



HOSPICE  
TORONTO

## ADDING LIFE TO DAYS



ANNUAL REPORT  
2009-2010

# 2009-2010: THE YEAR IN REVIEW

## Message From the Executive Director & Board President



HOSPICE  
TORONTO

### MISSION

Hospice Toronto staff and trained volunteers provide and facilitate access to compassionate care for people with life threatening illnesses, offering them support options, honouring their choices, and supporting their families and friends.

*Be the change you want to see in the world.*  
- Mahatma Gandhi

Hospice Toronto continues to change in response to the needs of the diverse community that we serve. We constantly seek ways to complement our core service of providing compassionate care for people living at home with a life-threatening illness. Our search has led us to new partnerships and more opportunities to provide tangible support to those we care for and to address other basic needs and challenges faced by members of our community.

Throughout the year, we have achieved some outstanding accomplishments:

- We received a major federal government grant to support our Young Carers Program. We have made significant progress towards the public launch of this vital program that supports children who, out of necessity, have assumed a major caregiver role for a family member coping with a chronic or life-threatening illness. We have launched an Advisory Committee to guide the ongoing development of the Young Carers Program, with participation from a broad group of community care organizations.
- Our Expressive Arts Therapy program was expanded through collaboration with many public support facilities, including Ronald MacDonald House, Na-Me-Res (Native Men's Residence), and Community Living Toronto.
- We achieved greater presence within diverse cultural communities. In St. James Town, we are working in collaboration with Community Matters to develop a Volunteer Navigator Training curriculum that can be used for training members of the local community to provide valuable support and outreach.
- Our volunteers and service staff logged more than 26,000 hours of service as they provided vital support to 641 individuals registered in our core service programs, an increase of 29% over the prior year. This effort affected the lives of more than 3,200 additional family members and friends.
- With financial support from "New Horizons," we have initiated a study of caregiver needs and have piloted a new support group for caregivers.
- We achieved Level 2 HAO re-accreditation from the Hospice Association of Ontario in recognition of our compliance with HAO standards of hospice palliative care.
- We stay connected through our involvement in many community care organizations, including significant positions with the Hospice Association of Ontario, the Ontario Community Support Association, and the Toronto Central Palliative Care Network.
- Our annual signature fundraising event, "There's No Place Like Home," was held in November at the National Ballet School. The event drew a large crowd of friends and supporters and was a tremendous success.



Brian Glasspoole, Board President  
and Dena Maule, Executive Director



Volunteer training program

COVER: Participants of the 2009 Hike for Hospice Palliative Care contributed to this memory canvas.



Steve Nardi, Dena Maule, and George Smitherman at *There's No Place Like Home*

### Where are we heading?

- With the growing importance of the Young Carers Program, we will assume a significant role on an emerging national Young Carers Advisory Committee.
- We will continue to be active participants in the public sector, working with other organizations towards creating a single point of access for all palliative care needs.
- We will ask members of clients' families to evaluate our current level of service and to provide feedback to help us better tailor our services to their needs and to improve our focus on client-centred care.
- As part of community engagement, we will continue to refine our collaborative relationships and integrated service delivery with other organizations involved with hospice palliative care.
- With federal government funding through the New Horizons for Seniors Program, we

will embark on a study of the role of men as caregivers.

- In compliance with reporting measures and standards introduced by the governing Local Health Integration Networks (LHINs), we continue to hone our management reporting procedures to ensure that we properly disclose mandated performance indicators.
- We will continue to embrace change, to ensure that we meet the ever-changing needs of the community we so proudly serve.

Dena Maule  
Executive Director

Brian T. Glasspool  
President, Board of Directors

## A Volunteer's Reflection

*I have been involved with two clients at Toronto Hospice. When I went through the training, we were told that just being with the client is enough. My social work training and experience taught me differently—ask questions, draw the person out. The palliative training won out. To be with the client not only supports the client by allowing them to express themselves if they are so inclined, but it also provides the opportunity for the client's caregiver to take the time that they so desperately need for themselves (whether to perform errands, to go out to eat or shop, to take a walk, or take a nap).*

*My first client's wife was so conscientious about supporting her husband that she had a great deal of difficulty trusting me to be alone with him and to keep him safe. It wasn't until towards the end of my involvement that she allowed herself to go out of the home when I was present with her husband.*

*It doesn't seem like much to just "be there" with the client, but as I have learned, it probably is the most meaningful part of*

*the volunteer involvement. Listening is a real art because we are often trained and socialized to express our thoughts, feelings, and basically to be egocentric.*

*I had a delayed reaction after both of my clients died. I usually have difficulty crying but on both occasions I did cry. What I did realize was that I wasn't crying for the client's death—because that was quite expected; I cried for my own mortality, that of my family, the vulnerability of life that can be taken away from us at any moment. I cried for all the people in my life whom I love but who have died: my parents, relatives, and friends. I realized just how important—perhaps the most important thing in life—it is to be there and to be lovingly supportive to others.*

*I rejoice in the comfort and knowledge that I am physically, emotionally, and spiritually able to give to others in my role as a hospice volunteer today, knowing that hospice volunteers will also be there in my time of need.*

Allan Brand  
Hospice Toronto Volunteer

## 2009-2010 Volunteer Awards & Winners

As Toronto's first volunteer-based, home hospice care program, volunteerism and public service play a central role in Hospice Toronto. Through our annual awards, we acknowledge and honour the exceptional work of our volunteers and supporters who have greatly contributed towards Hospice Toronto becoming a recognized leader in providing in-home hospice care.

### Elaine Hall Award for Outstanding Caring Service

Honours the work done by volunteers who exemplify consistent compassionate dedication to people in need.

The Award is named in honour of Elaine Hall, one of the founders of Trinity Home Hospice (now Hospice Toronto) and its first Volunteer Coordinator, who selflessly cared for many people until her premature death from cancer in 2000. Recipients are awarded at Hospice Toronto's annual Volunteer Appreciation Event.

This year's Elaine Hall Award for Outstanding Caring Service recipients are Andrea Menezes and Jeannette Wiltse.

# 2009-2010: FUND DEVELOPMENT

## Corporations & Organizations

April 1, 2009 – March 31, 2010

Hospice Toronto would like to extend a special acknowledgement and thank you to GWL Realty Advisors for their generous contribution of our office space.

Canwest Digital Media  
 Esther Myers Yoga Studio  
 JRJ Consultants  
 Leon's Furniture Limited  
 Manulife Financial  
 Purdue Pharma  
 RBC Royal Bank  
 St. John's United Church  
 TD Bank Financial Group  
 TD Securities Underwriting  
 Hope Fund  
 The Hurley Group

## Gifts in Kind for There's No Place Like Home 2009

April 1, 2009 – March 31, 2010

a la Carte Kitchen  
 Affinity Electronics of Canada Inc.  
 Art Gallery of Ontario (AGO)  
 beerbistro  
 BMO Financial Group  
 Cakes and Stuff  
 CIBC Wood Gundy  
 Downeast Destination Management (Fraser & Hoyt Travel)  
 e=mc2 Salon  
 Event Mark Management Inc.  
 Foxy Originals  
 goneshopping.ca  
 Guy Marini & Associates  
 Inside Out Toronto Lesbian and Gay Film and Video Festival  
 itravel2000.com  
 KAMA Classical Indian Cuisine  
 Karbouzi Greek Taverna  
 Klockwerks  
 Labatt Breweries of Canada  
 Mangia & Bevi  
 Opera Atelier  
 Reebok  
 S.Z. Jewellery  
 Salon Allure  
 Sheraton Centre Hotel  
 Soulpepper Theatre Company  
 The Barber's Daughter  
 The Big Ragu  
 The Easy Way  
 The Healing Space  
 The Old Mill  
 The Scollard Street  
 Acupuncture Pain Clinic  
 Tiffany & Co.  
 Toronto Police Service - No. 52 Division  
 Tourism Toronto

## Financial Statements

### Condensed Statement of Operations and Changes in Fund Balances

for the year ended March 31

#### REVENUE

Ontario Ministry of Health	\$480,400	\$469,766
Partnership and Community Contributions	119,620	38,920
Funding Contributions	228,685	117,672
Interest Income	2,511	5,380
	<b>\$831,216</b>	<b>\$691,738</b>

#### EXPENDITURES

Program Delivery	424,010	337,417
Professional Fees	44,868	41,813
Administration	122,930	103,064
Overhead and Communications	107,273	125,735
Fund Development	94,403	113,892
	<b>\$793,484</b>	<b>\$721,921</b>

Excess Revenue over Expenditures (Shortfall)	37,732	(30,183)
Net Assets, beginning of year	335,154	365,337
	<b>\$372,886</b>	<b>\$335,154</b>

### Statement of Financial Position

as at March 31

#### ASSETS

Cash	\$186,695	\$100,131
Short Term Investments	203,474	199,024
Accounts Receivable	18,329	5,094
Prepaid Expenses	9,621	6,643
Leasehold Improvements	35,732	53,605
	<b>\$453,851</b>	<b>\$364,497</b>

#### LIABILITIES

Accounts Payable and Accrued Liabilities	30,622	10,343
Deferred Revenue	50,343	19,000
	<b>\$80,965</b>	<b>\$29,343</b>

#### NET ASSETS

Invested in Capital Assets	35,732	53,605
Unrestricted Net Assets	337,154	281,549
	<b>\$372,886</b>	<b>\$335,154</b>
	<b>\$453,851</b>	<b>\$364,497</b>

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



Marina Pinto Miller, Michele Chaban, and Jordan Lewis at *There's No Place Like Home*

## Fund Development

### First words – thank you

As we look ahead, we would be remiss not to reflect on the journey, always with a nod to the collective efforts of the individuals and organizations whose monetary investments and contributions of time support our fundraising endeavours. Their generosity allows us to build on our success and consider possibilities for the future. Our sense of common purpose ensures that we can continue to work with families to facilitate their decisions to remain at home. We are more than grateful: thank you.

### Fund Developments Highlights

2009-10 was a busy year and we are pleased to share our fund development highlights:

- Our overall revenue increased by 20% over the previous year, with a 2% increase in funding support from the Ontario Ministry of Health and Long-Term Care.
- Hospice Toronto partnered with the Government of Canada through the Social Development Partnership Program (SDPP) and secured three-year seed funding for our new Young Carers Program (see the project details in the Program section).
- Our annual signature fundraising event, 'There's no Place like Home', held at the National Ballet School on November 12th, was a warm and very successful event enjoyed by all who attended. A la Carte Catering, whose food is always first class, helped make the evening memorable, as did Jordan Lewis, our Emcee, the cool jazz of the Gene Pool Boys, and a special musical interlude by pianist Andrew Burashko. The Volunteer committee chaired by Jennifer Lee brought it home!
- In May, we participated in the best Hike for Hospice Palliative Care ever, with an increase of 57% over the previous year. This wonderfully warm family event, hosted by Judy Croon, was enjoyed by all.

- We developed the 'Tree of Life' holiday season fundraising campaign with original artwork created by a local artist, Marina Pinto Miller. Marina's art work was printed on all-season note cards which were distributed in our donation request package. We thank Marina for her generosity and support of this endeavour.
- We formed a Communications Committee, with a group of extraordinary volunteers, experts in their field, who are working with us to enhance our messages and brochures.

It has been a challenging couple of years for Hospice Toronto and for not-for-profit organizations in general. With the support of our generous donors and our hard work, we look forward to mutually continuing to support our families, caregivers, and clients in need.



Hospice Toronto volunteer Erik Van de Ven speaking at *There's No Place Like Home* fundraising gala, November 2009

Traditional Chinese Medicine  
Umbra Concept Store  
Vesuvio Pizzeria & Spaghetti House  
Winners  
Zammit Semple LLP

### Foundations

April 1, 2009 – March 31, 2010

Ben and Hilda Katz Charitable Foundation  
Green Shield Canada Foundation  
RBC Foundation  
Rexall Foundation  
The Arthur & Audrey Cutten Foundation  
The Brumara Foundation  
The Chawkers Foundation  
The McLean Foundation  
The Toskan Casale Foundation  
Tippet Foundation

### Public Sector Funding

April 1, 2009 – March 31, 2010

A special thank you to the Government of Canada, Government of Canada's Social Development Partnerships Program, Ontario Ministry of Health and Long-Term Care, 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 Privacy Legislation. If you would like your name included in the donor recognition 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.

*"The team from Hospice Toronto brought our sister much help, support, love and friendship. These things made a huge difference in her life, and we truly appreciate it and also for all the help for the family. Our sister believed in angels and you were definitely one of them to her and to us."*

# 2009-2010: PROGRAMS & SERVICES

## The Year in Review

### June Callwood Circle of Outstanding Volunteers Award

Acknowledges outstanding volunteer achievement and dedication to client care that demonstrate excellent commitment to hospice clients.

In memory of the late June Callwood and in the tradition of honouring hospice care volunteers, the Hospice Association of Ontario (HAO) presents the Award at its Annual Conference. Ms. Callwood was the first recipient of this award in 1995 and since then, more than 350 inductees have also received this Award. Each HAO hospice and allied associate member is invited to nominate one volunteer from within their organization who exemplifies the spirit of hospice care volunteerism. Each inductee into the June Callwood Circle of Outstanding Volunteers Award receives a medal and a certificate.

This year's June Callwood Circle of Outstanding Volunteers Award recipient is Tiiu Ambus.

## Hospice Toronto Clinical Overview 2009/2010

As we look back on the last year, our work has culminated in meeting the diverse and changing needs of clients, families, and caregivers. The success of these efforts ensures that we evolve and deliver the highest standard of care, exploring new partnerships, and building our community development model in neighbourhoods across the city. Our core programs were offered through a wide range of professional and volunteer-based services to people living with a life-limiting illness. Our remarkable and dedicated team of volunteers works with our clients through several programs: in-home support, support to children living with or affected by life-limiting illness, complementary therapy, and caregiver and bereavement support. Our Expressive Arts Therapy Program continues to assist adults, children, and families in dealing with illness, grief, and loss.

Last year Hospice Toronto provided support to **641** individuals through our various programs; an increase of **29%**. The impact of our service delivery resulted in over **26,000** hours of compassionate care, an increase of **29%** from the year prior— these are hours not spent in a formal health care facility! Compared to the previous year, our work affected the lives of over **3200** additional families' members and friends.

### Collaboration, Partnerships & Community Networks

This year we were active participants in a number of partnerships and on many committees and networks.

With a growing focus on caregiver support; activities included:

- Completing the New Horizons for Seniors Caregiver Project "*Making A Difference*" in collaboration with the First Unitarian Congregation. With a goal of engaging current and past caregivers to identify their support needs, the project included focus groups in the Portuguese, Disability, Faith, Volunteer, and Asian communities.
- Initiating the New Horizons for Seniors "*Men as Caregivers Project.*" This project is helping us to better understand the unique experiences of men in caregiving roles, which informs our program planning.
- Supporting our formal caregiver partners who work with the Disability Community through our Expressive Arts Therapy and in-home support programs, while also facilitating inter-agency cross-knowledge and exchange. In acknowledgement of our work, Community Living Toronto presented Hospice Toronto with an Award of Recognition.

### Integrated Service Planning

- Employing an integrated model of day programming, Hospice Toronto continued to expand on strong partnerships and collaboration through our Expressive Arts Therapy Program, which delivered sessions with seven new partners: Ronald McDonald House, Na-Me-Res Native Men's Shelter, Community Living Toronto (Toronto and Etobicoke branches), First Unitarian Congregation, Portuguese Women 55+, Toronto People with AIDS Foundation, and Dixon Hall. We also hosted existing sessions at: Gilda's Club of Greater Toronto, ACT (AIDS Committee of Toronto), Casey House Hospice, Parkdale Public School, Society of Sharing, Cardinal Funeral Homes, ALS Society, and St. Christopher's House.
- Participating in the completion of the revised *Psychosocial Care Needs Assessment* tool in partnership with the Toronto Central Community Care Access Centre (CCAC), St. Elizabeth Health Care, VHA Home HealthCare, Sunnybrook Health Sciences Centre, and the Temmy Latner Centre for Palliative Care. The goal is to further advance the implementation of this tool to ensure psychosocial needs are identified early. This is a three-phase project that includes evidence of symptom screening, assessment and referral to psychosocial interventions, tracking triggers to referrals, and evaluation.
- Sharing our resources with the Max and Beatrice Wolfe Children's Centre by supporting two of our Children's Support Program volunteers to assist with Camp Erin Toronto, a weekend overnight camp for 55 grieving children.
- Supporting the Toronto Central Palliative Care Network. Dena Maule, Executive Director of Hospice Toronto, holds the role of Treasurer on the Network's Executive Committee. We are active members of several other TCPCN committees, including the Quality of Care, Communications, and Mapping and Projections committees.

### System Navigation/Access

- Participating actively as well as volunteering as a pilot site for the *Community Navigation and Access Project* (CNAP) with various Toronto Central community service agencies. The focus of the project is the implementation of a centralized intake and referral process—a single point of access—to support seniors who are frail, at risk, and marginalized. A *Common Intake and Referral* tool was developed and adopted by the network agencies to facilitate and expedite linkages to appropriate supports and services for seniors in need.



Participants of the St. Jamestown Community Development Project: a partnership between Hospice Toronto and Community Matters Toronto

### Diversity: "Caring Communities"

Building on the success of the community development support model piloted in the Portuguese community in 2008, Hospice Toronto continued its work through a project funded by the Toronto Central Local Health Integration Network (TCLHIN) *Aging at Home Strategy*. For the St. James Town Community Development Project, Hospice Toronto partnered with Community Matters Toronto to facilitate outreach and engagement with seniors, families, and caregivers in the St. James Town community. The goal of this project was to provide training, support, and education to community members to assist them in supporting those who are ill or in need.

### Impact of this Project

- Enabled outreach to 120 seniors
- 205 community members attended the Community Health and Outreach Forums
- 18 local community members were trained as Community Support Navigators
- 51 seniors received additional support through the Community Support Navigators
- *The Aging at Home St. James Town Directory* was created and disseminated to hundreds of individuals

### Reporting Standards and Integration

This year, we successfully adopted the Ministry of Health's Ontario Healthcare Reporting System (OHRS) and its Management Information System (MIS). In conjunction with the health and community support services sectors, we are moving forward in the year ahead with the implementation of Microsoft Great Plains accounting system as part of our financial reporting process to OHRS/MIS. We continue to work with other hospices and

our community support service partners to further implement, revise, and standardize our reporting systems.

### HAO Accreditation

Hospice Toronto completed and received its Hospice Association of Ontario (HAO) Level Two re-accreditation.

### Successful Students – Summer & Social Work Interns

This past year, we received funding from Human Resources and Skills Development Canada (HRSDC) to hire two summer interns, and we were also able to support two placement students who were completing their final year of studies for their Bachelor of Social Work. Through their assistance, we finalized our accreditation process.

### Outreach and Continuous Education

Our continuing commitment to cross-sector education, information, and training is closely aligned with our focus on integrated service planning and delivery. This year, **385** individuals were supported by attending the following forums:

- The University of Toronto Dying and Death Interprofessional Education Series for which several Hospice Toronto staff volunteered as members of the planning committee, and where our volunteer Sybil Wilkinson was a guest speaker, sharing stories about her hospice volunteering experience.
- Individual education and training sessions held for community partners, including the Community Care Access Centre (CCAC), local hospitals, colleges (such as George Brown and Humber College), universities (such as University of Toronto), and several local community groups.

### 2009/10 Volunteer Awards

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

#### 5 Years of Service Award

Trish Ruddock  
 Kay Rodriguez  
 Joan Oreto  
 Carol Hazard  
 Susan Llanos  
 Veronica Lelchuk  
 Ursula Buck  
 Linda Carter  
 Stephanie Raymond  
 Ramona Ng  
 Michelle Meehan  
 Nick Harrilall  
 Anny Fyreagle  
 Heather Yager  
 Maureen Mckay  
 Susan Benson

#### 10 Years of Service Award

Joyce Monro  
 Tiu Ambus  
 Ivana Popovic  
 Susana Thomson  
 Elaine Sykes  
 Kate Manson

#### 15 Years of Service Award

Deborah Black

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

# 2009-2010: PROGRAMS & SERVICES

## Hospice Toronto Volunteers



Hospice Toronto's volunteer appreciation event in September 2009

Over the past year Hospice Toronto was very fortunate to recruit, train, and mentor a large and skilled team of dedicated volunteers. At the end of this fiscal year, Hospice Toronto's team has grown to include 210 volunteers! Hospice Toronto is recognized as an organization with unique and challenging opportunities for volunteerism. We continue to experience an increasing number of unsolicited volunteer enquiries from the many diverse communities across Toronto.

The clinical staff team provided ongoing support and coaching to our volunteers, hosting bi-monthly volunteer support and education sessions that continue to grow in popularity. This year Hospice Toronto facilitated two 'core' hospice palliative care training sessions for new volunteers, and one 'enhanced' training session for 12 care team volunteers who were preparing to join our Children's Support program.

We were very fortunate to have Chester Village Home for the Aged host our spring training program, which allowed us to provide cross-training to their staff and volunteers using a collaborative training model. We were also able to utilize a new space at George Brown College for our fall training program in their Fine Arts building. In total, we welcomed 48 new volunteers to the Hospice Toronto team.

While volunteers joined the Hospice Toronto team in many roles, there was special emphasis on our in-home support programs. These programs offer support to individuals with life-limiting illness, their families, and their caregivers through the following activities:

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

### Other volunteer roles:

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

In the past year many volunteers continued to assume multiple roles within the organization or transitioned to new roles, and this allowed for increased volunteer retention and utilization. We have continued to do outreach in diverse communities across the GTA, and as a result, we are now able to provide service to clients in 22 languages!

In particular our involvement in the St James Town Community Navigator training program allowed us to gain knowledge from members of many cultural groups within the community. It also provided an opportunity to equip these 18 dedicated community volunteers with new skills that will help them to support seniors and other vulnerable individuals in their area.

We continue to explore new and enhanced palliative care volunteer roles with a focus on lessening the impact and burden of chronic illness that many clients and families experience.

Each volunteer brings warmth and their unique style to supporting their clients and caregivers. Our volunteer team members continue to be from all walks of life and their motivations for volunteering are wide ranging. For example, some volunteers want to utilize their personal loss experiences (both positive and negative) to help ease the burden for others. There are also volunteers who wish to gain valuable end-of-life care experience that will enhance their future career paths in hospice palliative care. Other volunteers are motivated by a basic desire to "give back" and become more involved in their local communities by making a difference. Whatever the motivation for their involvement, our volunteers continue to be a stellar group of caring individuals who support the work of Hospice Toronto that would not be possible without them.

### BOARD OF DIRECTORS

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Catherine Marsh  
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### PRINTING

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Charitable Registration Number: 13881 5618 RR0001