greatly contributed towards Hospice Toronto becoming recognized as a leader in providing in-home hospice care.

#### Elaine Hall Award for Outstanding Caring Service

Honours the work of volunteers who exemplify consistent compassionate dedication for people in need. The Award is named for Elaine Hall, one of the founders of Trinity Home Hospice (now Hospice Toronto) and its first Volunteer Coordinator. This year's Elaine Hall Award for Outstanding Caring Service recipients are Debra Black and Babuji Senegaludur.

## Clinical Services Review 2010/2011

Hospice Toronto's Care Team model is based on the philosophy that support for those who are ill and wish to remain at home to receive care can often require a community of caregivers. To help build such local community capacity we launched our Creating Caring Communities program and developed it in alignment with our care team model which emphasizes family, friends and hospice volunteers work together, and in collaboration with other community health supports, to ensure that clients are able to remain at home for as long as possible. This initiative is guided by the values and principles of care envisioned by the founders of Hospice Toronto.

**Taking a Community Development approach**, our Creating Caring Communities model of care engages the resources that exist in local communities — informal caregivers such as neighbours and friends, with their inherent knowledge and life experience and community support agencies — which can then be brought together to help address the complex health care issues encountered by those living in the community facing a life-limiting illness. With a simple approach that focuses on building trust and leveraging the assets that exist within diverse communities, we engage community members and ask, Who is ill? How can we help? This model of care is consistent with our overarching approach to caregiver support and ensures that our services remain family-centred.

Working in an increasingly integrated fashion together with our community partners, we are committed to a shared vision of building individual and community resiliency, engaging communities to explore and create innovative options for care, increasing access to services, and developing best practices that are sensitive to and reflective of the needs of the communities we serve.

Our core programs are offered through a wide range of professional and volunteer-based services for people living with a life-limiting illness. Our dedicated team of trained volunteers work with our clients

through several programs: In-home Services, Children's Support (for children living with or affected by life-limiting illness), complementary therapies, and grief and bereavement support. Our Expressive Arts Therapy program continues to assist adults, children, and families in dealing with illness, grief, and loss.

### Our success in providing care for families in our community has resulted in:

- Support to **880** individuals through various programs this past fiscal year, a service delivery increase of 37 percent over the previous fiscal year.
- Over **26,000** hours of compassionate care provided by Hospice Toronto — hours clients spend in the home in familiar surrounding, rather than in an institutional health care facility.
- Our work affected the lives of over **4,400** additional family members and friends.

### Collaboration, Partnerships & Community Networks

This fiscal year we were active participants in a number of partnerships, committees and networks. With a growing focus on caregiver support, activities included:

- **Completing the New Horizons for Seniors Caregiver Project, Making a Difference – Men as Caregivers Project.** We engaged a broad and diverse group of male caregivers from the Aboriginal, Homeless, HIV/AIDS, Mental Health, Chinese, disease specific, addictions and general volunteer sector communities. This project explored the experience and needs of male caregivers. Our goal was to identify and challenge assumptions about the role men play in caregiving through focus groups, outreach and surveys. The outcomes of our research will assist us to better respond to the support needs of clients and will inform and enhance our volunteer recruitment and training. The results are available on our website at [hospicetoronto.ca](http://hospicetoronto.ca).





Creating Caring Communities participants.

- **Supporting formal caregivers within the disability community** through our Expressive Arts Therapy and in-home support programs, while also facilitating inter-agency knowledge and information exchange. In acknowledgement of our work, *Community Living Toronto presented Hospice Toronto with an Award of Recognition.*
- **Organizing a memorial service to remember and celebrate the lives of clients who have died** in collaboration with the Temmy Latner Centre for Palliative Care and the Max & Beatrice Wolfe Children's Centre. The event was held in the historic Great Hall of Hart House at the University of Toronto on June 17, 2010.

### Integrated Service Planning

Employing an integrated model of day programming, Hospice Toronto continued to expand on strong partnerships and collaborations through our Expressive Arts Therapy Program. Sessions were provided at several schools in the Toronto Catholic District School Board including Jean Vanier Secondary School, St. Patrick Secondary School, and Monsignor Fraser Secondary School. Sessions were also hosted at Dixon Hall, CultureLink, Nameres, Ronald McDonald House, Cardinal Funeral Homes, and the Greek Community Social Services Department. We also worked with organizations such as Canadian Cancer Society, Gilda's Club, and several AIDS Service Organizations such as Casey House, Toronto People with AIDS Foundation, Black CAP and Africans in Partnerships Against AIDS (APAA).

**Ongoing support and participation in the Toronto Central Palliative Care Network (TCPCN).** This year Dena Maule, our Executive Director, held the position of Treasurer on the network's Executive Committee. We also participated as active members on TCPCN's Quality of Care, Communications, Mapping and Projections and the Integration committees.

### System Navigation/Access

As a member of the Community Navigation and Access Project (CNAP) network, Hospice Toronto participated in a four-phase pilot project that introduced an electronic referral process to facilitate better and faster access to community supports and services for seniors who are frail, at risk, and marginalized. This pilot project is an expansion of the Toronto Central Local Health Integration Network's (LHIN) Resource Matching and Referral (RM&R) Program initiated in 2007 to address emergency department overcrowding and wait times, inefficient referral processes, and acute care discharge inefficiencies. The RM&R web-based referral system facilitates electronic transfer of client information from organization to organization via a secure internet connection. For Hospice Toronto, this means we can respond to referrals faster, and ultimately provide care more promptly.

### June Callwood Circle of Outstanding Volunteers Award

Acknowledges outstanding volunteer achievement, excellence and dedication to client care that demonstrates 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 volunteers have also received this Award. 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 Sybil Wilkinson

## 2010/11 Volunteer Awards

Hospice Toronto volunteers celebrated several milestone anniversaries this year:

### 5 Years of Service Award

Debra Bentzen  
Keith Baird  
Tatijana Basic  
Gule Sheikh  
Motria Sabat  
Nicole Longstaff  
Bethany McNamara  
Doug Lawson  
Judith Hayward  
Colleen Fava  
Gary Dudley  
Michael Dufays

### 10 Years of Service Award

Jeannette Wiltse  
Sybil Wilkinson

### 15 Years of Service Award

Karem Wright

### 20 Years of Service Award

Stephanie McKay

Congratulations to all for your ongoing volunteer contributions and commitment to the Hospice Toronto mission!

## Diversity: Creating Caring Communities

Building on the success of our community development support model, **Hospice Toronto** continued its work through a project funded by the Toronto Central LHIN's *Aging at Home Strategy*. Hospice Toronto partnered with Community Matters Toronto to facilitate outreach and engagement with seniors, families, and caregivers in the St. James Town community. The goal of this project was to provide training, support, and education to community members to assist them in supporting those who are ill or in need.

## Engaging and Supporting Student Placements

As part of its longer-term strategy of interprofessional knowledge transfer, Hospice Toronto has continued to build an active intern program. This past fiscal year, Hospice Toronto was fortunate to have had **three Expressive Arts Therapy Program (EXAT) interns from ISIS-Canada**, who helped our EXAT Program Coordinator develop standards of practice that will allow us to offer individual EXAT sessions to clients and families in our In-Home Support Program.

Interns also supported Hospice Toronto's Clinical Services: we welcomed a fourth-year student in Ryerson University's social work program and two second-year students from George Brown

College's Social Service Worker program. Our Clinical Services interns provided valuable assistance with various aspects of service delivery including client care, volunteer support, outreach and education, and special projects.

## Outreach and Continuous Education

**Hospice Toronto is committed to cross-sector education, information, and training.** This year, we were successful in reaching out to a wide range of professionals that included social workers, nurses, doctors, physical therapists, psychologists, clinical educators and personal support workers to name a few. In total we connected with over 650 people through our participation in the following forums:

- **University of Toronto *Dying and Death Inter Professional Education Series*:** A member of our clinical team sits on the planning committee of this series. This year a Hospice Toronto board member was a guest speaker, and our social work interns and volunteers assisted with the coordination and facilitation of a number of the sessions.
- **Tailored education and training sessions held for community partners,** including the Community Care Access Centre (CCAC), local hospitals, George Brown and Humber colleges, the University of Toronto, and several local community groups.



Volunteer Appreciation at Mangia & Bevi Resto-Bar

# Hospice Toronto Volunteers



Spring 2011 Volunteer Training participants

Hospice Toronto continues to be recognized as an organization that offers challenging and unique opportunities for people who want to volunteer their time and skills to help others in their community. Over the past year Hospice Toronto was once again fortunate to recruit, train and mentor a large and skilled team of dedicated volunteers, including an increasing number from within Toronto's many diverse communities – a direct result of our ongoing outreach within those communities.

By the end of the fiscal year, we welcomed 53 new volunteers and are thrilled to report that our team now totals 161 active volunteers!

The Clinical Services staff team provided coaching and ongoing support for our volunteers, including bi-monthly Volunteer Support and Education sessions and webinars. This year Hospice Toronto facilitated two 35-hour core-training sessions in hospice palliative care for new volunteers. We also provided two enhanced training sessions for nine care team volunteers to prepare them to join our Children's Support program and prepared an additional 18 volunteers to join our revamped Bereavement program.

While volunteers joined the Hospice Toronto team in many roles, there was special emphasis on our in-home visiting programs. These programs support individuals who are ill, their

family members and caregivers by providing:

- Companionship and emotional and social supports
- Practical assistance (light meal and home making)
- Comfort measures (mouth care, assists and transfers)
- Caregiver relief
- Spiritual support
- Life review and legacy work
- Complementary therapies
- Children's support
- Bereavement support
- Expressive Arts Therapy

Additional volunteer roles:

- Special events
- Committees
- Board of Directors
- Office Team
- Training Team

Hospice Toronto is honoured that these caring people chose to volunteer their time to join us in supporting those who are ill or dying. Each volunteer brings a wonderful warmth and unique style to their support of Hospice Toronto clients, their caregivers, and family. Our volunteers support the work of Hospice Toronto, the finite resources of the formal health care system and assist in providing a level of care that would simply not be possible without them.

Thank you to each of you.

## BOARD OF DIRECTORS

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Frances Share

## PRINTING

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