



HOSPICE
TORONTO

ANNUAL REPORT 2004



PROVIDING QUALITY CARE FOR OUR COMMUNITY SINCE 1988



“What’s in a name?”

WILLIAM SHAKESPEARE

Celebrating the unveiling of our new name and logo at our annual *“There’s No Place Like Home”* event provided a wonderful opportunity to reflect upon this past year.



No Place Like Home Event. Dena Maule and Wendy Potomski (Board member and co-chair of the branding committee) at the unveiling of the new name and logo.

“It takes a lot of courage to release the familiar and seemingly secure, to embrace the new. But there is no real security in what is no longer meaningful. There is more security in the adventurous and exciting, for in movement there is life, and in change there is power.”

ALAN COHEN

“What’s in a name?” ... Quite a lot in fact.

Our decision to say goodbye to the name Trinity Home Hospice and develop our new identity as “Hospice Toronto” came following a lengthy process this year that involved strategic planning, community consultation, and lively discussions with our board, staff and volunteers. We emerged from the process committed to our new name, reflecting the diversity and geography of the community we serve; through our choice of a mandala-based logo we were able to reinforce the history and values of our Hospice. In Sanskrit the word mandala means circle. It is said that these archetypal templates, with no two alike, are created to remind us of the cycle of life and death. So in a way the Hospice has come full circle adopting the name Hospice Toronto; a derivative of our original name incorporated in 1988 as “Trinity Hospice Toronto”.

Changes this year began with our new identity but certainly did not end there. We have demonstrated our commitment to facilitate access to a full spectrum of palliative care services for our clients while avoiding duplication (articulated in our renewed mission statement) through the enhancement of our existing programs and services, as well as through an evolving collaboration with our community partners.

Internally, we have accomplished this through:

- expanding our “Kit for Kids” children’s program to include Expressive Arts groups in particular, a group called “By My Side” for children with a life threatening illness and their families or for parents with a life threatening illness and their children, recognizing the importance of facilitating this process for the family unit.
- a multi-year grant from the Ontario Trillium Foundation; we are developing a fund raising infrastructure to support our growing fund development activities. This grant will enhance our ability to continue to diversify our revenue sources, reducing our dependence on government support. In addition to this, it will enable us to redirect our front line resources to work toward our goal of tripling our volunteer recruitment and training by the end of our 2005/06 fiscal year.
- establishing formal training for our Bereavement Support Program volunteers.
- working toward our level one accreditation with the Hospice Association of Ontario which is due to be completed in July 2005.

In addition to this, enabling us to provide broad access to services not directly delivered by our Hospice, we have worked hard to develop collaborative relationships with a variety of local organizations:

Gilda's Club: Now provides space and referrals for our Expressive Arts programs for children and adults who are ill, their care providers, and individuals who are recently bereaved. In addition to this, to supplement the limited physical space at our Hospice, Gilda's Club is also now providing space for our Hospice's ongoing volunteer training activities.

Casey House: Recognizing the increasing need to support individuals living with HIV/AIDS who are stabilized through medication or are in remission, our Interim Support Program has introduced a pilot day program providing Expressive Arts Therapy in a group setting and hosted by Casey House. This has enabled us to expand our outreach and service delivery to our clients living with AIDS.

The Society of Sharing: To complement the in-home volunteer based services provided through Hospice Toronto, we have worked toward formalizing a referral relationship with the Society of Sharing. This organization works with volunteers to provide services which include grocery shopping, transportation to medical appointments and friendly visiting, a perfect compliment to the more intensive, practical, "end of life" care provided by our Hospice volunteers. This has become a wonderful resource for our clients who are in remission and a supplement to our Interim Support Program.

The Gitche M'Qua Centre for Healing and Dying: Following a pilot this year to explore the potential for caregivers support, we are now working toward the development of a "care for the caregiver" plan for volunteers and professionals, in cooperation with this organization.

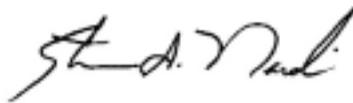
One of our most rewarding experiences this year was being approached by students from North Toronto Collegiate to make our Hospice the subject of their submission for a Toskan Foundation award. In meeting with these four grade ten students we were able to explain the philosophy behind the provision of hospice care and to give them insight into the scope of the services we provide. The play developed by the students to demonstrate the "Hospice Toronto Experience" later won an award and a donation of \$5,000 for the Hospice, but most exciting for us was the opportunity to provide awareness to students in high school about "hospice", a goal we have long wished to achieve. Currently, we are working with the students to secure some funding for them to "take their show on the road" as an outreach project for Toronto high schools.

The next few years will see extraordinary changes in the health care system in Ontario. We have already begun to see this in the establishment of the new Local Health Initiatives Networks (LHIN's). Hospice Toronto continues to be a committed, active and responsive participant in this process.

The past year has brought significant changes to the Hospice and we are excited about the future opportunities for Hospice Toronto. However, the heart and soul of what made Trinity Home Hospice will carry forward and always remain a part of who we are.



DENA MAULE
Executive Director



STEVE NARDI
Board President

MISSION STATEMENT

We provide skilled compassionate care to people with a terminal illness who choose to die at home. Volunteers working together with the client's family and friends give support that enhances the quality of their lives.



Steve Nardi, President of the Board of Directors and Dena Maule, Executive Director.

Volunteer Services

Volunteer Services has continued to develop new training modules in response to the Hospice's growth and diversification. In the fall, our professionally qualified Complementary Therapists will attend a training module designed to support their work with Hospice clients. Another new training and orientation module is being designed for the volunteers interested in assisting the Hospice with outreach, event planning and organization.

In the Spring and Fall, current Care Team volunteers who would like to enhance their skills and work in our "Kid for Kids" program will be given a further 21 hours of training to learn the skills necessary to support grieving children.

The Care Team training continues and 50 compassionate, dedicated and eager new volunteers will have received 30 hours of training by the end of 2005. From April 2004 to March 2005, the last fiscal year, Care Team volunteers donated 19,000 hours of work. To quantify these hours, such dedication would be valued at approximately \$380,000.

When we total all our volunteer activities; the Board, committees, administration volunteers, fund development and all our direct care programs, the number of hours donated by the volunteers is equivalent to 14 people working full time.

Hospice Toronto appreciates all its volunteers and thanks them for their caring support of the Hospice clients.

"it is when you give of yourself that you truly give"

KAHLIL GIBRAN



Nada Jorna, Susan Asunmaa
Susan Llanos, volunteers and
friends of Hospice Toronto.



"There's No Place Like Home" event. Stephanie Rudd, Stephanie Raymond and Jean Juby,
volunteers from Starbucks, one of the event sponsors.



Some of the Board of Directors, staff and volunteers with the cheque from the RBC Financial Group.

Care Team Program

The Care Team program is our core service. Through the care team model we provide support to our clients in their own homes, offering comfort, security and peace of mind to the person who is dying and respite to their family and friends.

During the past year we have seen a significant rise in our client referrals from several sources. We continue our good connections with many of the downtown hospitals and clinics including Princess Margaret Hospital, St Joseph's Health Center, the Amyotrophic Lateral Sclerosis (ALS) clinic at Sunnybrook & Women's College Health Science Centre, and the Hospice Palliative Care Network (HPCNet). A week taken at random showed fifty three clients with Care Teams, ten receiving Interim

Support, three in the Bereavement Support Program, and nine waiting to be assessed for a total of 75 clients. The majority of our clients, 86%, have cancer then HIV/AIDS, ALS, the end stages of Multiple Sclerosis and cardiac disease account for the remainder.

The "A" team model of care, meeting with and scheduling family and friends into a care team, continues to be an integral part of Hospice Toronto's work, and during the past year several "A" teams, one as large as 40 members, sustained clients for many months following them into hospital and home again as needed.

Hospice Toronto, volunteers and staff continue to strive for excellence in the holistic approach to palliative care in all areas.

"we collaborate and replace fear with peaceful death... our compassion draws us to accompany people on their awesome final journey"

JUNE GALBRAITH
Client Service Coordinator

"the Hospice gave us the support and the courage to help our friend"

JEAN ROBINSON
Volunteer

2004 – 2005: A Year In Review

Corporation & Organization Donations

April 2004 – March 2005

AGF Management Limited
 Alliance Atlantis Communications Inc.
 Alliance Environmental & Abatement Contractors Inc
 Ameresco Canada Inc.
 Americana Conference Resort & Spa
 AP Construction & Renovation Ltd.
 Art From The Heart
 Atkinson + Design Inc.
 Aztech Communications Inc.
 Bacon Basketware Limited
 BeBe Joon Fashion
 Black & MacDonald
 Blake, Cassels & Graydon LLP
 Bobbi Brown
 Borden Ladner Gervais LLP
 Bruno's Fine Foods
 Burnhamthorpe Roofing Co. Ltd.1994
 Carma Industries Inc.
 Clevelands House
 Clifford Masonry Limited
 Conair Consumers Products Inc.
 Custom Sound & Image
 Cut and Dry Floral Design
 Cycle Therapy
 Dafco Filtration Products Ltd.
 ECC Group
 Emilia Skin and Body Care
 Employment Management Professionals Inc.
 Equicon Services Inc.
 Ertl Surveyors, Ontario Land Surveyors
 Frame by Designs
 Garfinkle, Biderman LLP
 Gowling LaFleur Henderson LLP
 Green Shield Canada
 GWL Realty Advisors Inc.
 Hair F/X
 Halsall Associates Limited
 Harlots Hair Salon Limited
 Harvey's/Swiss Chalet
 HCA Incorporated
 Heavenly Daze
 Hidi Rae Consulting Engineers Inc.
 Hurley Corporation
 IBL Risk Management Inc.
 Impact Electrical & Mechanical Ltd.
 INPLEX The Copy Store
 Institut de Beaute Nimama
 International Centre
 Irish Embassy Pub & Grill
 j j Barnicke
 J. Glass & Glazing
 Janet Kerr Consulting
 Jo Malone
 Jolly Tots
 JRJ Consultants
 Karbouzi Greek Tavern
 Kimberly-Clark Inc.
 Know Your Body Best
 KPMG
 KSi Sign Systems Inc.
 Kutter – Harley Davidson, Inc.
 LCBO
 Legs Beautiful – Conrez Group
 Leon's Furniture Limited
 Lion Gate Films
 Litemor Distributors Group of Companies
 Mamma Mia! Littlestar Services (Canada) Ltd.
 Manulife Financial
 Maple Leaf Foods
 MDS Inc.
 Mechanical Trade Industries Ltd.
 Meridian Credit Union
 Meteor Show Productions
 Metropolitan Sheet Metal Ltd.
 Michele's Baquette
 MotionTech Services Inc.
 Newville Candles
 Nokcha Tea House & Crafts
 Ontario Guard Services Inc.
 Optix
 Otis Canada, Inc.

[continued on next page →](#)

Financial Statements

Condensed Statement of Operations and Changes in Fund Balances

for the year ended March 31, 2005

	2005	2004
Revenue		
Ontario Ministry of Health	\$ 173,323	\$ 160,219
Grants – The Ontario Trillium Foundation	37,500	25,000
Contributions	448,906	360,686
Interest Income	2,318	2,731
	\$ 662,047	\$ 548,636
Expenditures		
Program Delivery	323,995	319,540
Administration	84,960	75,764
Professional Fees	96,995	78,888
Premises and Communications	57,172	40,271
Fund Development	14,423	35,104
	\$ 577,545	\$ 549,567
Excess Revenue over Expenditures (Deficit)	84,502	(931)
Unrestricted Net Assets, beginning of year	179,949	180,880
Unrestricted Net Assets, end of year	\$ 264,451	\$ 179,949

Excerpts from the 2004 – 2005 audited financial statements prepared by Julia Stavreff. If you wish a full copy of the audited financial statements, please contact Hospice Toronto.

Statement of Financial Position

as at March 31, 2005

	2005	2004
Assets		
Cash	\$ 19,920	\$ 93,218
Short Term Investments	264,615	127,497
Accounts Receivable	3,874	16,971
Prepaid Expenses	11,842	4,726
	\$ 300,251	\$ 242,412
Liabilities		
Accounts Payable and Accrued Liabilities	\$ 19,035	\$ 51,254
Deferred Income	16,765	11,209
	\$ 35,800	\$ 62,463
Net Assets		
Unrestricted Net Assets	264,451	179,949
	\$ 300,251	\$ 242,412

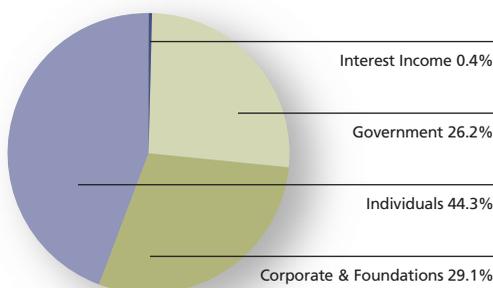
Operating Statistics

	Number of Volunteers	Total Hours Spent	Equivalent Value
Care Team	142	19,000	\$380,000
Board of Directors	11	1,500	45,000
Operating Committees	42	5,000	75,000
Administration	5	125	1,875
Total	201	25,625	\$501,875 *

*Based on an average hourly value for volunteers \$31.30, for board \$12.22, for direct care \$17.55. *Social accountability for Non Profits 2002, Laurie Mook, Jack Quarter and B.J. Richmond.*

Source of Funding

- Government
- Corporate & Foundations
- Individuals
- Interest Income



Fund Development

Fundraising is a challenge shared by volunteers, staff, and Board members of Hospice Toronto. Talking about end-of-life issues is never an easy task, yet we all need to have the courage to raise this topic in our discussions with our donors and supporters at fundraising events and through direct appeal. We engage our donors and share with them our enthusiasm for the fine community work that is carried out by our caring volunteers, as they interact with individuals facing life's most difficult challenge. We relate many stories to our donors to help them understand how much their financial support has made a difference to the lives of our clients and their families.

As Hospice Toronto has grown, funding from Government sources has not kept pace. We have been very successful in raising community awareness and soliciting funds from a broader donor base. In 2004 – 2005,

the largest source of funds came from individual sponsors. In addition, private foundations, corporations, and community service clubs have helped to augment public sector funding to support Hospice Toronto's service programs.

Looking forward, Hospice Toronto must remain innovative in developing new sources of funds and ensuring that our current donors remain committed to the organization. Through a generous grant from the Ontario Trillium Foundation, we are able to expand our fund development practices; to enhance communications with our donors; to widen our focus, and to consider both Planned Giving and Memorial Giving programs. We are proud of the contribution that Hospice Toronto makes in the community and remain committed to sharing this with our valued donors.

Corporation & Organization Donations

April 2004 – March 2005
continued

- P.J. O'Brien Irish Pub & Restaurant
- Pantanes Antiaging & Longevity Spa
- Pantalone Realty Corporation Ltd.
- Picture Frame Warehouse
- Pinchin Environmental
- PRO Distribution Services
- Rae Cowan & Associates
- RBC Financial Group
- S.Z. Jewellery
- Sara Lee
- Security Dept. of GWL
- Siemens Building Technologies Ltd.
- Sir Corp Restaurants
- South Central Inc.
- St. John's United Church
- Standard Parking of Canada Ltd.
- Strut
- TD Bank Financial Group
- TD Securities Employees Charity Auction
- The Bank Of Nova Scotia
- The Great American Backrub
- The Rock Golf Club
- Theravada Buddhist Community
- Tidy's Flowers
- Tom Jones Steakhouse & Seafood
- Toronto International Film Festival Group
- Toronto Police Service
- Transamerica Life Canada
- Travel ABC
- Tullett Liberty (Canada) Limited
- Ven Ver Blind Cleaning Inc
- Walter Psotka Photography
- Wasteco
- Windy O'Neills Irish Pub Inc

Donations from Foundations

April 2004 – March 2005

- Ben and Hilda Katz Charitable Foundation
- CIBC Charitable Foundation
- DeFehr Foundation Inc.
- Dr. Scholl Foundation
- Dynamic Fund Foundation
- Guild Electric Charitable Foundation
- M D R T Canadian Charitable Foundation
- Marion Ethel & Frederick John Kamm Foundation
- RBC Foundation
- St. Andrew's Charitable Foundation
- The Arthur & Audrey Cutten Foundation
- The Brumara Foundation
- The Harold E. Ballard Foundation
- The Morrison Foundation
- The Ontario Trillium Foundation
- The Tanenbaum Family Charitable Foundation

We are proud of the contribution that Hospice Toronto makes in the community and remain committed to sharing this with our valued donors.

Complementary Therapy

Hospice Toronto is proud to provide a wide range of Complementary Therapies to our clients from Hospice volunteers who are also certified and trained complementary therapists in a variety of modalities. Our volunteers offer the following treatments; Massage Therapy, Reflexology, Therapeutic Touch, Healing Touch, Reiki, Soundwork, Music Therapy and Legacy Work (recording a client's biography through words and pictures).

Client and volunteer feedback has shown that clients can feel a variety

of positive benefits from the Complementary Therapy treatments including relaxation, assistance with sleeping, and an increased overall sense of well-being.

The program is one of our fastest growing with more than 50% of our clients benefiting from our professional volunteers' expertise. Quite often the complementary therapist is the first introduction to the Hospice for the client, obviously a successful one as more and more requests are received for these treatments.



Tree of Lights 2004: Wendy Joscelyn volunteer Complimentary Therapist, Michelle Constantin, President of Custom Sound and Santa John MacMillan from Manulife.



Scot with his mother Elsa in the Children's Support Program.

Hospice Toronto continues to strive to come up with innovative and creative ways to meet the needs of children.

The Kit for Kids program was born out of a desire to meet the needs of children, either living with a life threatening illness or who have a family member living with a life threatening illness. For the past six years Hospice Toronto has evolved its exclusive training geared towards volunteers that wish to work with children. These volunteers have completed the 30 hours of volunteer training and have then continued with a further 21 hours training to work with children. The program

provides a safe and non-judgemental place for the child to explore and express their feelings. Play, which may sometimes be forgotten, is highlighted through shared activities and it can bring a sense of normalcy to the child's life. We have also piloted an expressive-arts-based anticipatory grief and bereavement group for children this year that has been very well received. Hospice Toronto continues to strive to come up with innovative and creative ways to meet the needs of children.



Marian McCormick with Hospice care team volunteer Sandy Hamilton.



Lynn McCormick with her mother and Hospice client Marian McCormick

Bereavement Support Program

The Bereavement Support Program is a vital part of the continuum of support provided by the Hospice because it acknowledges that hospice care does not end with the physical death of the client. Experience has shown that after the death of a loved one, the needs of the family and friends may continue.

Although there are many community bereavement groups in the city that caregivers can turn to, these groups require a three-month waiting period between the death of a client and admission to membership in the group. The Hospice's bereavement program is available to caregivers following the death of a Hospice client and therefore bridges this gap by allowing them more immediate access to critical support during their time of grief.

A small, dedicated group of bereavement support volunteers provide emotional support for up to three months following the death of the client. While the volunteers are not professional bereavement counselors, they are someone with whom caregivers can talk openly, share stories and memories, and most importantly, someone who can be a companion in the grieving process. Caregivers and volunteers can meet over a cup of coffee, go for a walk, or talk on the phone. At the end of the three-month period, volunteers can assist caregivers with information and referrals to formal community bereavement groups or professional counselors.

“while I thought that I was learning how to live, I have been learning how to die”

LEONARDO DA VINCI

The Ontario Trillium Foundation Grant

A Three Year Plan

Hospice Toronto's Executive Director identified some challenges associated with the growth and success of the Hospice. Over the past few years the introduction of event – driven fundraising and the increase in the number of clients and services that the Hospice offers, has meant that resources were being stretched beyond the capacity of both staff and volunteers.

In an effort to ensure that the volunteers trained especially for care teams, interim support, bereavement, and the children's work were able to do their direct care work, two issues would need to be addressed. The first step would be the hiring of a fundraising consultant to analyze the present process and assist with the transition to a new fundraising software program. Then volunteers would need to be recruited to support special event activities and more care team volunteers trained to ensure that the approximately 90% of Canadians who would prefer to die in their own homes had that choice.

Hospice Toronto continues to grow and to diversify its source of revenue beyond government support

but the challenge of growth means that a more effective volunteer recruitment strategy is required. The infrastructure to train, support and supervise volunteers must be continually improved and developed, and volunteers with the expertise to heighten awareness about hospice, organize and volunteer at fund raising events need to be trained.

The Hospice submitted a successful grant application to the Ontario Trillium Foundation to address these concerns and fund some solutions. It means a Fundraising Consultant, Special Events Coordinator and a Administrative Coordinator will be hired. Over the three year period of the grant 75 volunteers will be trained for funding diversification, development and outreach initiatives. By the third year, revenues from special events will have been increased by 35% and approximately 140 new care team volunteers trained.

The Ontario Trillium Foundation grant ensures that our clients will continue to receive the spectrum of services and care given by committed, well trained and supported volunteers.

Hospice Toronto gratefully acknowledges the financial support of The Ontario Trillium Foundation, an agency of the Ministry of Citizenship, Culture and Recreation. With \$100 million in annual funding from the province's charitable gaming initiative, the Foundation provides grants to eligible and not-for-profit organizations in the arts, culture, sports, recreation, environment and social service sectors.

THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
TRILLIUM
DE L'ONTARIO

Expressive Arts Therapy

In our continued effort to provide support to bereaved families as well as families experiencing anticipatory grief, the Expressive Arts Program was introduced this year. Expressive arts therapists encourage individuals to work in various modalities such as paint, pastel, clay, voice, drums and poetry. This allows access to parts of themselves they may not otherwise be in tune with. It also encourages the expression of deep inner feelings and thoughts. Working through the arts is non-threatening and so it is especially helpful when working with children. It enables them to acknowledge and move through the difficult emotions being experienced during or after a critical time in their lives.

In February of this year, a number of groups were piloted in collaboration with Gilda's Club of Greater Toronto. At their facilities we have numerous groups including: children's groups for recently bereaved children, anticipatory grief groups for those who have a parent living with a life threatening illness, and a group for adults who themselves have the disease. A quilting group called "By My Side" for children with a life

threatening illness and their families or for adults with a life threatening illness and their children provides an opportunity for sharing memories, experiences and feelings.

Our continued commitment to the HIV/AIDS community has been further enhanced with a weekly expressive arts therapy group, in collaboration with Casey House and held in their facilities. This has been a very successful group that was initially for residents but is now being offered to the larger HIV/AIDS community through Casey House's external clients.

In the fall of 2005, we want to address the unique needs of "care givers" and add two expressive arts therapy groups; one for families and friends, and one for health care professionals. During 2005 Expressive Arts Therapy will be provided to many groups including:

- adults with a life threatening illness
- bereaved adults and children
- health care professional caregivers
- family and friends acting as caregivers
- Casey House HIV/AIDS clients



The Hope Quilt, created by the quilting group "By My Side"

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