



HOSPICE
TORONTO

ESSENTIAL PARTNERS IN CARE



ANNUAL REPORT
2012-2013



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.

Message From the Executive Director & Board President

“Essential Partners in Care...”

WINNI'S STORY

It started with a phone call to Joyce, our St. James Town Community Development Coordinator. Johannes heard about our Creating Caring Communities (CCC) program and was looking for help for a neighbour he had not seen recently. Joyce visited Winni, finding her in a distressed state, homebound with severe leg pain and unable to address even basic needs. On several occasions she had called 911 for support, especially when her blood sugar level fell low. With no family in Canada, she felt isolated.

With multiple health diagnoses including diabetes, rheumatoid arthritis and high blood pressure, she was in need of support and became a client of our CCC program. An assessment of needs was followed by a jointly crafted care plan. Archana, a CCC community volunteer met Winni and they developed a trusting relationship with Winni calling Archana her angel. Archana helps, picking up medication and grocery shopping and is available for emotional support and navigation of local services to facilitate access. Winni now feels connected.

Winni was not keen to have other support workers involved but trust and conversation gave way to information and consent. Referrals were made to the CCAC for further support. She was also connected to staff at Mid-Toronto Community Support Services for Meals-on-Wheels and Lifeline equipment was installed easing her fear of falling and dying alone.

Working in close collaboration with community partners, we have case conferences periodically to review Winni's needs. Through our Creating Caring Communities program we have clearly established Hospice Toronto as an essential



Brian Glasspoole, Board President and Dena Maule, Executive Director



partner in care for the people of St. James Town and local care providers.

This year Hospice Toronto:

- Provided essential support to 1,175 individuals through various programs and services (an increase of 14.7% over the prior year)
- Provided 28,000 hours of volunteer service (increase of 10.3%). This service, when combined with 16,000 hours of direct staff support (increase of 6.6%) resulted in 44,000 hours of compassionate care to support our community (increase of 8.9%).
- Over 41% of our clients receiving end of life care experienced a home death with the support of hospice volunteers and other palliative-care services. Many more clients were able to remain at home for much of the duration of their illness, transferring to hospital only in the final days of life when the choice to remain there shifted due to medical complication or changes in family circumstances.

The healthcare landscape is changing rapidly. Financial resources are limited and the population is aging. Health care providers must work in collaboration toward an integrated health care system that is seamless... providing high quality, high impact care in an efficient, cost effective way ...without duplication of services. This is not easy.

FRONT COVER:
At the popular Young Carers Program's Camp Zagehdwin, two children exchange friendship bracelets.
Photo credit: Natalie Wilson

Hospice Toronto is an “essential partner in care” playing an integral role in our healthcare system and also fulfilling a vital need for the families it supports. Winni’s story demonstrates this partnership providing tailored in-home services, and facilitating access to various health care providers for additional complementary therapies. The Creating Caring Communities Model facilitated Winni’s choice to remain at home, despite declining health, and encouraged her to seek support from community service providers rather than calling 911. This leads to more cost effective use of community resources to provide routine health care support and reduces strain on hospital emergency departments.

With our approach to care broadened from “end of life” to “point of diagnosis with a life limiting illness”, our services evolve to meet changing needs and we now offer services providing support at all stages of illness. Capacity to do this is growing but limited by current resources. Using a partner approach with other health care providers, we seek to provide the right care, in the right place, with a timely response.

The commitment to be active and *essential partners in healthcare change* is demonstrated through leadership roles we have assumed:

- Executive Director appointed Chair of the Toronto Central Palliative Care Network; Co-Chair of the LHIN Palliative Care Planning Committee; and elected to the Board of the Ontario Community Support Association (OCSA)
- Participation as the Hospice lead agency in the Integrated Client Care Project (ICCP) led by the Toronto Central Community Care Access Center (CCAC)
- Clinical Director co-chairing the St. James Town Service Provider and Senior’s Sub-Committee

- Working in diverse communities through our presence in the St. James Town Community Corners satellite space on Wellesley Street East
- Our “intergenerational grief and loss” project funded through the Federal Government’s “New Horizons for Seniors” program recognizing the essential role of informal caregivers
- Expanded Young Carers outreach program received vital funding from the Ontario Trillium Foundation
- Launching an enhanced volunteer training model preparing 28 volunteers to offer new in-home services included homemaking, grocery shopping, and meal preparation through dedicated funds from the Toronto Central LHIN

None of the work undertaken is without challenges. As a not-for-profit organization committed to fiscal responsibility, opportunities for growth are balanced against stewardship of our limited resources. The Board relies on our Finance and Risk Management Committee for prudent oversight of resources, and Fund Development and Communications Committee to secure additional funds.

In a climate of increasing competition for funding and donors, efficiencies are explored, partnerships leveraged and opportunities for financial support sought. We are fortunate to have secured funds from municipal, provincial, and federal levels as well as from a growing number of corporate, foundation and individual donors. Without whose generous support, the level of service provided would be impossible.



Dena Maule
Executive Director

Brian T. Glasspoole
President,
Board of Directors

I didn’t realize that there are a lot of seniors and family members in the community that need our help because they are seriously ill and isolated. I learned a lot about how to help people suffering from different illnesses, tragedies, and isolation. Now I have more confidence and knowledge to help and support my community. Creating Caring Communities has done an excellent job in supporting volunteers who can really help people.

- Excerpts from an interview with a new Canadian and Creating Caring Communities volunteer living in St. James Town.

I wanted to follow up on the appointments that were made with Sarah** for the Reiki but especially with Jeff. We had an amazing connection with him and being connected with him was a really good thing for us. Going forward, we feel like our connection will help us get through this process. Jeff has been incredible and has made a huge difference in the family. Nelson actually feels a sense of peace because Jeff has offered to plan the funeral service and potentially conduct the service and this is especially helpful because we have lost touch with our previous minister and Nelson has not been able to attend church lately. Jeff has truly been a blessing for us and we are all so pleased at how well the process is going.

- Brinham

**Please note that names and the identity of clients and volunteers in the report have been changed in order to protect their privacy.

2012-2013: 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, 2012 to March 31, 2013

Corporations

CIBC
Equifax Canada Co.
Green Shield Canada
Leon's Furniture Limited
Manulife Financial
RBC Royal Bank
Retriever Records Inc.
TD Bank Group
TD Securities Underwriting Hope
Charity Auction

Foundations & Estates

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Foundation
Tesari Charitable Foundation
The Arthur & Audrey Cutten
Foundation
The Brumara Foundation
The McLean Foundation
Tippet Foundation

Organizations

Centre for Spiritual Living Toronto
Michener Institute Charity Committee
Unifor (formally CAW)

TD Presents *There's No Place Like Home 2012*

Gifts in Kind

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Americana Conference & Resort
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Art Gallery of Ontario (AGO)
Arts Market
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Canadian Opera Company
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Jude Jacobs Collection
Karbouzi Greek Taverna
Kevin Meloche & Steve Nardi
Kims Nail Salon
Klockwerks
Labatt Breweries of Canada
Le Papillon
lil' bean n'green
Mangia & Bevi

Fund Development



Eleanor McCain with guests from TD Bank Group at *There's No Place Like Home 2012*

"It was wonderful for my dad to remain at home in his own environment. It opened my eyes to what an incredibly caring community the palliative network is, how it is full of empathetic and caring people providing expertise and support for individuals and families during very emotional and trying times. Organizations like Hospice Toronto are there for those in need."

- Eleanor McCain

With Toronto's rapidly aging population, and people living longer with chronic illness, the need for hospice palliative care is greater than ever before. In a highly competitive fundraising environment, Hospice Toronto would not be in the position to be 'essential partners in care' if it were not for the generous backing of our volunteers, donors and funding partners.

Partners, like Eleanor, are crucial in helping us to provide home hospice palliative care for people living with serious illness or at end-of-life, their caregivers and loved ones, at no charge. Drawn to hospice palliative care in 2011 following the death of her father, Wallace McCain, co-founder of Canada's McCain Foods, the 2011 East Coast Music Award Nominee performed at our annual, signature fundraising event, *There's No Place Like Home*. Eleanor also donated the proceeds from the release of her *Holiday* CD to Hospice Toronto, and to other community hospices during her Canada-wide concert tour.

Other Partners & Highlights:

- Creating Caring Communities, which advances our model of volunteer-based, home hospice care by supporting residents in some of Toronto's diverse communities to help neighbours received funding from Unifor (formally CAW) and Green Shield Canada.
- Our Young Carers Program supporting young people who play a significant caregiving role in their family received support from the Mackenzie Financial Charitable Foundation and TD Securities Underwriting Hope Charity Auction.
- In support for some of our volunteers, we received contributions from CIBC, RBC and the TD Bank Group through their employee-volunteer grants program.
- Over \$86,000 was raised at the 10th Annual, *Medigas presents Toronto Hike for Hospice* in partnership with other Toronto hospices. Raising over \$32,000 made us the top fundraising hospice in the group. 103.9 PROUD FM morning co-host and comedian, Richard Ryder hosted the event, with musical performance by The Big Silver Blues Band.
- The 100th anniversary of CIBC's Bloor and Ossington branch was marked with a cheque presentation ceremony in support of Hospice Toronto's community- and volunteer-based, home hospice care programs.



Hospice staff & friends at 10th Annual, Medigas presents Toronto Hike for Hospice

- In the summer, Juno Award-winning Canadian instrumental rock band, *Shadowy Men on a Shadowy Planet* performed a benefit concert to honour the memory of their bass player, Reid Diamond, with proceeds donated to Hospice Toronto.
- For the fourth consecutive year, TD was the Presenting Title Sponsor for *There's No Place Like Home* at Canada's National Ballet School. The event was hosted by award winning comedian, actress, television host and writer, Carla Collins. Additional musical performances by Arash Behzadi and the gene pool boys. Over \$60,000 was raised, with guests dining on cuisine provided by à la Carte Kitchen and fine wine from Colio Estate Wines.
- Our biannual newsletter *At Your Door* was launched with the support of our volunteers. Keeping people connected by letting them know what is happening at Hospice Toronto, and within the communities served and lives touched.
- In researching the value of our hospice care, we calculated the cost of providing in-home hospice palliative care and support was about \$25 an hour, a number coincidentally matching our 25th Anniversary in 2013-14!



Caroline Haddad, National Staff Representative from Unifor (formerly CAW) presenting donation to John Wong, Senior Development Officer

Through our generous partners, 17% more people accessed Hospice Toronto's programs and services than in the previous year.

Everyone, thank you for your ongoing support.

Moelimo Limousine And Livery Service Inc.
 Pied a terre
 Pizzeria Libretto
 Purdy's Chocolate
 RX Massage
 Salon Allure
 SHARP Electronics
 Shaun Proulx Media
 SM Beauty
 Soulpepper Theatre Company
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 The Jones Group Canada
 The Scollard Street Acupuncture Pain Clinic
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Sponsors & Partners

à la Carte Kitchen
 McCarthy Tétrault Foundation
 Miller Thomson LLP
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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; The Ontario Trillium Foundation, an agency of the Government of Ontario; 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.

2012-2013: FUND DEVELOPMENT

We are thrilled and full of joy to have Bob. It's such a blessing and a privilege to have a person like him. My father asked me to call you to tell you how happy they are to have him. We are very happy and it's an honour to have a person who donates their time and skills, and for just being the person he is.

- Isata

I wanted to thank you for the beautiful angel from Hospice Toronto. My mum loves her and my aunts and my mum's friends love her as well. She's great and there are very few people like her. She has the talent, charisma, love, care; she is always beside my mum and always talks to her. She is simply just very lovely. I want to thank her and hope that Hospice Toronto can find more people like her.

- Mary

You have done such a wonderful supportive thing for our family. The person assigned to us was such a blessing. We can only be ever so grateful and thankful that Hospice Toronto was there for us. It was just perfect. I have made a small donation to HT and in the future, if ever anyone in Toronto passes and I'm requested to leave a donation, believe me it will be to your wonderful and helpful organization. You have made this process such a blessing for all of us.

- Emelia

Financial Statements

Statement of Operations and Changes in Net Assets

for the year ended March 31

	2013	2012
REVENUE		
Ontario Ministry of Health	\$ 571,193	\$ 497,094
Partnership and Community Contributions	222,169	279,369
Funding Contributions	240,396	297,027
Interest Income	4,796	3,600
	\$1,038,554	\$ 1,077,090
EXPENDITURES		
Administration	\$94,768	114,209
Fund Development	110,447	126,303
Overhead and Communications	135,960	140,049
Professional Fees	35,877	36,776
Program Delivery	693,545	672,726
	\$1,070,597	\$ 1,090,063
Deficiency of Revenues over Expenditures	(32,043)	(12,973)
Net Assets - Beginning of year	436,674	449,647
Net Assets - End of year	\$404,631	\$ 436,674

Statement of Financial Position

as at March 31

	2013	2012
ASSETS		
Cash	\$165,899	\$ 161,770
Short Term Investments	222,140	266,068
Accounts Receivable	15,460	2,752
Accrued Interest Receivable	1,044	2,773
Recoverable Sales Tax	11,125	30,178
Prepaid Expenses	14,357	26,214
Capital Assets	14,196	22,436
	\$ 444,221	\$ 512,191
LIABILITIES		
Accounts Payable and Accrued Liabilities	\$15,330	\$ 10,960
Deferred Revenue	24,260	64,557
	39,590	\$ 75,517
NET ASSETS		
Invested in Capital Assets	14,196	22,436
Unrestricted Net Assets	390,435	414,238
	404,631	\$ 436,674
	\$ 444,221	\$ 512,191

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

Young Carers Program



Since they were toddlers, Jessica (10) and Amy (8) have been young carers to their older sister Beth (13) who was diagnosed with autism and epilepsy at five years old. They assist her with a variety of daily tasks and needs including dressing, using the washroom, and with her overall mobility. Although neither girl fully understands Beth's diagnosis they both worry continuously about her health.

The family realizes the girls are significantly impacted by Beth's condition. Jessica acts in a mini mother role which often extends into her classroom and relationships with friends. Conversely, Amy is more reserved and withdrawn often feeling anxious and insecure. There have been an array of ups and downs as priorities and focus have had to be on Beth's care.

Jessica and Amy became members of the Young Carers Program (YCP) after their mother heard about the program from Philip Aziz Centre for Hospice Care and also from family friends who had enrolled their children after hearing about it from the Hospital for Sick Children (SickKids Hospital). Since joining YCP, the family has seen a tremendous positive difference in both girls. Through coping skills development and peer connections with our young carers, Jessica and Amy have thrived in their caregiving roles, improving family relationships and increasing their self-esteem. In programs, Amy appears much more joyful and has become expressive and extroverted, and is even calmer and more focused than before she enrolled. Both girls have been able to form solid friendships with other kids who "really get it" and for the first time they don't feel like they are the only ones with a sister who has special needs.

We are thankful that this Program continues to reach out to this

vulnerable and invisible population. Our partners and community are essential in spreading awareness and referring to YCP. We have received incredible support from the illness and disability sectors, especially the agencies working with children who have an illness and/or disability as these professionals and families are very aware of the extra responsibilities that siblings take on. Through partnerships we are able to outreach to families at Holland Bloorview Kids Rehabilitation Hospital, Variety Village, the Centre for Addiction and Mental Health, Sick Kids Hospital, Gilda's Club of Greater Toronto, Geneva Centre for Autism, TIFF Kids International Film Festival and many more.

This past year the YCP continued to be busy reaching out to the community. We:

- Successfully ran our first lunch time program in a priority neighborhood public school;
- Ran several sibling programs in partnership with Holland Bloorview Kids Rehabilitation Hospital and Geneva Centre for Autism;
- Ran a cancer workshop at Gilda's Club of Greater Toronto;
- Initiated a young adult group;
- Continued running our annual summer camps, family picnic, and monthly special events;
- Presented at the Annual Hospice Palliative Care Ontario Conference, the Ontario Community Support Association Conference, and the Ontario Geriatric Association Conference (poster presentation), the OSCA Great Ideas conference and the Canadian Association of Child Life Leaders Conference; and
- Were selected as a 2013 Vital Youth/ Playing for Keeps Award Recipient

The program helped me learn specific things like making stress balls that will help me at home, school or anywhere else.

- YCP member, age 12

I learned that other people are having trouble too.

- YCP member, age 8

The program helped me to feel better by talking to everyone.

- YCP member, age 8

The program made me feel better by helping me understand more about my brother.

- YCP member, age 11

I'm not the only one who cares. There are others too.

- YCP member, age 11

YCP is great, you get to meet other families and children that understand your scenario, you don't have to sit there and explain what's going on, they just understand.

- YCP parent

Finished YCP Leadership program today. It was a wonderful week, I enjoyed meeting and getting to know a little bit about everyone. I would recommend the program to other teens, MOST DEFINATELY. You will learn a lot about yourself. The program helps to increase self-esteem and self-confidence.

- YCP Teen

2012-2013: PROGRAMS & SERVICES

The Year in Review

2012-2013 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 **Sandy Di Martino** and **Dennise Buckley**.

Clinical Services Review 2011/2012

Camilla's Story....shared by husband and caregiver Jeff

I became involved with Hospice Toronto after my wife was diagnosed with cancer. She was in the in-home palliative-care program, and our children were in the children's support volunteer and the Young Carers Programs (YCP), this support was incredible. The staff and volunteers were friendly, supportive, fun and knowledgeable supporting me daily, allowing me to work full-time and still have the energy to be my wife's primary-support caregiver and support our children. Always offering compassion they were ever present, non-judgemental, and supportive. Wheelchair bound they helped Camilla do things which only weeks prior she had done herself—bathroom routine, mobility from bed to chair to couch, and food preparation. Everyone was exceptional, especially with the kids. Ultimately, by virtue of helping Cam and I, the volunteers supported Margie and Mackenzie, as I had energy to nurture and support them. Hospice Toronto earned her love. During the last few weeks she asked me to make a list to prioritize people and time, a "List" of those she wanted to see and how she wanted to prioritize the end of her life. It listed: 1) Jeff 24/7, 2) Margie and Mackenzie, 3) hospice volunteers and staff, 4) friends and other family. Volunteers and staff were family.

Integrated and collaborative partnerships continue to demonstrate a commitment to supporting clients, their families and caregivers through in-home supports, community programs, and groups.

Our commitment to being *Essential Partners in Care* begins by building strong relationships—one person and step at a time. When a relationship begins with a client and Hospice Toronto, we provide assistance in navigating the health and community sector; assess needs; develop a flexible and adaptable care plan; activate programs and services;

and facilitate cross referrals and linkages. Our aim is to ensure access to service and to avoid delay and duplication.

This year we enhanced our client experience through collaboration with informal and formal partners. We successfully increased volunteer service provision, established or sustained client support systems and thereby, their choice to remain at home throughout their illness and death. We also continued to offer family members and caregivers support contributing to their psychosocial and spiritual well-being.

Our participation in the Toronto Central Community Care Access Centre's (CCAC's) Integrated Client Care Project—Palliative (ICCP) initiative is an example of successful integrated care in action. Daily *huddles* bring together an interdisciplinary team including a Hospice Toronto Client Service Coordinator, a CCAC Palliative Care Coordinator, palliative care physicians, nurses and personal care supervisors. In this brief daily teleconference, urgent issues affecting mutual clients are discussed, strategies to resolve concerns are developed, and follow-up initiated. With our inclusion in these conversations, the inter-professional team recognizes the care provided by hospice staff and volunteers is *essential* to the well-being of those supported. This results in a deeper understanding of everyone's role, improved communication, timely response to needs, increased cross referrals as well as joint visits to clients' homes with our care partners.

This year we:

- Supported 1,175 individuals though various programs and services (14.7% increase)
- Provided almost 28,000 volunteer hours (10.3% increase) along with 16,282 hours of direct staff support (6.6% increase) resulting in over 44,091 hours of compassionate care to our community (8.9% increase).

Integrated and collaborative partnerships facilitated the delivery of our Creating Caring Communities (CCC) community development approach supporting neighbourhoods, like St. James Town, where we are making a difference; identifying those in need, building partnerships, and engaging community members to support each other.

We approach care provision as a partnership...not only with local service providers, but with residents. The goal is to support diversity with a commitment to access, equity and culturally informed care. Our core hospice and CCC models support individuals, families and caregivers at home or in the community with a high quality of life for as long as possible. By supporting existing networks of informal caregivers, while facilitating links to local services, we work with family caregivers and the community providing care in their own culture and language.

A commitment to developing partnerships and collaborating in support of an integrated service delivery process is demonstrated through an innovative pilot program developed to support aging, vulnerable, isolated adults, who are 55 years of age and older. This initiative was the result of the work of a working group growing from our broader community committee work and culminating in a Senior's Mental Health Day Program started on November 27, 2012, open 3 days a week, with 50 members. Each day, approximately 10 people attend.

Many partners that support the St. James Town Community also participate.



Margie and Mackenzie, who received support in our in-home children's program, at YCP's Dreams Take Flight trip to Disneyland.

Hospice Toronto offers Case Management and Health Navigation Support to local residents and group members, and helps identify home-bound individuals requiring supports and not connected to services. The integration of our Expressive Arts, and Health and Wellness groups as part of the program promotes new ways for people to come together to share experiences and engage.

Varsha's story reflects the impact of this program:

I'm 75, and a regular member of the senior day program at the Community Corner in St. James Town.

What a difference it has made! It has a huge impact for older adults living in our community. Being lonely and isolated makes me sad and depressed, feeling as though I have no one to talk to, nothing to do. Since attending the program I have a reason to get up and go, I feel needed, wanted. I have become a member of a group, a community, where everyone works together in partnership—preparing delicious lunches, doing computer work, shopping, exercising, watching movies and going on trips. We learn about our health and ways to improve it. We find out about new programs. We spend time talking to one another and meet people who share the same problems and struggles (like isolation, sadness and hopelessness).

I feel better. Before, I was at home alone and now I have a place to go where I have friends. I've gained confidence and feel daring! The program connected us with each other and our community. There are many seniors at the program and



Member of St. James Town's Seniors Mental Health Day Program

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 **Perry Ford**, recipient of the 2012 June Callwood Circle of Outstanding Volunteers Award.

2012/13 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 June:

5 Years of Service

Andrea Moodie
Alice Lee
Margaret Langelier
Tina Koskelo
Catherine Swenson
Dave Pedwell

10 Years of Service

Jack Armstrong
Tara Williams
Brenda Brown McNee

15 Years of Service

Steven Nardi
Dennise Buckley

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



Image taken by member of the New Horizons for Seniors Intergenerational Project

their English is like mine. Everyone expresses ideas, shares experiences and it is interesting to hear how we are so different yet so alike. I now feel I am not alone! I have friends and feel like we are a large family.

Our commitment to engaging and building new partnerships provides opportunities to learn, enhance support for clients, and explore innovative ways of broadening and facilitating access, and to learn from one another.

With a focus on intergenerational learning; our *New Horizons for Seniors Project* focused on using digital memories to engage a diverse community of seniors and young adults to explore and express their experiences through conversation and the arts. Individuals were empowered to hear and be heard,



Joyce (L) our Community Development Coordinator and Norma (R) our Expressive Arts Therapist who supports various individuals, groups and communities

and believed the program helped process their grief and loss in a meaningful way. This, in turn, helped strengthen existing relationships and created new partnerships.

- Community members and volunteers participated in 12 sessions.
- Over 80 participants (groups and individuals) participated in activities including using a variety of digital and art forms to assist in the sharing of stories, providing support around change, loss, and grief.
- Over 100 photographs were taken and several visual arts posters and signs were created through the sessions.
- Upon completion, community partners involved in the project requested that an art show be held to showcase the visual and media materials created.
- A group of youth volunteers produced a short video documenting some visual and media images of the project

“This inspiring project has had a ripple effect for the seniors, youth and agencies we work with; creating forums/support to encourage those in the community to share their experiences around change, loss and grief issues as a way to support mental health, physical well-being as well as to decrease isolation and stigma”

Hospice Toronto Volunteers

Starting to volunteer after her mother's death, Alice desired to give back and then wanted to upgrade her skills, especially in palliative care, so she came to us.

Time and trust are the most precious things to clients. Quality time and comfort are provided in their last months and it takes trust to open a door and accept help. Alice notes volunteers commit time and trust too and she is moved by this intimate exchange.

As an In-Home Care Team volunteer, Alice supports Cantonese-, Mandarin- and English-speaking clients.

Hospice Toronto recruits, trains and mentors a talented, dedicated team, with a total of 235 volunteers this fiscal year! Our volunteers contributed approximately 28,000 hours of support; providing access to services which would otherwise not have been possible.

The clinical staff team aided and coached our in-home support volunteers, with bi-monthly Volunteer Support and Education sessions, and webinars. Partnering with Kensington Hospice we focused on providing access to continuing education opportunities for GTA hospice volunteers and hosted the first joint Volunteer Support and Continuing Education session.

The development of key organizational accessibility policies and procedures were an emerging priority this year. To meet the mandatory AODA Accessible Customer Service Standard formal in-person in-services and on-line training were, and continue to be, offered.

Three, 35-hour 'core' hospice palliative care training sessions for new in-home volunteers were facilitated and the new "Shopping Assistance" program for Home Help volunteers was launched.

Key partnerships in St. James Town allow access to many cultural groups and the opportunity to equip volunteers with new skills, continuing to support seniors and vulnerable individuals.

Outreach continues at GTA volunteer fairs in diverse communities and resultantly we provide services in 29 languages!

We welcomed over 90 volunteers to our team. Coming from a variety of backgrounds, volunteers were motivated by a desire to:

- "Give back," become more connected to their communities;
- Utilize personal loss experiences (positive or negative) and make a difference;
- Gain access to and enhance future career paths in hospice palliative care.



Alice, In-home Care Team volunteer and 2013 Elaine Hall Award recipient

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