



HOSPICE  
TORONTO

# ANNUAL REPORT 2005-2006



WHEN YOU CANNOT ADD DAYS TO LIFE, ADD LIFE TO DAYS\*



HOSPICE  
TORONTO



Children proudly display dream catchers they created during our Expressive Arts group (held at Bereaved Families of Ontario Halton/Peel). From front to back: Savannah Culbertson 9, Emily Gonzalez 9, Nathan Culbertson 9 and Tyler Culbertson 12.

*This year Hospice Toronto increased the number of care team volunteers by 84%.*

COVER: Deorajh 7, holds up her flowerpot painted as a cycle of life exercise during an Expressive Arts group session.

\*Used with permission from the Hong Kong Hospice.

## “Nothing endures but change”

HERACLITUS (540–480BC)

Reflecting on this past year, change has been a constant theme for the Ontario palliative care environment... it is an exciting time for us and for everyone in the palliative care community.

Hospice Toronto’s environment is being transformed as a result of a number of initiatives:

- The establishment of Local Health Integration Networks (LHINs) as the community based bodies charged with responsibility for the planning and funding of local health care, (effective spring 2007) replacing the current Ministry of Health (MOH) centralized funding mechanism with a regional structure.
- Significant new government funding being allocated for palliative care, including both residential and visiting hospice.
- Provincial government enhancing the concepts of client choice and the continuum of care in Ontario; outlining a framework that will promote seamless transition through the needs of each Ontarian at end-of-life; visiting hospice is an important component of that continuum.
- “Professionalizing” of hospice and the standardization of policies and procedures through such initiatives as the accreditation process.

Responding to significant change is both a challenge and a gift – providing the opportunity to do things better.

We are pleased to report on some of this year’s activities:

- We conducted a formal review of the potential for Hospice Toronto to pursue residential hospice and confirmed our intention to proceed in this direction. We determined our best route forward is collaborative, and explores ways to work in partnership with

existing residential hospice or long term care facilities.

- This year our staff worked hard to enhance our client and volunteer satisfaction survey template. The survey was distributed in the spring of 2006 and was instrumental in our Hospice Association of Ontario Accreditation process.
- The Trillium grant permitted us to create infrastructure for fundraising through the implementation of a special event coordinator position and administrative support. This enabled us to triple our volunteer recruitment programme and to enhance our fundraising efforts. We made progress at ascending the “pyramid of giving” model as our fund development program matured. While our focus on special events shifts to one or two signature events annually, we are giving increased priority to “annual” and “planned” giving strategies. This places more of the responsibility with the Fund Development staff, the Executive Director and the Board, freeing up the direct service staff and volunteers (who have sometimes supported events) to focus their efforts exclusively on client service delivery.
- Partnership continues to be a central theme at board and staff levels – to enable us to capitalize on our strengths, leverage our resources and collaborate with others whose strengths complement our own. For example: Hospice Toronto explored partnership with the Max & Beatrice Wolfe Centre for Children’s Grief and Palliative Care (MBWCCGPC), continued expressive arts partnerships with

Gilda's Club and Casey House, worked toward the establishment of new expressive arts groups at two Bereaved Families of Ontario locations in June 2006 and maintained collaborative relationships with the Society of Sharing and the Gitche M'Qua Centre for Healing and Dying.

- Through the efforts of the staff we remained active in initiatives such as: The MBWCCGPC Advisory Committee, the Toronto Palliative Care Network steering committee & south regional committee joint hospice activities, including children's volunteer training, and weekly "team rounds" with other hospice/palliative care service providers in Toronto.
- The Hospice Toronto team attained full accreditation under the new HAO programme — achieving Level One Accreditation in August 2005, and immediately starting work on Level Two Accreditation (which was completed shortly after this year end).

With an appreciation of the need to redirect resources to deliver seamless service to our clients, we will be taking a proactive approach toward realizing efficiencies through working more collaboratively to integrate our services with those of other hospices and health care providers.

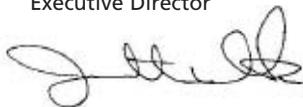
Whether you are an individual or an organization *change provides an opportunity to look at who you are and where you want to go*. Hospice Toronto took the opportunity this year to do just that. In looking back on 18 years of service to the community there has been one constant theme – HT has been an innovator and a leader.

As we move forward we will continue to identify and nurture innovation, and share this with our community. As an example; recognizing that we are located in a high density urban work environment where there are many individuals living with and supporting family members who are dying or who have experienced a recent death and would benefit from services such as anticipatory grief and bereavement supports, we are launching lunch and after work programmes in late 2006.

We look forward to reporting to you on this and our other initiatives next year.



DENA MAULE  
Executive Director



JEANNETTE WILTSE  
President – Board of Directors

MISSION STATEMENT

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.



Jeannette Wiltse, President of the Board of Directors and Dena Maule, Executive Director.

THE ONTARIO  
TRILLIUM  
FOUNDATION



LA FONDATION  
TRILLIUM  
DE L'ONTARIO

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 Grant

In December 2004 Hospice Toronto embarked on a three-year strategy with the support of a grant from the Ontario Trillium Foundation. This grant enabled us to build on our existing fund development success with a new focus on dedicated event staff and volunteers, as well as to evaluate our current fundraising activities.

As a direct result of this grant we have achieved the following:

- Hiring of an Event Coordinator and part-time support staff
- 84% increase in the number of Care Team volunteers trained
- Implementation of improved fundraising systems technology

# 2005 – 2006: A Year In Review

## Corporation & Organization Donations

April 2005 – March 2006

1397214 Ontario Ltd  
à la Carte Kitchen Inc  
Ace Bakery  
Afif Salon  
AGF Management Limited  
Alliance Atlantis Communications Inc  
Alliance Environmental &  
Abatement Contractors Inc  
Ameresco Canada Inc.  
Another Story  
Art From The Heart  
Atkinson + Design Inc.  
Ava's RMT Centre  
Aztech Communications Inc.  
Babaluu Supper Club  
Bank of Montreal  
Battaglia & Moreau Inc  
Bay Bloor Radio  
Bell Canada  
Bill Wrigley Design  
Black & MacDonald  
Blake, Cassels & Graydon LLP  
BMW Toronto  
Bon Lieu  
Borden Ladner Gervais LLP  
Brava Boutique  
Bruno's Fine Foods  
Brueya Brothers  
Carma Industries Inc.  
Carmi's Art Cards  
Casa Loma  
Catherine J Salon  
Caversham Booksellers  
Chair-man Mills  
Cineplex Galaxy  
Clevelands House  
Coles  
Cooling Tower Maintenance Inc.  
Craig Hind Chrysler Dodge Jeep  
Custom Sound & Image  
Damma Inc  
Direct Management Group Inc.  
Donovan Painting & Decorating  
DQ Dames  
Drive for Life Inc.  
Dycon Roof Consultants Inc.  
e=mc2 Salon  
Eclectic Gallery  
Emilia Skin and Body Care  
Endo Networks Inc.  
Epstein Cole LLP  
Equicon Services Inc.  
eservus Online Concierge Services  
Ethical Affairs  
Frame by Designs  
Frames & Pictures  
Fred Peters Consulting Ltd.  
Garda du Canada  
General Sprinklers  
Glenn Gould School – Royal  
Conservatory of Music  
Green Shield Canada  
Grenville Management Services  
GWL Realty Advisors Inc.  
Hair FX  
Halsall Associates Limited  
Hamilton Beach/Proctor – Silex  
Harbord Bakery  
HCA Incorporated  
Heavenly Daze  
Heelstop  
Helen Rose Gifts and Home Accents  
Hermes Canada  
Hidi Rae Consulting Engineers Inc.  
Hilton Toronto  
Holly's  
Home Hardware  
Hurley Corporation  
ICON Property Management Ltd.  
Inplex Facility Logistics  
Inside Out Film Festival  
Insight Production Company Ltd.  
Institut de Beaute Nimama  
Intercede Facility Management Ltd.  
J. Glass & Glazing  
Jennifer Aucoin (STEPS)  
JRJ Consultants  
Just Cameras Ltd.  
Karbouzi Greek Taverna

# Financial Statements

## Condensed Statement of Operations and Changes in Fund Balances

for the year ended March 31, 2006

	2006	2005
<b>Revenue</b>		
Ontario Ministry of Health	\$ 256,923	\$ 173,323
Grants – The Ontario Trillium Foundation	75,000	37,500
Contributions	496,248	448,906
Interest Income	6,337	2,318
	<b>\$ 834,508</b>	<b>\$ 662,047</b>
<b>Expenditures</b>		
Program Delivery	388,778	323,995
Professional Fees	151,515	96,995
Administration	63,473	84,960
Overhead and Communications	74,976	57,172
Fund Development	29,808	14,423
	<b>\$ 708,550</b>	<b>\$ 577,545</b>
Excess Revenue over Expenditures	125,958	84,502
Unrestricted Net Assets, beginning of year	264,451	179,949
Unrestricted Net Assets, end of year	<b>\$ 390,409</b>	<b>\$ 264,451</b>

## Statement of Financial Position

as at March 31, 2006

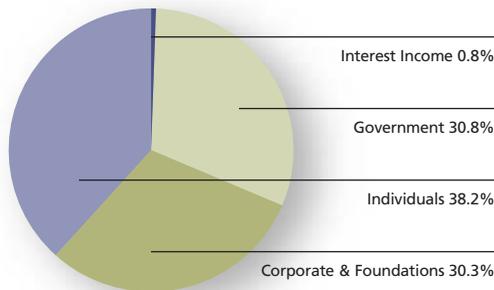
	2006	2005
<b>Assets</b>		
Cash	\$ 79,844	\$ 19,920
Short Term Investments	385,717	264,615
Accounts Receivable	7,997	3,874
Prepaid Expenses	8,970	11,842
	<b>\$ 482,528</b>	<b>\$ 300,251</b>
<b>Liabilities</b>		
Accounts Payable and Accrued Liabilities	\$ 92,119	\$ 19,035
Deferred Income	–	16,765
	<b>\$ 92,119</b>	<b>\$ 35,800</b>
<b>Net Assets</b>		
Unrestricted Net Assets	390,409	264,451
	<b>\$ 482,528</b>	<b>\$ 300,251</b>

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

# Operating Statistics

## Source of Funding

- Government
- Corporate & Foundations
- Individuals
- Interest Income



## Fund Development

Hospice Toronto made significant gains in fund development in 2006. Revenues increased by 26% over the prior year reflecting growth in funding from both public and private sources. While private donations still make up the majority of dollars raised by the Hospice to fund its operations, we are pleased to report that the rate of funding growth from The Ontario Ministry of Health (Long Term Care) has outpaced the private sector in the past year.

Increased revenues have made a direct impact on our ability to provide services to our clients. During the year, Hospice Toronto has extended service delivery by 4,700 additional hours of care, a 25% increase over the prior year.

We are mid-way through a 3-year development initiative funded by a generous grant from the Ontario Trillium Foundation. This is having a significant impact on our ability to channel separate volunteer resources to funding activities and to manage the stewardship of our funding stakeholders. We significantly enhanced our software system to manage our donor database during the year and have invested in donor research to ensure that we are getting our message out to the right audience.

Highlights from the year included a successful “No Place Like Home” gala evening in May and a larger-than-ever “Tree of Lights” sponsored by GWL Realty Advisors to kick off the festive season in December. These two signature fund-raising events, along with our participation in “Hike for Hospice” during Hospice Awareness Week, were wonderful opportunities to bring our volunteers, staff and Board members together to meet our generous donors and key corporate sponsors.

The core of fund development is our ability to reach out and communicate our message clearly to the valued donors who already provide vital support to our programs and to reach out to new sources of funding. This is a shared responsibility of many staff and volunteers from the Hospice Toronto community. We engage our donors and share our enthusiasm with them for the exemplary work that is carried out by our caring volunteers as they interact with individuals facing life’s most difficult challenge.

- KI Space Inc.
- Klockwerks
- KPMG
- KSi Sign Systems Inc.
- Kuda Imports
- La Brash Plitch Duo
- Lakes Bar & Grill
- Le Centre Sheraton Hotel Montreal
- Lifford Wines
- Linda Lundstrom Inc.
- Linens & Gifts
- Litemor Distributors Group of Companies
- Loblaws Queen’s Quay Market
- Manulife Financial
- Manulife Financial United Way
- Maple Pictures Corp.
- Marant Construction Limited
- Match Restaurant
- Maxim Group General Contracting Limited
- McMichael Canadian Art Collection
- Mechanical Trade Industries Ltd.
- MICA Centre For Leadership
- MMMuffins
- National Ballet of Canada
- Necessities
- Nestle Canada Inc.
- New Way Cleaners
- Nocha Tea House & Crafts
- Now Magazine
- Oakrun Bakery
- Old Cabbagetown B.I.A.
- Oliver Bonacini Restaurant
- Otis Canada, Inc.
- Parentbooks
- Pet Valu
- Pharma Plus
- Physiotherapy on Bay
- Pinchin Environmental
- Pulp Kitchen
- RBC Financial Group
- Rentokil Initial
- Richard Brown Photography
- Ridpath’s Fine Furniture
- RiskCheck Inc.
- Roach Tackle
- Robert Gage Enterprises
- Robert Munsch Enterprises Limited
- S.Z. Jewellery
- Secrets from your sister
- Shaw Festival
- Sheraton Centre Hotel
- Sheraton Gateway Hotel
- Siemens Building Technologies Ltd.
- Silver4U
- Smith and Andersen Consulting Engineering
- Soulpepper Theatre Company
- South Central Inc.
- St. John’s United Church
- Standard Electric (Toronto 1985) Inc.
- Standard Parking of Canada Ltd.
- Staples-Business Depot
- Starbucks Coffee
- Starbucks Coffee – Partner Giving Programs
- Steam Whistle Brewery
- Stillwater Spa
- Strut
- Sun Life Financial
- Sysco
- Tangle Gallery
- TD Securities Employees Charity Auction
- Telus Mobility
- Templegate Information Services Inc.
- The Hyperion Canadian Region Charitable Giving Committee
- The Newville Candle Company
- The Perfect Cut
- The Sorting Room
- The Sweet Exchange
- This Ain’t the Rosedale Library
- Tidy’s Flowers
- Tom Jones Steakhouse & Seafood
- Toronto International Film Festival Group
- Toronto Police Service
- Toronto Women’s Bookstore
- Town Grill
- Travel ABC
- Turnbull Dineen
- Ven Ver Blind Cleaning Inc
- Walton Advocates
- Wasteco
- Wonderworks

## Donations from Foundations

April 2005 – March 2006

Ben and Hilda Katz Charitable Foundation  
Brumara Foundation  
CIBC Charitable Foundation  
CIBC World Markets Children's Miracle Foundation  
Dr. Scholl Foundation  
E. W. Bickle Foundation  
F. K. Morrow Foundation  
Guild Electric Charitable Foundation  
J. P. Bickell Foundation  
MacKenzie Financial Charitable Foundation  
PwC Canada Foundation  
RBC Foundation  
Suncor Energy Foundation  
The Arthur & Audrey Cutten Foundation  
The George Lunan Foundation  
The Harold E. Ballard Foundation  
The Honey & Moses Nathan Charitable Foundation  
The Howard and Carole Tanenbaum Family Charitable Foundation  
The McLean Foundation  
The Morrison Foundation  
The Ontario Trillium Foundation  
The Toskan Foundation  
Tippet Foundation

## Bequests

April 2005 – March 2006

Estate of the late Audrey Marquerite Butt

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.

# Programs and Services

The **Care Team Program** provides support to clients and families in their homes through the use of volunteers supervised by Hospice Toronto staff. This past year has seen an increased emphasis by the Ministry of Health on hospice programs, with the expansion of guidelines to include the provision of more and varied services by volunteers, enhanced funding and (for the first time) financial support for residential hospices. The increase in funding for Hospice Toronto's programs is most welcome and offers us a variety of possibilities to expand and deepen our programs. This funding is tied to an increase in client numbers for the Care Team Program. The implications of the higher numbers will be examined over this next year to determine what changes might need to be made to run the Care Team Program more effectively. We will be looking at the organization's processes and how we might enhance the work of our Client Service Coordinators to provide better and more efficient service to clients.

have been added this year. There are currently 24 volunteers in this program, divided into three categories: Body/Energy Work (including Reiki, Therapeutic Touch, Massage and Reflexology), The Treasure of Your Stories (Legacy work) and Music Therapy.

The **Bereavement Support Program** is an integral part of the continuum of care offered by Hospice Toronto. This support, provided by volunteers, working one-on-one either in person or by phone, is available to family and friends immediately following the death of a hospice client. As "companions" in the grief journey, volunteers provide caregivers with the opportunity to grieve, share stories and memories, or talk about difficult experiences. At the end of the support period, volunteers can assist caregivers with information and referrals to formal community bereavement groups or professional counselors. During 2005/06, we placed a special focus



Camilla Gryski, therapeutic clown, demonstrates the use of puppets to Children's Training Program volunteers.



Anna Lewicki, Hospice of Peel leads Children's Training Program participants in a game for children.

Since its inception in 2003, the **Complementary Therapy Program** has provided a wide variety of services to our clients by therapists, registered in their respective fields, who volunteer their time with Hospice Toronto. The use of complementary therapies as a form of comfort measure is highly valued by our hospice. Over 50% of our clients choose to use this program, benefiting from our professional volunteers' expertise. Four new therapists

on enhanced skill development for our bereavement volunteers. Funding was directed toward volunteer participation in workshops and conferences.

This year, the **Children's Support Program** (including **Kit for Kids**) has continued to provide care to children who have a family member living with a life-threatening illness or who are ill themselves. In anti-

pation of increased referrals from the newly-formed Max and Beatrice Wolfe Centre for Children's Grief and Palliative Care, we have increased our base of volunteers trained to work with children (up to 11 years of age). Hospice Toronto has continued to work collaboratively with other hospices in training volunteers and serving families with children. The Expressive Arts Group program has been expanded to include new groups in collaboration with Bereaved Families of Ontario. We also continue to collaborate with Gilda's Club by running groups at their Lombard Street site. We are investigating the possibility of training complementary therapists as children's volunteers — another way that Hospice Toronto is striving to meet the needs of the dying child.

The *Interim Support Program* has been highlighted this year for review. We are discussing the

possibility of involvement with clients soon after diagnosis and surgery to offer support during the difficult initial chemotherapy and/or radiation period. Volunteers would move toward periods of active involvement and withdrawal as the clients cope with the various stages of their illness. Currently, clients in the Interim Support Program receive more limited services that include complementary therapies offered in their home and the support offered by our Client Service Coordinators.

Without the talented and dedicated volunteers from our *Volunteer Services Program*, none of the programs listed above could exist. In 2005/06, we welcomed 55 new volunteers to our care team group. We have also increased the number of volunteer hours throughout the year from 19,000 last year to 23,800 this year.

*In our last volunteer training session, 50% of our trainees were under the age of 35.*



Sybil Wilkinson (Care Team volunteer), Dena Maule (Executive Director), and Elaine Sykes (Board Member) at "Remember and Celebrate".



Hospice Toronto Board of Directors  
 Top row (from left): Steve Nardi, Andrea Freund, Atul Kapoor, Keith Baird, Brian Glasspoole  
 Bottom row: Nicole Roggs, Jeannette Wiltse, Lorri Thompson, Elaine Sykes

## Expressive Arts Therapy

We have had a very busy and exciting year. Cher Curshen, our resident Expressive Arts Therapist has facilitated a number of groups for both children and adults at Gilda's Club Of Greater Toronto, she has provided weekly programs at Casey House for people living with HIV/AIDS and a children's grief group at Bereaved Families of Ontario – Toronto branch.

Our submission of artworks by participants in the Casey House group was showcased at the International Aids Conference (with over 20,000

people in attendance) hosted in Toronto this summer. We have been asked to join with Aids Committee of Toronto (ACT), Voices of Positive Women and Casey House in providing expressive arts services for a women's retreat in the fall of 2006 for women living with HIV/AIDS. We have worked hard to expand our service provision this year and in the summer of 2006 we will be initiating two new groups for children at Bereaved Families of Ontario – Halton/Peel branch. New groups will begin early in 2007 with Native Child and Family Services.

*One in four Canadians report that they or a family member have ever used hospice/palliative care services.*

