



HOSPICE
TORONTO



ANNUAL REPORT
2011-2012



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.

FRONT COVER:
Children from the
Young Carer's program
gain peer support
through our participating
in group activities.
Photo credit Natalie Wilson

Message From the Executive Director & Board President

*"Since being at home and being a caregiver for my mother,
I get nothing –... I am treated like an expected nonentity."*

Quote from an Ontario caregiver
(Loud and Clear Report - Change Foundation)

Too often we have heard the phrase... "we wish we'd known about Hospice Toronto's services sooner". It is echoed in many of the findings of the Loud and Clear report referenced above. Families are typically overwhelmed when illness occurs. It happens suddenly. The ability to identify and gain access to the right care at the right time and in the right place is dependent on the concerted efforts of all service providers within the Health Care system to communicate this to those needing to access care.

Hospice Toronto is working hard to respond to the needs of our clients and their caregivers and to work with our community partners to eliminate existing gaps in access to quality care through all stages of life. Our organization provides much needed services for people in our community facing a life-limiting illness as well as support and guidance for their caregivers. Outreach is a critical aspect of our service model; particularly in a city as diverse as Toronto, where many people in our community are not aware of our services and are often challenged to gain access to much needed support.

Over the past year we have continued to work with Toronto's diverse communities to support their ability to navigate an often complex health care system. We have increased our participation and leadership at sector planning tables. We have engaged key members from many diverse communities to learn how to better support their care needs and we have responded with initiatives that support their choice to remain at home to receive quality health care.

Some of our notable achievements are set out below:

- Our Executive Director, Dena Maule and two members of our Board were invited to



Brian Glasspoole, Board President
and Dena Maule, Executive Director



participate in provincial working groups as part of the "Advancing Quality End of Life Care" initiative. This work resulted in the adoption of the "Declaration of Partnership" document developed by the Ministry of Health in December 2011. This partnership recognizes volunteer in-home hospice care as an integral part of a comprehensive health care system providing all Ontarians with equitable access to high quality care and support. The Ministry's aim is to optimize the ability of all Ontarians to live well with a progressive life-limiting illness wherever they reside or receive care."

- We continue to be active participants in supporting the development of an integrated approach to hospice palliative care in the Toronto Central LHIN. This year our Executive Director was elected Chair of the Toronto Central Palliative Care Network (TCCPN).
- Our Creating Caring Communities program has expanded to include a satellite space in the St. James Town "Community Corners" hub. With the support of a new part time staff member who is a past resident of the community, we have been able to engage a growing number of people living in this community using a successful development support model.

- With a view to providing caregivers in our community with information on how to access support as well as coping strategies for common caregiver challenges; we developed a partnership with St. Elizabeth Health Care to produce a 13 part media series on caregiving called "Talking Care". This series began airing weekly on Zoomer Radio in April 2012 and will bring new insight, support and a practical method of accessing resources to listeners.
- Our Young Carers program has been extremely successful as we near completion of a three year demonstration phase. The target group for the program is children who provide a substantial amount of care to a family member and aims to build resilience in young carers through recreational, social, educational and skill development activities. Our executive director, Dena Maule, is the co-chair of Young Carers Canada; a newly formed steering committee which will be monumental in bringing together interested partners to increase awareness and stabilize support for young carers across Canada.
- Our Executive Director received a Vital People award from the Toronto Community Foundation which will provide an opportunity for her to lead an upcoming study tour in the UK to learn more about international caregiver policies and to visit Young Carers programs in the UK.
- We were able to increase our capacity to serve clients through enhanced volunteer role development and training that now includes grocery shopping, meal preparation, light housekeeping, and companionship to medical appointments.
- Our Clinical Director, Belinda Marchese was an active participant in CNAP (Community Navigation and Access program) supporting integrated and single point of access referral to services for frail and at risk seniors.
- As active members of the ICCP (Integrated Client Care Project-Palliative) we are supporting the

development of a quality focused integrated approach to in-home end-of-life care in our community.

- At year-end, we moved into our new home at Yonge and Eglinton, which is central to the area of Toronto that we serve and is conveniently accessible by public transportation. Our new premises are spacious and well laid out. We are particularly proud of our expanded training room which serves as an integral part of our operations and outreach.
- On a financial note we're pleased to report that we have kept our expenses and revenues in balance through careful stewardship of our resources and expenses. Revenue raised in the year covered 99% of our operating budget despite incurring a higher one-time occupancy costs in connection with our year-end move to the new premises.

With a continued commitment to supporting quality health care in Toronto, we are already engaged in the development of initiatives that will enable us to better serve the needs of our clients and their family caregivers. Look for future information regarding:

- A second Caregiver series on ZOOMER Radio with a focus on the Declaration of Partnership (MOH/ LTC) and the Change Foundation's "Loud and Clear Report" providing information to support caregivers in accessing support.
- The launch of "Creating Caring Communities" a short video public service announcement enabling us to enhance our outreach and awareness for Toronto's diverse communities.
- A revitalized volunteer recruitment and training strategy supporting greater capacity to serve our clients in their homes.
- Enhanced use of technology to support efficient and effective services in our community.



Dena Maule

Executive Director



Brian T. Glasspoole

President,
Board of Directors

I am working as a volunteer on a new program that Hospice Toronto has developed called the shopping-assistance program and it's really, really rewarding for me and I sincerely believe it is helping the person I am doing this job for.

—Hospice Toronto
shopping-assistance
volunteer

I look forward to going to the stores in my neighbourhood, which is also her neighbourhood! I look forward to her opening the door and saying, "I'm so glad to see you." It makes me really glad to see her too. Thank you Hospice Toronto.

—Anita

2011-2012: FUND DEVELOPMENT

Hospice Toronto would like to specifically acknowledge and thank the following companies, foundations and organizations for their generous support in the period April 1, 2011 to March 31, 2012

Corporations & Organizations

CIBC
Green Shield Canada
Manulife Financial
Mary Ward Catholic Secondary School
TD Bank Group
TD Securities Underwriting Hope Fund

TD presents *There's No Place Like Home 2011*

Gifts in Kind

a la Carte Kitchen
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Starwood Hotels & Resorts
SupperWorks - ForestHill
Tami L Waters and Associates
The Barber's Daughter
The Big Carrot
The Daily Show with Jon Stewart
The Fairmont Royal York Hotel
The Gene Pool Boys
The Healing Space
The Scollard Street Acupuncture Pain Clinic

Fund Development



Team Devon at 9th Annual Toronto Hike for Hospice Palliative Care

According to the Canadian Hospice Palliative Care Association (CHPCA), demand for access to hospice palliative-care services in Canada will continue to increase over the next 40 years as our population rapidly ages. In 2009, Canada had 4.7 million persons aged 65 years or over—twice the number recorded in 1981. Furthermore, projections show the growth of this group will accelerate in the coming years, with 11.9 million to 15.0 million persons aged 65 years or older by 2061.

Hospice Toronto recruits and trains volunteers to support those living with a life-threatening illness or at end-of-life — and to help those who love them — manage by helping their caregivers and families at home.

With an aging population and with people living longer with chronic illness, Hospice Toronto would not be able to address the growing demand for in-home hospice palliative care across Toronto if it were not for your generous support. With the Ministry of Health and Long-Term Care (MOHLTC) providing only 46 per cent of our annual budget last year, your support—either through volunteering time or giving donations—was paramount in helping us to serve people in the community, and their loved ones, at no charge.

Fund Developments Highlights

- Hospice Toronto received generous funding from the Jays Care Foundation and TD Securities Underwriting Hope Charity Auction for its Young Carers program to support children and youth who play a significant caregiving role in their family.
- Our pioneering Creating Caring Communities program, which advances our model of volunteer-based, in-home hospice care and affords access to care for people in some of Toronto's most diverse communities, received support from CIBC and Green Shield Canada, as well as various foundations.
- The 9th Annual Toronto Hike for Hospice Palliative Care was our best ever. In partnership with Alliance Hospice, Kensington Hospice, Perram House, Philip Aziz Centre and Hospice Scarborough, we collectively raised over \$112,000!

Thanks to all our donors and sponsors, hikers, board members, volunteers and staff, Hospice Toronto raised over \$35,000. The hike was hosted by 103.9 PROUD FM morning co-host and comedian, Richard Ryder, with a musical performance by Stacey Kaniuk.



TD presents *There's No Place Like Home 2011*

- TD Bank Group was the Presenting Title Sponsor for our annual signature fundraising event, *There's No Place Like Home* for the second year in a row.

Over \$67,000 was raised, with attendance at an all-time high. Guests thoroughly enjoyed themselves, returning to Canada's National Ballet School; experiencing the musical talents of Amy Sky and the gene pool boys; and feasting on the delicious cuisine provided by à la Carte Kitchen with fine wine from Colio Estate Wines.

- In support of some of our volunteers, thank you to the Imperial Oil Foundation, RBC Royal Bank and TD Bank Group for their employee-volunteer grants program.
- Special thanks to artists Ghanesh Das, Joanne Shenfeld and Josephine Wang for creating original Tree of Life artwork for our holiday-season direct-mail campaign. As well, thank you to Manulife Financial for their sponsorship support.

Through the kind support of all our volunteers, donors, corporate and foundation partners, and advocates, more people and families were able to access Hospice Toronto's programs and services last year than ever before. We thank you again for your generous support.



Ghanesh Das



Joanne Shenfeld



Josephine Wang

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The Brumara Foundation
The Chawkers Foundation
The McLean Foundation.

Community of Remembrance Donor

Greatly appreciated
anonymous donor.

Public Sector Funding

Hospice Toronto gratefully receives funding from the Toronto Central Local Health Integration Network (LHIN). The views expressed in this publication are the views of Hospice Toronto and do not necessarily reflect those of the Toronto Central LHIN or the Government of Ontario.

A special thank you to the Government of Canada, Government of Canada's Social Development Partnerships Program, Ontario Trillium Foundation and the AIDS Bureau for their support.

Individual Donors

To all our generous individual donors, unless you have given us your permission, we are unable to print your name, in compliance with Ontario's privacy laws. If you would like your name included in our donor recognition program in the future, please send us your approval in writing. Thank you.

If we have inadvertently misspelled or omitted your name, please accept our sincere apologies in advance and contact us to advise at (416) 364-1666.

Financial Statements

Statement of Operations and Changes in Fund Balances

for the year ended March 31

	2012	2011
REVENUE		
Ontario Ministry of Health	\$ 497,094	\$ 491,665
Partnership and Community Contributions	279,369	277,394
Funding Contributions	297,027	298,421
Interest Income	3,600	3,485
	\$ 1,077,090	\$ 1,070,965
EXPENDITURES		
Administration	114,209	101,978
Fund Development	125,208	105,640
Overhead and Communications	141,144	127,936
Professional Fees	36,776	46,363
Program Delivery	672,726	612,287
	\$ 1,090,063	\$ 994,204
Excess Revenue over Expenditures	(12,973)	76,761
Net Assets - Beginning of year	449,647	372,886
Net Assets - End of year	\$ 436,674	\$ 449,647

Statement of Financial Position

as at March 31

	2012	2011
ASSETS		
Cash	\$ 161,770	\$ 199,297
Short Term Investments	266,068	262,333
Accounts Receivable	2,752	3,050
Accrued Interest Receivable	2,273	2,908
Recoverable Sales Tax	30,178	11,779
Prepaid Expenses	26,214	12,270
Capital Assets	22,436	-
	\$ 512,191	\$ 491,637
LIABILITIES		
Accounts Payable and Accrued Liabilities	\$ 10,960	\$ 17,190
Deferred Revenue	64,557	24,800
	\$ 75,517	\$ 41,990
NET ASSETS		
Invested in Capital Assets	22,436	-
Unrestricted Net Assets	419,238	449,647
	\$ 436,674	\$ 449,647
	\$ 512,191	\$ 491,637

I just had my first visit with my client on Sunday and it was really great. The rules we covered in the training sessions have come in handy already!

—Hospice Toronto in-home care-team volunteer

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

Young Carers Program

The Young Carers Program (YCP) made significant strides this past year. We've published quarterly newsletters, created a new brochure, initiated a Facebook page and hired a community-engagement worker to assist with outreach. The term 'young carers' is still very new to Canadians. Health-care and social-service professionals working to help families dealing with illness and disability have primarily concentrated on the individual with the condition or the parent of a child with a condition, but have not addressed the unique needs of the other children in the home, who play a role in supporting the family. While many positive aspects come out of being a caregiver, for many of these young carers the role consequently affects them, placing significant strain on their future successes. With the right supports in place, children can thrive—positive interventions can make all the difference in a young carers' life.

During the last year, we've been able to recruit another 54 members to the program. They vary in age from 5–18 and are representative of the broad diversity in the city of Toronto. Some care for siblings while others parents. Some have family members who have a disability, some an illness, an addiction, and other mental health challenges. Toronto's young carers take on practical, personal and emotional caregiving tasks.

YCP has been able to offer a variety of programming, including the launch of our 6-week programs and first March-break day camp. Multiple weekly programs, workshops and special events have occurred throughout the year that focus on providing opportunities for young caregivers to connect with one another, build self-esteem, de-stress, learn new skills and most of all have fun! Programs include sports, group activities, expressive arts, drama, movies, games, field trips, homework assistance, coping-skill development, leadership, cooking and nutrition, medical education and more, and are hosted through partner agencies and organizations.

A recent addition to the program is the creation of the Youth Champions Committee. This committee engages current or prior young carers between the ages of 16–24, with an interest in helping to raise awareness of young carers in their schools and communities. This group also uses their personal experience to help guide the development of the program.

By the fall of 2012 our tool kit for creating a young carers program will be completed, and ready for other communities across Canada to access and respond to the growing need to support young carers.

I learned there are other people that feel the same way as me.

—YCP member

This group seems to be such a good match for them as it's not so much focused on the illness, but on them in their caring role. Meeting other kids who 'get it' has been a really significant connection for them.

—parent

It has helped her understand what's going on with her brother. I see a difference in her and how they interact.

—parent

Everyone here has someone they take care of—not just me, everybody does.

—YCP member

After the program they were overjoyed with happiness—I could not believe it. They both were talking about what they did and all their new friends! Trust me when I say I have never seen them react like this before.

—parent



March Break event 2012

2011-2012: PROGRAMS & SERVICES

The Year in Review

2011-2012 Volunteer Awards & Winners

Our awards program acknowledges and honours the exceptional work of our volunteers and supporters who have greatly contributed towards Hospice Toronto becoming recognized as a leader in providing in-home hospice care. As Toronto's first volunteer-based, home hospice care program, volunteerism and public service play a central role in Hospice Toronto and to say thank you to our volunteers, we host an annual Volunteer Appreciation Event, during which a number of our volunteers receive recognition for their outstanding contributions.

Elaine Hall Award for Outstanding Caring Service

Honours the work of volunteers who exemplify consistent compassionate dedication for people in need. The Award is named for Elaine Hall, one of the founders of Trinity Home Hospice (now Hospice Toronto) who also served as its first Volunteer Coordinator, and who selflessly cared for many people until her premature death in 2000. This year's Elaine Hall Award for Outstanding Caring Service recipients are Sonja Carr and Stephanie Raymond.

Clinical Services Review 2011/2012

Accessing collaborative care at home

Hospice Toronto's staff and volunteers are committed to supporting clients', their families' and their caregivers' access to the right services at the right time and in a collaborative environment. Through a process that honours each person's unique needs and explores how to build resiliency for caregivers, we facilitate the opportunity for our clients to receive care—and remain at home. The goal for many caregivers as their loved ones near their end-of-life is to offer the choice to stay at home for as long as they are able. Last year close to 40% of our clients experienced a home death with the support of hospice and palliative-care services and our volunteers.

We have been able to support 1,002 individuals with the help of our skilled team of staff and volunteers through our various programs and services. With close to 25,000 volunteer hours and 15,200 hours of direct-staff support, our team provided over 40,200 hours of compassionate care.

Access in the community through community development

Hospice Toronto's community-development approach incorporates access to health-care information, education, training as well as support for people who are ill, their caregivers and families, benefiting those who are living with chronic, complex health care as well those who are at end-of-life stages.

Our flexibility, sensitivity and presence in the community makes all the difference. By working in the community and out of our satellite office in St. James Town, we have been able to increase access to health-care support for residents. Our commitment to an integrated approach allows us to work closely with other health and community providers, which is central to accessibility.

In St. James Town, Hospice Toronto's integrated community development approach has increased our ability to connect with and support frail isolated seniors, persons living with mental health care needs and new immigrants. Informed through consultation within the community; we provide community drop-in days and free informational and education sessions to increase access to and awareness of services offered.

Through the efforts of Hospice Toronto staff and volunteers, our community-development-based "Creating Caring Communities" (CCC) program, high-density neighborhoods, such as St. James Town (SJT), have been able to better access health-care information, education, training and support for caregivers and persons living with chronic and complex health-care needs.

Johannes is a community member who attended Creating Caring Community (CCC) information sessions last year. He told others what he learned and was able to assist friends and neighbors to access support from CCC. He said:

I am relieved that we have access to health-care information and support at our doorstep. We don't have to go far because we have CCC to help us and direct us to the right services when we need them most.

By spreading the word and connecting people to Hospice Toronto, Johannes was able to help the people in his community, people who previously had little help, to create and have access to the support provided by the Creating Caring Communities program.

Access for those who are coping with illness, grief and loss

Last year, Hospice Toronto's Expressive Arts Therapy (EXAT) program offered 125 groups in partnership with over 15 agencies. Through a satellite-based group-support model, we continue to build wellness and self-care for those who are living with and affected by illnesses such as cancer, HIV/AIDS, Alzheimer's or dementia, or who are aging with complex-health conditions. We also provide caregiver-and-family-member support in dealing with illness, loss, grief and bereavement.

New and existing locations include:

Mid-Toronto Community Services, Dixon Hall Community Services, Fife House, AIDS Committee of Toronto (ACT), Toronto People with AIDS Foundation (PWA), Africans in Partnership Against AIDS (APAA), Gilda's Club Greater Toronto, Greek Community of Toronto, Black CAP, several high schools including Monsignor Fraser Secondary School, Ronald McDonald House and several of our Young Carers Program groups.

To build access to our Expressive Arts Therapy program over the past year, we increased our capacity and developed one-on-one options for those not able to attend group sessions. Last year, our two creative and committed practicum students from ISIS-Canada supported the expansion of our in-home support to include expressive arts as part of our complementary-therapy program. The subsequent establishment of new policies and standards enabled

our expressive-arts volunteers to offer support to our clients and caregivers at home.

Access for people with disabilities: Transitions Project

This year, Hospice Toronto's research project (Transitions) focused on those living with disability. Our intent was to better understand the end-of-life care needs of people living with disabilities and to better understand the needs of their caregivers. The project gave insight into the unique caregiving challenges, including practical day-to-day care needs, accommodation issues, individual experiences and perceived gaps in the system. It identified the barriers those with disabilities and their caregivers face in their day-to-day living and care. The project gave a voice to the impact of living with long-term disabilities, especially how long-term disability may affect coping with change and with loss (including grief and bereavement). Concern over the issue of access to and the lack of knowledge and education around end-of-life was a clear theme in the feedback we received. The Transitions Project resulted in cross-Canada participation and in interest that far exceeded our expectations.

The narrative of the participants' real-life experience clearly identified the needs and approaches they consider best-suited to their individual end-of-life care journeys and provided important context to support Hospice Toronto's goal of high-quality, high-impact client-centred care.

June Callwood Circle of Outstanding Volunteers Award

Acknowledges outstanding volunteer achievement, excellence and dedication to client care that demonstrates 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 volunteers have also received this Award. Each inductee into the June Callwood Circle of Outstanding Volunteers Award receives a medal and a certificate.

Congratulations to Erik van de Ven, recipient of the 2011 June Callwood Circle of Outstanding Volunteers



Disability Project picture with Ray Cohen, Dena Maule and Belinda Marchese

2011/12 Volunteer Awards

Hospice Toronto volunteers celebrated several milestone anniversaries this year:

5 Years of Service

Caroline Birks
Sandra Brown
Eugenie Deelen
Emily Ghent
Suzanne Robertson
Babuji Senegalgurur
Bena Shuster

10 Years of Service

Pegí Dover
Brian Glasspoole
Kerry Johnston
Bruce Schwartzentruber

15 Years of Service

Jean Baxter Robinson
Jacqueline Esler
Ann Ludwigsen
Jocelyn Reneuve
Erik van de Ven

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



Hospice Toronto Spring Collaborative Training Program - Spring 2011

Access to best practices and standards

Over the past year Hospice Toronto's commitment to working within an integrated and collaborative approach was evidenced through a variety of strategies and activities. We have been actively involved as the hospice lead in the Toronto Central Integrated Client (Palliative) Care Project (ICCP). This project is developing standards for clients that support common intake, assessment, intervention and response practices, and evaluation. We are working with other community and health-care partners including community palliative-care physicians, primary-care nurses and nurse-practitioners, CCAC (Community Care Access Centres) care coordinators and

other allied health-care partners to establish best practices and standards for community hospice-palliative care.

In addition to the ICCP initiative, Hospice Toronto is an active participant in the Community Navigation and Access Program (CNAP), which allows us to work with 34 other community and social-service partners across the City of Toronto. CNAP has built common standards for referrals, intake and collaborative care to facilitate support for clients. Hospice Toronto is also part of the Resource Matching and Referral (RM &R) E-referral system, which allows greater access to e-referral across sectors such as hospitals, Community Care Access Centers and Community Support Service Agencies.



Hospice Toronto Hands on Training - Fall 2011

Elaine Hall Winners
Sonja Carr and
Stephanie Raymond
June 2011



Hospice Toronto Volunteers

In 2011–2012, volunteers contributed almost 25,000 hours toward our mission, providing access to services that would not have been possible without them.

Last year, Hospice Toronto recruited, trained and mentored 72 highly skilled, dedicated volunteers, bringing our active roster to 211.

We facilitated three 35-hour core hospice palliative-care training sessions for new volunteers and enhanced training for 10 existing care-team volunteers preparing for our children's-support program.

The clinical-staff team provided ongoing support to our volunteer team, including access to bi-monthly volunteer-support-and-education sessions and to webinars that were well attended.

To meet the mandatory AODA (Accessibility for Ontarians with Disability Act), Accessible Customer Service Standard for staff and volunteers in-person, in-service and on-line training options were developed. AODA standards were also incorporated into core-volunteer training. Since February 2012, 60% of volunteers and nearly all staff have completed AODA training —100% participation is targeted for early 2013.

We launched our shopping-assistance program and developed a policy, procedure and consent protocol for both volunteers and clients, including the establishment of a feedback-centre process available on our website.

Twenty St. James Town residents participated in our Creating Caring Communities community-helper training program in May/June 2011, to assist others living in their neighborhood with tasks like shopping, cooking, housekeeping, appointment accompaniment and health-care navigation.

Our home-help volunteer program was implemented, through the development of a 14-hour training program and the targeted recruitment of our first home-help

volunteer trainees. The program provides practical help, such as cooking, homemaking and shopping assistance, to clients and caregivers.

During our move, we accessed Volunteer Toronto's facilities for our fall 2011 and winter 2012 training programs, utilizing low-cost community space.

We developed a partnership with the University of Toronto Faculty of Nursing to utilize a modern simulation lab for our 2012 hands-on-care training sessions.

We optimized volunteer utilization and retention by exploring new and enhanced volunteer roles that reduce the impact, the burden, of life-threatening illness on clients and families, allowing clients remain at home through all stages of life-limiting illness or for as long as possible.

Through volunteer fairs in diverse communities across the GTA, we now provide service to clients in 24 languages!

While volunteers joined the Hospice Toronto team in many diverse roles, there was special emphasis on our in-home visiting programs. These programs offer support to individuals who are ill and to their families and their caregivers through:

- companionship and emotional supports
- practical assistance (light-meal prep, homemaking, mouth care, assists and transfers)
- short-term caregiver relief
- life-review and legacy work
- complementary therapies
- children's support
- bereavement support
- expressive-arts therapy

Other non-client volunteer roles included:

- fundraising and special events
- outreach at volunteer fairs and community activities
- committees
- board of directors
- office team
- training team

BOARD OF DIRECTORS

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