



HOSPICE  
TORONTO

## ADDING LIFE TO DAYS



ANNUAL REPORT  
2015-2016



HOSPICE  
TORONTO

## MISSION

Hospice Toronto enables access to appropriate care and support for those with serious illness and their caregivers when they need it, where they need it, and whoever they are. We achieve this through our culture of caring and discovery that is fueled by passionate, dedicated volunteers, imaginative partnerships and a focus on research and innovation.



## 2015 OCSA Commitment to Care Award

In October 2015 Hospice Toronto was proudly awarded the very first Ontario Community Support Association (OCSA) Commitment to Care Award for our commitment to Volunteer Administration.

## Message From the Executive Director & Board President



### *Voices That Care*

In our last report we wrote about the evolution of Hospice Toronto over its first 25 years and the need to become an essential partner in care for the community requiring our services.

Over the past year we've had a focus on working with our volunteers and community partners to ensure that, as we plan forward, the support that we provide reflects the needs and desires of clients and families that we care for.

Many of the individuals working in the hospice palliative care sector, as staff or volunteer, come with a passionate commitment to palliative care. They have purposefully chosen to dedicate themselves to providing care to individuals, whether they be struggling with long-term illness or traveling their final journey, to ensure care is provided with compassion.

Our staff members are the epitome of these individuals; and collectively with our incredible corps of highly skilled volunteers give voice to our clients and their family caregivers in the planning of services required to support their desire to receive care at home. We do this through evaluation and consultation helping to bring their voice to various forums that support service planning and delivery. Hospice Toronto's extensive experience in the hospice palliative care sector have enabled us to work with organizations from other sectors to collaborate, strategize and develop service delivery with a focus on leveraging efficiencies and avoiding duplications, while increasing the number of clients receiving services.

Here are some key highlights of the past year:

- Having identified a population of the city not connecting with the services available, Hospice Toronto has worked closely with St. Michael's Hospital's Inner

City Health Associates, PEACH Project (Palliative Education and Care for the Homeless) and St. Elizabeth Healthcare to provide hospice palliative care support to vulnerable individuals who have experienced homelessness or who are vulnerably housed. We hope to announce significant opportunities for Hospice Toronto's growth in this area in our next report.

- Our staff conducted a number of education sessions to Heart House Hospice on supporting individuals with intellectual/developmental disabilities and those living with mental health issues.
- In an effort to share best practices, Hospice Toronto staff presented on community and residential hospice care to an International Study Group from Japan who was visiting Toronto to study hospice palliative care in Canada.
- With the help of hospice volunteers and other palliative-care services, we supported over 44% of our palliative clients to die at home. Through the various programs and services Hospice Toronto provides or facilitates, 1096 individuals were able to be cared for during the year.
- In October 2015 Hospice Toronto was proudly awarded the very first Ontario Community Support Association (OCSA) Commitment to Care Award for our commitment to Volunteer Administration. The award is bestowed on an organization within the home care and community support sector in recognition of an outstanding volunteer administration program. It takes tremendous effort to manage our volunteer recruitment, training and support and we congratulate our Volunteer Services team on this recognition of excellence.

- Our Young Carers Program held its first “Leader in Training” Camp for members aged 14+. The camp was dedicated to building leadership skills and supporting Camp Zagehdowin, a week-long day camp for 20+ young carers aged 5-13. The empowerment and comradery developed creates a solid foundation through a newly established, like-minded peer network. This experience will aide them as it creates the confidence required to employ their leadership skills in their community
- Creating Caring Communities (CCC) and the Seniors Mental Health Day Program in St. James Town

fosters and facilitates the concept of community members helping each other. Our CCC coordinator identifies individuals within the community who are home-bound, isolated and vulnerable and gives them a voice to gain access and be connected to essential supports for day-to-day living in their community.

- Music’s role in the Complementary Therapies offered by Hospice Toronto and often in the care provided by our Care Team volunteers contributes to a positive experience in the care and wellness of the client.



Hosted by award-winning television producer & host Denise Donlon, Hospice Toronto was proud to be the launch partner with The Room 217 Foundation of Voices that Care, presented by TD. Featuring Murray McLauchlan, Eric Peterson, Julie Nesrallah, Jim Cuddy, Molly Johnson and Coco Ma the concert was held at the CBC Glenn Gould Studio where over 200 guests enjoyed a magical night of a diverse cross-sector of Canadian talent. Each individually would have been a great evening of entertainment but collectively, wow - there was a great energy generated from the range of music performed, however collectively these artists came together to lend their support for the role of music in providing care.

The Voices that Care concert is somewhat symbolic of the way Hospice Toronto works. We continue to work in collaborative and integrated ways throughout the community to improve outcomes for our clients. All the conversations that are focused around creating collaborative strategies to support people in our communities, whether through joint planning, collaborations like the concert, or through being part of inter-professional networks and committees we actively participate on such as the Palliative Care Network and the St. James Town Health Access Working Group, each has a common thread. Care is a practical but also an emotional matter— at every table are not just people representing organizations providing care services; they are individuals whose approach comes from the perspective and deeply held passion of providing care while giving a collective voice to the needs of the community.

Maintaining funding to support the programs offered requires year-round effort so our clients can depend on receiving the service we’ve committed to delivering. It doesn’t come without significant effort by our dedicated staff and fund development volunteers.

The Board of Directors extends its gratitude to the program funding support received from local, provincial and federal levels of government. Combined with the support of our generous corporate, foundation and individual donors Hospice Toronto is able to play a central role in raising the volume of the voices that care while making us an essential partner in care for the community.

Respectfully,

Dena Maule  
Executive Director

Steve Nardi  
President, Board of Directors

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12thirteen Design Inc.

## COPY EDITING

Heather Nicolson-Morrison

## PRINTING

QPrint

# 2015-2016: FUND DEVELOPMENT

Hospice Toronto would like to specifically acknowledge and thank the following companies, foundations and organizations for their generous support in the period April 1, 2015 to March 31, 2016

## Corporations & Organizations

Acxsys Corporation  
Altum Health, UHN  
Beth Greenblatt / Dave Gordon  
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TD Securities Underwriting Hope  
Toronto Foundation



"I volunteer because it's my way to give back. To help someone in their time of need it a privilege."

– Trish Ruddock

## Financial Statements

### Statement of Operations and Changes in Net Assets

for the year ended March 31

	2016	2015
<b>REVENUE</b>		
Ontario Ministry of Health	\$ 497,094	\$ 497,094
Partnership and Community Contributions	74,401	144,331
Funding Contributions	176,820	276,990
Interest Income	22	1,375
	<b>\$ 748,337</b>	<b>\$ 919,790</b>
<b>EXPENDITURES</b>		
Administration	\$ 70,387	\$116,090
Fund Development	22,222	18,847
Overhead and Communications	142,820	118,624
Professional Fees	23,169	21,316
Program Delivery	633,401	644,195
	<b>\$ 891,999</b>	<b>\$ 919,702</b>
<b>Excess of Expenditures over Revenues</b>	143,662	718
<b>Net Assets - Beginning of year</b>	343,922	343,205
<b>Net Assets - End of year</b>	<b>\$ 200,260</b>	<b>\$ 343,923</b>

### Statement of Financial Position

as at March 31

	2016	2015
<b>ASSETS</b>		
Cash	\$ 115,062	\$ 283,244
Short Term Investments	-	-
Accounts Receivable	76,538	37,214
Accrued Interest Receivable	-	-
Recoverable Sales Tax	9,405	11,976
Prepaid Expenses	12,134	11,955
Capital Assets	32,801	41,001
	<b>\$ 245,940</b>	<b>\$ 385,390</b>
<b>LIABILITIES</b>		
Accounts Payable and Accrued Liabilities	\$45,680	\$21,867
Deferred Revenue	-	19,600
	45,680	41,467
<b>NET ASSETS</b>		
Invested in Capital Assets	32,801	41,001
Unrestricted Net Assets	167,459	302,922
	<b>\$ 245,940</b>	<b>\$ 385,390</b>

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

# Young Carers Program

This year YCP offered the greatest number of programs and supports to carers and the community through:

- Connecting 132 Young Carers through a family picnic and two family holiday parties
- 24 programs including: a Leader in Training (LIT) Camp; two-week day camp, two six-week programs for young carers of siblings, and 5+ community-based events
- Increased program attendance in family events, LIT and Summer Camps
- Awareness Campaigns, including the launch of International Carers Week
- Participation in Dreams Take Flight *pictured at right*



LIT Camp for members aged 14+ was dedicated to building leadership skills and supporting Camp Zagehdowin, a week-long day camp for 20+ young carers aged 5-13.



*"It's somewhere I can go to meet other kids who feel the same emotions as me. It makes me feel happy to have people understand what it's like."*

The emotional connection of the LIT's was evident in their dedication to the day camp for younger members, ensuring all campers felt supported and had a great experience. The empowerment and comradery developed created a solid foundation through a newly established, like-minded peer network. This experience will aide them as it creates the confidence required to employ their leadership skills in their community.

Continuing our outreach and awareness, we presented at and participated in various symposiums, fairs and other community events.

YCP is grateful to CPC Healthcare Communications for their generous in-kind marketing and communications support.

## 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; Government of Canada's Social Development Partnerships Program; The Ontario Trillium Foundation, an agency of the Government of Ontario; 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.



*"I volunteer because I am giving back to the community and because I feel someone out there needs love and support."*

*— Lydla Birungi*

*"I volunteer because the world needs more love."*

*— Jun Ichino*

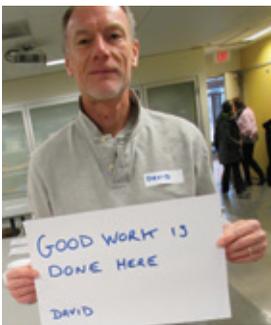
## The Year in Review

In 2015 and 2016, we provided compassionate care and support through our various programs and services to:

**1096**  
individuals

approximately  
**200**  
group sessions  
to those who are coping with illness, caregiving or bereavement.

**over 44%**  
of our  
palliative clients  
to die at home.



"I volunteer because I want to make a difference."

— Shannon S

"I volunteer because: I want to give back for the help I have received and because I want to make a difference to others."

— Maria Presta

## Clinical Services Review 2015/2016

Our staff and volunteers worked as active members of integrated community based teams, which included not only clients and their families and friends, but also Community Care Access Centre (CCAC) palliative care coordinators, palliative care physicians, nurses, social workers and personal support workers, as well as other community-based service providers.

In 2015/2016, the clinical services team continued to strengthen existing partnerships, including:

- Taking an active role with Toronto Central CCAC's Integrated Client Care Palliative Project (ICCP) by participating in three of the daily palliative team teleconferences that focused on emergent issues, and attending joint visits with members of the team where possible to minimize duplication of assessment and care planning visits with clients and families;
  - Collaborating with the Philip Aziz Centre to explore ways to share resources and develop wise practices to client care and volunteer support;
  - Providing Complementary Therapies such as Reiki and Therapeutic Touch to residents of Kensington Hospice to ensure that additional comfort care is available to individuals approaching the end-of-life;
  - Working closely with St. Michael's Hospital's Inner City Health Associates, PEACH (Palliative Education and Care for the Homeless) Project to provide hospice palliative care support to vulnerable individuals who have experienced homelessness or who are vulnerably housed;
  - Ongoing leadership and engaged partnership in St. James Town where programs such as Creating Caring Communities (CCC) and the Senior's Mental Health Day Program fostered and facilitated the concept of community members helping each other. This ensured that home-bound, isolated and vulnerable individuals had access and were connected to essential supports for day-to-day living;
  - Providing engaged participation in the St. James Town Health Access Working Group, which brought together community health service providers in a centralized, easily accessible network ensuring effective delivery of services to community members, who might not otherwise be aware of services available to them;
  - Maintaining strong partnerships with community agencies through our Expressive Arts Program (EXAT), including Dixon Hall Community Services; the 55+ Seniors Corner at St James Town; the AIDS Committee of Toronto; the Toronto People Living with AIDS Foundation; and Africans in Partnership Against AIDS. Group and one-on-one sessions were tailored to meet clients' needs and provide support with issues such as grief and bereavement, coping with loss, and living with illness. Through the language of art-making, clients are encouraged to give expression to fears and frustrations, as well as maintain hope in the face of uncertainty;
  - Remaining actively involved in various community-based and grassroots committees, networks and working groups focused on providing accessible high-quality care to those coping with life-limiting illness at home.
- Projects included:
- Development and execution of a training program for our volunteers to facilitate legacy-based activities with the clients we support, as well as with their family members, caregivers, and friends. These activities assist individuals with reviewing their lives and exploring ways that they would like to be remembered.
- Outreach and Education Activities included:
- Advance Care Planning session for the St James Town community—residents, volunteers, and care

providers—facilitated by the Alzheimer’s Society of Toronto with a focus on the importance of having an Advanced Directive, and the role of a Substitute Decision Maker (SDM) for health care decisions;

- Presentation of education sessions to Heart House Hospice on supporting individuals with intellectual/developmental disabilities and those living with mental health issues. The goal of the sessions was to empower people with disabilities who are aging and declining in health to have a voice in creating/improving access to quality end of life care for the disability community in Toronto, specifically to create equity in the

ability to choose to receive hospice/palliative care in their own home;

- Participation in Toronto East General Hospital’s Annual Palliative Care Open House to introduce hospice palliative care offered in the community to hospital staff and volunteers, and the public;
- Presentation on community and residential hospice care to an International Study Group from Japan who were visiting Toronto to study hospice palliative care in Canada. The group was led by Dr. Tomoe Makino, Professor, Ishikawa Prefectural Nursing University and consisted of 15 nursing school teachers from the Ishikawa Prefecture.

## Clients’ Corner

Douglas’ kindness, as much as his love of “adventures” made people notice him. He lived life full!

Even after his ALS diagnosis, Douglas continued his satisfying work as a minister and was active in our home and community life. Increasingly, his weakening muscles demanded accommodations. Still, with much planning, we delighted in a wilderness camping trip.

But ALS is relentless. Daily tasks became a challenge, and his risk of falling became such that neither Douglas nor I felt comfortable unless someone was in the house with him.

Douglas and I agreed home was where he wanted to be. But we couldn’t do it alone. We were grateful to meet Evelyn Cheung of Hospice Toronto. She listened with empathy and set up a plan that supported Douglas while giving me time for out-of-home duties.

The volunteers responded to Douglas with good cheer. They were reliable, non-judgemental and followed Douglas’ lead. They helped him eat meals, made tea for his guests, tidied, and dealt with the phone. As Douglas’ disease progressed, they held his newspaper, typed his emails, or just sat quietly while he rested.



Hospice Toronto set me up with a computer program that allowed me to send out a call within my own community of friends when I needed more helping hands.

We had Hospice Toronto’s help for a year before Douglas’ death. Douglas’ early relationship with the volunteers gave him a sense of comfort and security as his losses mounted.

The grace with which Douglas was able to live his last months was enabled by the support of many. I am deeply grateful to Hospice Toronto.

– Lynne Brennan

## 2015-2016 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. This year’s Elaine Hall Award for Outstanding Caring Service recipients are Gary Rose and Margaret Anne Snider.

### June Callwood Circle of Outstanding Volunteers Award

Acknowledges outstanding volunteer achievement, excellence and dedication to client care that demonstrates commitment to hospice clients. Each inductee into the June Callwood Circle of Outstanding Volunteers Award receives a medal and a certificate.



Congratulations to Steve Nardi, recipient of the 2015 June Callwood Circle of Outstanding Volunteers Award.

## 2015/16 Volunteer Service Awards

Hospice Toronto volunteers celebrated several milestone anniversaries this year for 5, 10, 15 and 25 years of service! The following volunteers were honoured at our annual volunteer recognition event in June 2015:

### 5 Years of Service

Anita Block  
Ann Singer  
Brice Hall  
Gabriel Meleg  
Gary Rose  
Jan Houston  
Jeong-Hee Kim  
Katrina MacAlpine  
Kaveh Mozafari  
Margaret Anne Snider  
Mieko Ise  
Susan Litchen  
Yuri Ito

### 10 Years of Service

Gary Dudley

### 15 Years of Service

Jeannette Wiltse  
Sybil Wilkinson

### 25 Years of Service

Stephanie Mckay

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

# Hospice Toronto Volunteers

Hospice Toronto engaged a dedicated team of 234 volunteers this fiscal year! Our volunteers contributed approximately 25,000 hours of support that provided access to services which would otherwise not have been possible.

The clinical staff team supported and mentored our in-home support volunteers, with bi-monthly Volunteer Support and Education meetings, peer support, webinars and social gatherings.

Two, 35+ hour 'core' hospice training sessions and one 14+ hour Home Help training session were facilitated for new volunteers.

Partnerships with CCAC and ICHA, and funding through the City of Toronto were instrumental in developing learning opportunities for volunteers on the topics of Poverty and Health and Community Palliative Care and

Moments that Shape Our Lives Legacy framework, in-person training and e-learning modules.

Outreach in diverse GTA communities allowed us to provide services in 43 languages!

Nearly 70 new volunteers joined our team. Reasons for volunteering include "Giving back," making a difference in their communities, and utilizing personal experiences to help improve care for others.

The dedication of our volunteer team remains an essential component of Hospice Toronto's success.

## Volunteer Profile

Margaret joined Hospice Toronto as a Complementary Therapy volunteer in 2010, supporting clients with Reiki Therapy.

Inspired when she heard about visiting hospice from a co-worker, she volunteered to work with those in the final stages of life. Margaret holds the strong belief that dying is a poignant event in life and to be present is an honour.

A shy person, Margaret was thankful Reiki could offer something other than direct conversation. It provided a means to be with clients and conversation arose naturally from that personal interaction. She remembers visiting her first client with no idea what to expect, what to say, or how to administer the Reiki without knowing the environment. It was a 'leap of faith' that was well

rewarded. "I met a lovely woman of like-mind and spirit. She was appreciative of the treatments and the visits. I have visited others, each with specific gifts they shared with me; humour and wisdom, sadness and frustration, time and stories, interpretations of life I would not otherwise been privy to. I was grateful to my clients for being receptive to me and what I had to offer, and to Hospice Toronto for providing this backdrop of a place to help, a place to be blessed, and a place where education and extraordinary and unique support is always available."



We are thankful for Margaret's calm, caring, centered presence and her outstanding commitment and we are very pleased to congratulate her on receiving the 2015 Elaine Hall Award.



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