



HOSPICE
TORONTO

ANNUAL REPORT 2021-2022



HOSPICE
TORONTO

OUR 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 fuelled by passionate, dedicated volunteers, imaginative partnerships, and a focus on research and innovation.

OUR VISION

Our goal is to be recognized by our clients, communities, and caregivers for groundbreaking advances in community-based care.

We are committed to:

Providing continuity of care through all phases of the client's illness.

Offering services that are integrated with other community services.

Connecting clients to the full range of support they need.

Educating clients and the public about the issues and choices regarding dying at home.

Providing rewarding and meaningful experiences for our staff and volunteers.

Ensuring that Hospice Toronto is welcoming and accessible to all the diverse communities within our area of service.

Achieving continued acknowledgment as a leader in palliative care.

Advocating for excellence in client care at all levels of service and social policy.

BOARD OF DIRECTORS



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Navigating the New Normal

CEO & Board Chair Message

This past year was full of transition as we continued to navigate the pandemic. Like all the residents of our city, Hospice Toronto found itself coping with uncertainty and change. Despite these challenges, we knew that the support we offer to clients who are chronically ill or at end-of-life and their families and caregivers was more important than ever. This inspired us to continue to adapt and learn as part of a health and social care system forever altered by COVID-19.

The pandemic forced us to pivot quickly and find new ways to provide support. Even as we are excited to finally return to more familiar approaches like providing care inside our clients' homes, we plan to embrace change and bring some of those lessons, efficiencies, and innovations with us into the future.

We are pleased to share some of Hospice Toronto's 2021-22 highlights:

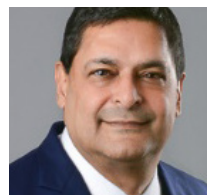
- We provided 507 visits and sessions to our in-home hospice clients and caregivers – many of them virtually. Although it will never replace our in-home support, we will continue to offer virtual supports as a complementary level of engagement going forward.
- We delivered 3,354 food hampers and 7,950 hot meals to our most vulnerable clients through a new program to combat food insecurity. It began as a response to the pandemic, but we are hopeful that it will continue.
- We were surprised to find that interest in our Young Carers Program increased last year – 142 young carers with caregiving responsibilities participated in our recreational, social, educational, and skill development activities. As COVID-19 restrictions have eased we have been able to offer some in-person supports, but many young people also enjoy the ease of an online option.
- By working with community partners and networks of supportive neighbours, our Creating Caring Communities program helped 37 clients and families in St. James Town from many cultures and speaking multiple languages navigate the health care system and access care. Telephone check-ins, outdoor meetups and virtual groups were valuable tools used in the 1,397 sessions provided.

As we reflect on another tumultuous year, what stands out most are the many clients and families we have served, and who have touched our hearts in return. You will find their stories and words embedded throughout this report.

We are grateful to our volunteers, Board of Directors, and community and corporate partners for their commitment to our mission and to the passionate Hospice Toronto staff team, who give their all every day. And we especially appreciate our donors, without whose support none of this would be possible. Thank you, thank you, thank you!

With gratitude for our wonderful community,

Dena Maule
CEO



Nazir Valani
Chair of the Board of Directors

2021-2022

A Look at Hours of Care & Support Given



225

hours of Day
Programs provided



9,892

hours of service given
to clients & caregivers



360

hours of Hospice
Care Companionship
provided



281

hours of Grief &
Bereavement support
groups provided



889

hours of service
for Creating Caring
Communities clients &
families



134

hours of one-on-one
Grief & Bereavement
Support



3,354

food hampers
provided to clients



290

hours of Complementary
Therapy like Reiki,
Therapeutic Touch &
Expressive Arts



7,950

hot meals
provided to clients



Important Lessons Learned This Year

It's been a year of success in providing support through our programs and services. Success is always built upon learning and with the advent of the pandemic, followed by a year of transitions back into the community (in a very fluid approach), we needed to foster an organizational value for flexibility and an openness to embracing change.

In particular, new opportunities for engaging people reflecting the diversity that defines our city gave us a platform to reframe our approaches to care. For instance, most of our programs employ professional staff with specific skill sets and training in reporting, documentation, communications, and other areas of technical skill. With grassroots approaches like our peer support initiative or our Creating Caring Communities community development, we needed to be creative and open to learning with and from the communities we serve. In hiring and onboarding, we learned to adapt our processes to in order meet diverse staff needs to ensure success in their roles and for the organization as a whole.

We experienced turnover - a sector-wide outcome of COVID-19. This highlighted the vulnerability many organizations face where "institutional memory" is lost in moments of transition. Our onboarding needed to be considered carefully and enhanced in a virtual environment. We also decided to review and revise policies and procedures to reflect current changes. In addition to this, we implemented the practice of documenting each position with a focus on daily, weekly, and monthly glimpses into the "life" of each staff role in order to better serve our clients and community at large.

In-Home Hospice

When we were introduced to Hospice Toronto and met our Client Services Coordinator, I could barely comprehend there were programs available to allow my partner to remain at home -- free of charge! I'll admit I shed tears of relief at the end of that meeting. Over the next few months, volunteers visited our home and each one was non-judgemental, using skilled care and compassion to help ensure my partner's final journey was dignified and took place at home. I'm grateful to report – mission accomplished! – Past Caregiver

The past year was a testament to how important connection is for Hospice Toronto clients, caregivers, volunteers, and staff. For most of this fiscal year all programming was virtual, bringing challenges and many rewards. The Client Service Coordinators (CSCs) provided quality case management and system navigation assistance, and matched palliative clients and caregivers with volunteers for video conference or telephone support, virtual Reiki and/or virtual Expressive Art Therapy. They hosted the Day Hospice program five days a week, providing a reliable touchstone in uncertain times with meditation, chair yoga, sing a-longs, discussion groups and exploring soundscapes. The need for Grief and Bereavement support increased exponentially and Hospice Toronto filled that need with one-on-one support, as well as peer-led group sessions that ran for 10 weeks. Our highly trained and skilled volunteers shared their time and hearts with clients and families. With much excitement, we carefully and safely resumed our in-person services and we look forward to continuing to provide high-quality care to families.

One program that had a profound impact this year was the grocery support program. Vulnerable clients who were income and food-insecure were assisted with grocery delivery or food hampers depending on their family's needs. Volunteers also shopped for our mobility challenged clients. The peace of mind, practical comfort, and sense of inclusion this program brought to families during this unprecedented time made it rewarding for the Hospice Toronto team, and families appreciated the support.



"I came away from training understanding that it's important to talk about diversity, inclusion and our own 'positionality' as service providers in the field of hospice care. And that hospice work is a radical opportunity for love". - Volunteer

Volunteer Services

*In the Hospice Core Training Zoom sessions, I learned the power of presence and holding space for the people we serve. The Manager of Volunteer Services taught me the importance of asking myself "how can I **be with** this person" and not just "what can I **do**?". – Hospice Volunteer*

Our priority this year was to increase the volunteer pool and support our dedicated team of volunteers as they continue to demonstrate care and concern for the people we serve. Due to the ongoing impact of COVID-19, significant changes were made in how we trained and supported volunteers as well as how we delivered our services. We worked to ensure that the protocols in place, which often changed quickly, were compliant with Infection Prevention and Control (IPAC) for volunteers to safely continue supporting clients in the community. This included ensuring that our staff and volunteers were appropriately vaccinated.

The Young Carers Programs (YCP) thrived online as volunteers provided Homework Help and facilitated opportunities for online connection with peers. Students and volunteers from all program areas learned to navigate virtual platforms for everything from Expressive Arts sessions to language classes for Creative Caring Communities (CCC) clients. Now volunteers are back in the community, connecting with clients in a very different way than during the height of the pandemic: offering companionship and in-person visits, something many clients have not had in over two years. While virtual support continues to be offered for clients who are not yet ready to have anyone in their home, many are grateful to have an "actual person" beside them to provide practical assistance and care.

This past year, Volunteer Services trained 48 Peer Bereavement Care volunteers, 55 in-home hospice care companions and complementary therapists, as well as several YCP and CCC volunteers. Hospice Toronto continues to lead our incredible volunteer team, confident that the compassionate commitment and caring of our volunteers will meet future demands.

Grief and Bereavement

This year, we witnessed an increased need for our Grief & Bereavement Support program. COVID-19 made it difficult for many people to access traditional supports and services for those whose loved ones had passed away. Group and individual support sessions continued virtually to build connection and resiliency for the community when many things remained uncertain.

We are grateful to have trained our new Grief and Bereavement volunteers to support clients as they navigated the complex journey of their loss. Bereavement Support continues to be a growing area of need with increased referrals from social workers, making it an essential program.



Palliative Day Program

Using video conference tools, the Day Hospice Program delivered sessions to palliative and bereavement clients, as well as their caregivers. Day Hospice Programs included meditation, chair yoga, expressive arts, talk, learn & laugh, and discussion groups. In order to meet the continued and evolving needs of clients during the pandemic, our programs continued to serve clients through a hybrid model of virtual support as we transitioned to in-person visits.

Peer Support Program

Our Peer Support Program has been met with such gratitude from participants that we are often overwhelmed with emotion. One client expressed, many times, that she wonders how she would have supported herself with only the government support she received before she was referred to our program. Initially, on her first check-in phone call with a Peer Support Worker during one of the COVID-19 lockdowns, she sounded quite weak and anxious and rushed to get off the phone. Her recent check-in visits have been less rushed and more welcomed. After restrictions were lifted and she could safely meet her Peer Support Worker in person she was tearfully happy as she finally met the 'voice behind the phone'. She says, Hospice Toronto has shown her so much compassion and for that she will forever be grateful to us. – Hospice Toronto Peer Support Worker

The Peer Support Program provides services for PEACH (Palliative Education and Care for the Homeless) clients. Services range from hot meals, caregiver support, grief and bereavement support and home visits. Volunteers continue to play a significant role in supporting our clients, whether by telephone or weekly or monthly in-person visits. The program served approximately 22 clients through continued case management and we continue to build our relationship with the Inner City Health Network, where most of our referrals come from.

The Peer Support Program will be providing an in-person Palliative Day Program in the fall of 2022. In partnership with the Church of the Holy Trinity, our Day Program will run on a referral basis in support of seniors who are palliative, living with life-limiting illness, and experiencing homelessness.

In its second year of a four-year mandate with generous funding from the Slaight Family Foundation, our Peer Support Program supports seniors who are marginally housed or homeless and have been diagnosed with a life-limiting illness. The program was run by our team of Peer Support Workers who have had lived experience of homelessness.

Expressive Arts Therapy (EXAT)

This year, our Expressive Arts Therapy program was able to follow its mandate and continue to serve its partners and clients. Organizations that were offering online programming benefit from our services and kept inviting us to come back. We offered groups of different sizes and duration, adapting to the organization's needs. Expressive Art's flexibility allowed us to meet our community partners and clients where they were at, and we continue to do so.

Expressive Arts also held space in the Hospice Day Program throughout the year and supported over 15 one-on-one clients in Grief and Bereavement for periods from 8 weeks to a year depending on the client's needs, wait lists and availability.

Expressive Arts continued to collaborate with Volunteer Services and the Young Carers Program when invited and also has a regular program with Creating Caring Communities that is ongoing and very well-received in the community.



The Expressive Arts Therapy program has active partnerships with: AIDS Committee Toronto (ACT), People with AIDS Foundation (PWA), Asia Community AIDS Services (ACAS), MAGGIE'S & DIXON HALL.

Expressive Arts served 78 HIV clients during this period and also had a team of 7 EXAT volunteer students in order to serve more clients.



Expressive Arts Therapy Session - Mask Making at PWA



“As a participant of the CCC Program for a few years, I am grateful for the volunteer support, grocery gift cards and grocery help. This support has helped me and my family to buy essential groceries for my sick husband who had a recent liver transplant. I needed this continuous support because of my husband’s medical condition, and this meant a lot for us.” - CCC client

Creating Caring Communities (CCC)

I wanted to gratefully thank Hospice Toronto for the support extended to me during the peak period of COVID-19 starting April 2020 and which continues today. As a senior citizen living alone with aging mobility issues, especially during the winter months, your bi-weekly delivery of groceries to my front door and the daily check-in on me via phone calls, has greatly helped carry me through some dark days. - CCC client

Creating Caring Communities is a neighbourhood-based community capacity-building initiative in St. James Town, Toronto. CCC creates meaningful neighbour and community connections to support isolated and socially vulnerable community members through culturally relevant social support. Through these connections in the community, CCC aims to:

- support isolated and vulnerable community members with a life limiting illness, and/or their carers, in their choice to remain at home;
- connect individuals to local social and health services;
- increase the well-being and self-efficacy for all involved, and
- contribute to making St. James Town a more caring and compassionate place to call home.

Throughout the pandemic, CCC provided food and grocery support to residents, along with facilitating virtual sessions twice a week to keep isolated community members connected, to share information on COVID-19 & vaccinations, and to provide crisis intervention and advocacy as required (e.g. landlord-tenant issues).

Virtual Photo Walks (VPW)

Streaming live from St. Andrews (Scotland), Signall Hill (Newfoundland), and Sardinia (Italy), Virtual Photo Walks produced 3 successful events for Hospice Toronto's Hike for Hospice Palliative Care. Allowing participants to see destinations around the world and interact with the presenters, especially at a time where most of us could not travel during the pandemic. This event brought awareness of our mission to a new audience.

The mission of Virtual Photo Walks is to enable those who are immobilized by disability, illness, age or isolation to escape and engage with society virtually.

Those who come on tour with us learn to use mobile video chat tools to virtually participate in events in selected locations around the world, and then use those same tools to engage with their family and friends and to more efficiently interact with their caregivers.



Sardinia, Italy



Signal Hill, Newfoundland

Since 2011, Virtual Photo Walks has been using the power of cloud-based video conferencing to enable the disabled, infirm and those isolated and hospitalized to visit distant places. Using "virtual volunteer guides" equipped with smart phones, participants can participate in immersive, real-time experiences of places they will likely never see first-hand. They are encouraged to interact with each other and their virtual photographer guide in each private videoconference.

*For more information please email us
at info@hospicetoronto.ca.*



St. Andrews, Scotland

Young Carers Program (YCP)

The Young Carers Program had a busy year as we continued to offer lots of virtual support to our members including some exciting new programs. These online programs included three weeks of virtual camps, 13 different skill building workshop series, multiple special events, teen leadership programs, and homework support.

With the pandemic continuing to present new challenges, YCP launched several new programs to help with the impact. This included our Grief Literacy Workshop and “Discovering the YOU in YOUng Carer”, a six week, 1-on-1 support program, where Young Carers had the opportunity to work alongside a facilitator to do self-discovery and goal-setting, and explore different areas of their lives.

We were also excited to plan more virtual and in-person programs to better support for our young carers.

YCP parent speaks to the impact of the YCP Program....

As a parent of a 13 year-old girl who is medically complex and suffers from chronic pain, I've seen how her illness affects her brother as for years he has witnessed her going in and out of hospital. Resultantly, he has had trouble expressing feelings, often exhibits oppositional behaviours at school and shows symptoms of high anxiety. He was hesitant when we connected with YCP but warmed up once he realized YCP offered a safe environment amongst peers who were experiencing similar challenges. The program coordinators quickly built a rapport with group members and offered flexible and fluid programming for all the participants.

Over the years, we have seen tremendous growth in him. He's excited when there's a new YCP offering and uses all the tools and strategies learned through YCP when he is stressed or upset. We have seen a huge, positive change in his confidence and are so impressed and grateful with what YCP has accomplished with such limited resources.



“We are high users of the of the healthcare system and have accessed mental health supports at every level. We can confidently say that YCP is BY FAR the best program we have had the privilege to be involved with. Our only wish is that there were more resources available to expand the program.”

– *YCP Parent*

Fund Development

Thank you for helping us **Add Life to Days**

My introduction to the word “hospice” occurred in my late twenties as countless friends were dying in the early years during the AIDS crisis. I didn’t personally witness it until years later when my partner became one of the thousands fighting the battle against HIV/AIDS and we were introduced to Hospice Toronto. I was very grateful and relieved there were programs available that allowed him to remain at home during his final journey. My experience motivated me to designate a bequest in my will to provide funds to Hospice Toronto after my own journey is complete. It’s not a large amount, it doesn’t need to be. Every dollar helps them continue to support clients to remain at home with dignity at end of life, at no cost. I invite you to consider joining me in supporting Hospice Toronto when making your own planned giving decisions.

– Monthly Donor

Your support to Hospice Toronto makes our work on behalf of clients, caregivers and their families possible and enables them to choose to receive care in their own home. Our volunteers and staff provide care and support at no cost to our clients and their families. Your donations ensure that we will be there when we’re needed, because none of us can know when we or our loved ones will need support.

The government of Ontario provides about 40% of the funding we need to keep our programs running. Each year, we fundraise through individual donations, corporate and foundation grants, special events, in memoriam gifts and bequests to cover the gap between government funding and the true cost to deliver our services. Your help is essential to ensure our full scope of services is available to people living with a life-limiting illness and family caregivers.

Please accept our gratitude for your continued commitment. Despite sector-wide challenges, this year Hospice Toronto exceeded its fundraising target and raised more than \$500,000. Your outpouring of generosity is heartwarming and has helped our programs to grow and thrive.

P.S. If you would like to receive information about our Circle of Caring program for monthly donors or our legacy giving program, please contact us at development@hospicetoronto.ca or 416-364-1666.

“The wonderful PC grocery cards you’ve provided me with have helped keep me from digging into the rent money for food or vice versa. I just can’t thank you enough for helping relieve most of the pressure & anxieties brought on by those kinds of decisions!”
– **CCC Client**

There's No Place Like Home Virtual Gala



HOSPICE
TORONTO

THERE'S NO PLACE LIKE HOME VIRTUAL GALA EVENT

SPECIAL GUESTS



Our virtual gala featured special celebrity guests comedian Martha Chaves, Juno Award-winners Billy Newton-Davis, Molly Johnson, and Jackie Richardson and jazz master Julie Michels, storyteller Collette Micks, and city councillor Josh Matlow, and our co-hosts Maggie Cassella and Justin Landry.

Thanks to our Gala Sponsors and Supporters

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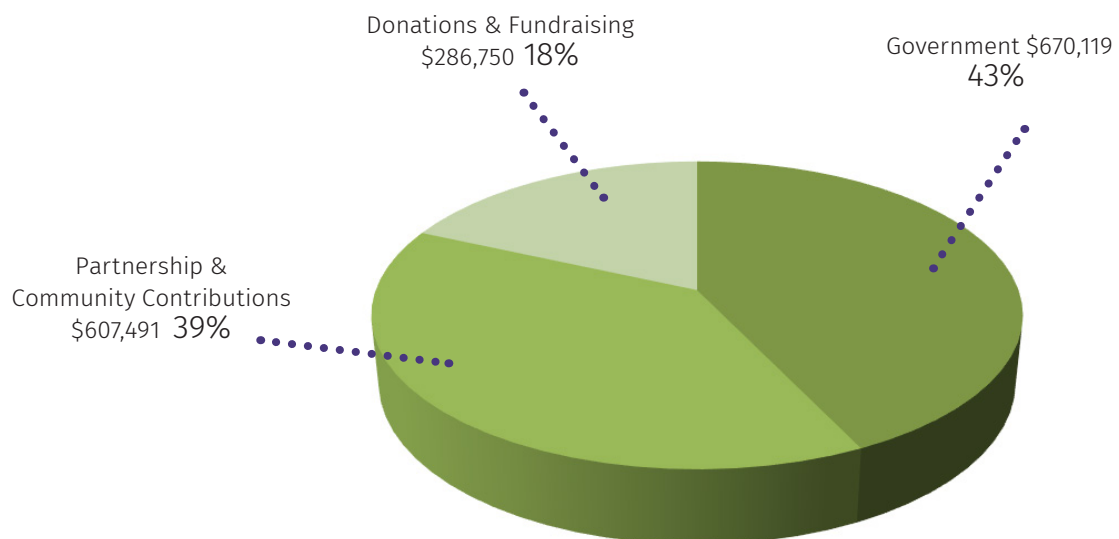
Cassels

Statement of Financial Position – Fiscal Year Ending March 31, 2022

ASSETS	FISCAL 2022	FISCAL 2021
Cash	\$273,840	\$199,724
Accounts Receivable	\$157,739	\$243,740
Prepaid Expenses	\$4,540	\$4,218
Investments	\$731,594	\$652,974
Capital Assets	\$16,242	\$24,363
	\$1,183,955	\$1,125,019
LIABILITIES		
Accounts Payables & Accrued Liabilities	\$71,487	\$145,225
Deferred Revenue	\$41,242	\$24,363
Canada Emergency Business Account	\$40,000	\$40,000
	\$152,729	\$209,588
NET ASSETS		
Invested in Capital Assets	-	-
Unrestricted Net Assets	\$1,031,226	\$915,431
	\$1,031,226	\$915,431
	\$1,183,955	\$1,125,019

Sources of Funds

Total: \$1,586,451

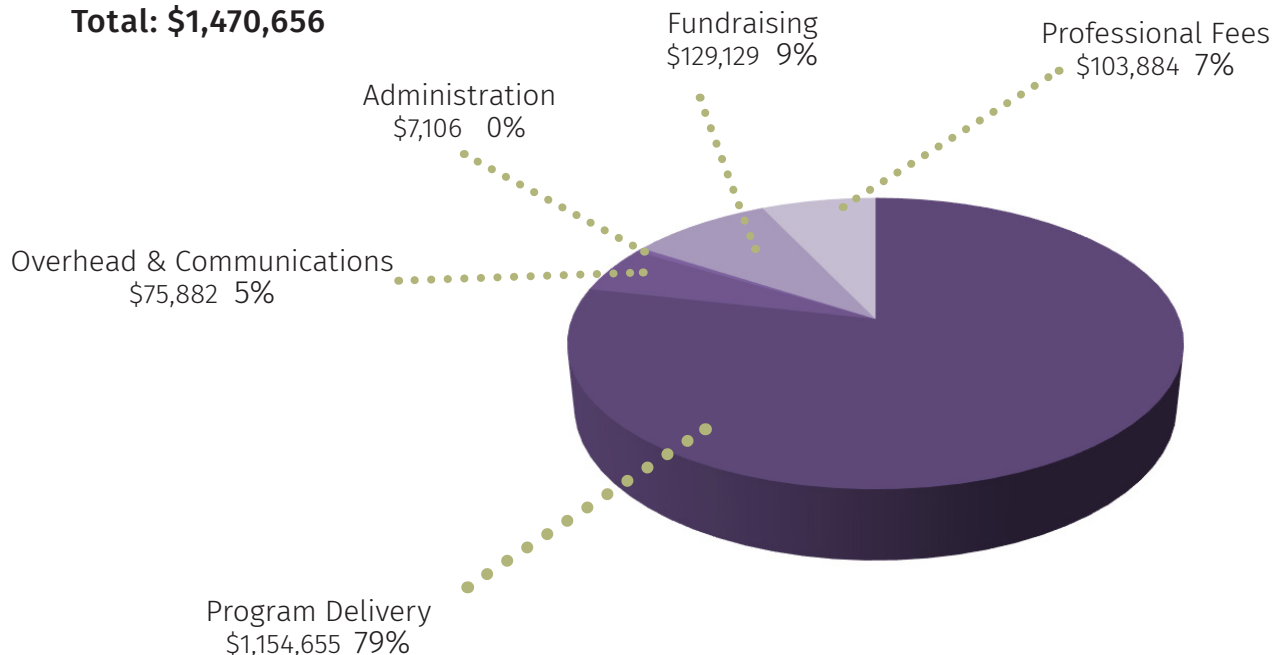


Statement of Operations for the Year Ended March 31, 2022

REVENUES	FISCAL 2022	FISCAL 2021
Government	\$670,119	\$1,198,480
Partnership & Community Contributions	\$607,491	\$807,746
Donations & Fundraising	\$286,750	\$380,858
Investment Income	\$22,091	\$112,104
	\$1,586,451	\$2,499,188
EXPENSES		
Program Delivery	\$1,154,655	\$1,728,560
Overhead & Communications	\$75,882	\$158,573
Administration	\$7,106	\$93,066
Fundraising	\$129,129	\$76,980
Professional Fees	\$103,884	\$102,961
	\$1,470,656	\$2,160,140
Excess of Revenue Over Expenses	\$115,795	\$339,048

Uses of Funds

Total: \$1,470,656





HOSPICE
TORONTO

We are so grateful to our community
for every donation, every sponsorship and every act of kindness
that helps to make Hospice Toronto's mission possible.

You are a critical part of our team...
Thank you!

A special thanks to our major supporters.



The AIDS
Bureau



Hospice Toronto

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