



HOSPICE
TORONTO

25 YEARS...LIGHTING A WAY FORWARD



ANNUAL REPORT
2013-2014



HOSPICE
TORONTO

MISSION

Hospice Toronto enables access to appropriate care and support for those with serious illness and their caregivers when they need it, where they need it, and whoever they are. We achieve this through our culture of caring and discovery that is fueled by passionate, dedicated volunteers, imaginative partnerships and a focus on research and innovation.

Message From the Executive Director & Board President



“25 Years...Lighting A Way Forward”

From a psychology perspective, colour can signify a variety of moods and periods of change. Silver is potent, symbolizing strength and marks a time of reflection, and/or a change of direction as it illuminates a way forward. As a metal it can be molded into desired forms suggesting subtle strength—strength that can be flexible enough to be molded into something better—but strong enough to keep its core integrity intact.¹

As Hospice Toronto celebrated its Silver Jubilee, the organization continued to find the healthcare landscape changing rapidly, requiring the evaluation of opportunities to evolve into something better, yet remaining true to our core business providing, at no charge, high-quality, hospice care and support through all phases of a person's life-threatening illness, and their loved ones.

In our commitment to our core, and with tremendous gratitude to our volunteers and staff, this year Hospice Toronto

- Provided essential support to 1,233 individuals through various programs and services.
- Provided over 44,000 hours of volunteer and direct staff support of compassionate care to support our community.



Steve Nardi, Board President with Dena Maule, Executive Director at 25th Anniversary Gala

FRONT COVER:
Taken at the 25th Anniversary
Gala There's No Place Home.
Photo credit: Glen Bell.

It's of interest to note that these numbers reflect an increase over the past three years of 40% and nearly 70% respectively with no additional public sector program funding.

Over 38% of our clients receiving end-of-life care experienced a home death with the support of hospice volunteers and other palliative-care services.

Financial resources are limited and the population continues to age. As a leader in the home health care community, our approach continues to be to work with strategic partners. Together we identify cost effective use of community resources, provide routine health care support and reduce the strain on hospital emergency departments. Using a partnership 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 in the community:

- Executive Director served as Chair of the Toronto Central Palliative Care Network; Co-Chair of the TC LHIN Palliative Care Planning Committee; and sat on 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 (TC CCAC)

- Clinical Director served as Co-Chair of the St. James Town Service Provider Network and Senior's Sub-Committee

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 the Finance and Risk Management Committee for prudent oversight of resources, and Fund Development and the Communications Committee to raise community awareness and secure additional funds.

With the rapid changes to home healthcare, the 25th anniversary is an appropriate point in which to mold into something better and light the way forward. The Board of Directors has initiated work with the senior leadership team to develop a new five year strategic plan to be implemented in the next year to not only be adaptable to the changing landscape but to be a respected driver of the changes to come.

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

Steve Nardi
President,
Board of Directors

"I am alone at home, eat alone, watch TV alone and have no one to talk to. I walked by this place many, many times and one day decided to go in and see what's happening here. A very nice receptionist at the center told me a great seniors program was taking place there and brought me in. I was so excited. The welcome was so warm, and the staff friendly and caring. I thanked God I found a place that I loved. Everyone was friendly, we talked about many things and I met my neighbours, so many people living close to me. I was so happy, that we work together, eat together and then exercise and have fun together. This is my family, I love it. Thank you for having a program like this, now I am not home alone, I feel good and I contribute what I can to the group."

—Alicia, participant in Senior's Mental Health Day program at St. James Town, Community Corners one of Hospice Toronto's collaborative partnership groups where we offer Expressive Arts programs to support those who are coping with illness or grief and bereavement support

2013-2014: 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, 2013 to March 31, 2014

Corporations & Organizations

Biogen Idec
BITHEADS Inc.
CIBC Community Investment
Cobblestone Kitchens Inc.
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Gifts in Kind for There's No Place Like Home 25th Anniversary Gala

A La Carte Kitchen
Andrew Foster R.M.T.
Art Gallery of Ontario (AGO)
Burgo Uomo
Colour Lab
Esther Myers Yoga Studio
Eurolite
Fowler Custom Works Inc.
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Inside Out
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Qi Spa
Soulpepper Theatre Company
Specchio Shoes
The Chocolateria
Toronto Dance Theatre
Travel ABC

Sponsors and Partners

McCarthy Tetrault Foundation
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Fund Development



top: Eleanor McCain & Matt Dusk performing at the 25th Anniversary Gala
bottom: Our wonderful volunteers at our 25th Anniversary Gala

Hospice Toronto would not be in a position to be an 'essential partner in care' if it were not for the generous support of our volunteer, donor and funding partners.

Toronto's Bram and Bluma Appel Salon was the site for Hospice Toronto's 25th Anniversary Celebration. Honorary Chair Eleanor McCain wowed the crowd with her vocal talents and invited surprise guest Matt Dusk to share the stage. Gala Master of Ceremonies TV personality Carla Collins served as the evening's congenial host, backed by the talented The Gene Pool Boys. Hospice Toronto is grateful to our guests and generous sponsors—including presenting sponsor TD Canada Trust—for making the Gala a huge success, raising over \$70,000!



left: Board members Brian Glasspoole, Peggy Lee and Sheena Kotecha at 11th Annual Toronto Hike for Hospice; right: Hospice Toronto Team at the Toronto Hike for Hospice

Other Highlights include:

- Over \$29,000 was raised at the 11th Annual Unifor Toronto Hike for Hospice. MC'd by Richard Ryder, 103.9 PROUD FM morning co-host and comedian, with support from Maple Leaf Foods.
- Young Carers, which supports young people who play a significant caregiving role in their family, received support from inVentiv Communications, Mackenzie Financial Charitable Foundation, the Ontario Trillium Foundation, Toronto Community Foundation Vital Youth Grant, and TD Securities Underwriting Hope Charity Auction.
- In support for some of our volunteers, we received contributions from CIBC, RBC, Mackenzie Financial and the TD Bank Group through their employee-volunteer grants program.
- 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 their neighbours, received funding from Unifor and Green Shield Canada.

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

We are humbled by the scope of support from the community.



Ontario Public Service Quarter Century Club (QCC) presenting a cheque to Hospice Toronto in honour of Ms. Sybil Wilkinson, Hospice Toronto volunteer



Eurolite Fundraising Event for Hospice Toronto



Santa Soiree fundraising event for Hospice Toronto at Locus 144 restaurant, Liberty Village—Fabio, Stephen & Cassius presenting a cheque to John Wong, Senior Development Officer



left: Maple Leaf staff manning the barbeque at the Maple Leaf presents the 11th Annual Toronto Hike for Hospice;
right: GreedyGiver Memory Tree at the 11th Annual Toronto Hike for Hospice

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: New Horizons for Seniors Program, The City of Toronto; 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.

2013-2014: FUND DEVELOPMENT

Thank you for all of the excellent care that Gabriela was given through your volunteers, and for understanding her situation. Gabriela was very thankful for how the volunteers, especially Tina, Jane, Merry and Jacky, carried out their work, not only professionally, but with caring and compassion.

We feel better knowing her quality of life, in her last years of living was greatly improved thanks to your care.

—Family of Gabriela,
Hospice Toronto client

Financial Statements

Statement of Operations and Changes in Net Assets

for the year ended March 31

| | 2014 | 2013 |
|---|--------------------|--------------------|
| REVENUE | | |
| Ontario Ministry of Health | \$571,594 | \$ 571,193 |
| Partnership and Community Contributions | 128,261 | 222,169 |
| Funding Contributions | 307,337 | 240,396 |
| Interest Income | 2,369 | 4,796 |
| | \$1,009,561 | \$1,038,554 |
| EXPENDITURES | | |
| Administration | \$100,576 | \$94,768 |
| Fund Development | 139,320 | 110,447 |
| Overhead and Communications | 148,795 | 135,960 |
| Professional Fees | 39,997 | 35,877 |
| Program Delivery | 642,299 | 693,545 |
| | \$1,070,987 | \$1,070,597 |
| Excess of Expenditures over Revenues | (61,426) | (32,043) |
| Net Assets - Beginning of year | 404,631 | 343,205 |
| Net Assets - End of year | \$343,205 | \$311,162 |

Statement of Financial Position

as at March 31

| | 2014 | 2013 |
|--|-------------------|-------------------|
| ASSETS | | |
| Cash | \$128,575 | \$165,899 |
| Short Term Investments | 224,759 | 222,140 |
| Accounts Receivable | 23,180 | 15,460 |
| Accrued Interest Receivable | 784 | 1,044 |
| Recoverable Sales Tax | 22,842 | 11,125 |
| Prepaid Expenses | 10,716 | 14,357 |
| Capital Assets | 4,732 | 14,196 |
| | \$ 415,588 | \$ 444,221 |
| LIABILITIES | | |
| Accounts Payable and Accrued Liabilities | \$25,084 | \$15,330 |
| Deferred Revenue | 47,299 | 24,260 |
| | 72,383 | 39,590 |
| NET ASSETS | | |
| Invested in Capital Assets | 4,732 | 14,196 |
| Unrestricted Net Assets | 338,473 | 390,435 |
| | 343,205 | 404,631 |
| | \$ 415,588 | \$ 444,221 |

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



top left: Young carers having a blast at YCP Camp Zagehdowin; **top right:** a day camp where kids know they are not alone! YCP Manager Natalie and young carers hanging out at March Break Camp Zagehdowin
bottom left: learning creative ways to express yourself at the Young Carers Program; **bottom right:** Mask Making at Special Event

Carter and Craig are preteens caring for their brother, Oscar, living with a palliative condition. Rather than playing with him, they sit by his bedside, worrying and wondering if he will be alive for the party they've planned for him.

Since joining the Young Carers Program, they've learned there is a safe place and program, of their own, to share feelings and worries; where everyone understands. Resultantly, they have learned creative ways to express themselves. While attending the sibling program they share their fears and stresses, and on a trip to Riverdale Farm took a break from their worries and acted like kids with other kids who "get it".

For kids like Carter and Craig, we are fortunate to continue to grow and support Young Carers in Toronto and beyond. We could not have achieved so much this year without our essential community partners including Holland Bloorview Kids Rehabilitation Hospital, Variety Village, Sick Kids Hospital, Gilda's Club of Greater Toronto, Treasure Island Toys and many more.

Achievements

- Filmmaker Chris Wynn helped Young Carers tell their story in a filmmaking workshop
- YCP was represented and presented at the Canadian Association of Child Life Leaders conference, as well as presentations and awareness booths at Sick Kids Hospital
- Launched an awareness campaign for International Carers Week
- Ran several day camps, as well as a Leader in Training program for teenaged young carers
- Ran several 6-week programs for sibling Young Carers (children and teenagers)
- Connected families as a community at two family events



Making a movie about young carers with Filmmaker Chris Wynn at YCP Night

"I learned that sadness doesn't last forever"
—YCP member, age 6

"I've been able to stand on my feet again. For a while I've felt very unstable and now I feel grounded.... Doing things I thought I couldn't do and meeting new friends who made me laugh has impacted my life"
—YCP member, age 14

"Sometimes it is difficult to make friends who understand your situation but here there is a bunch of people who are in the same situation as me"
—YCP member, age 16

2013-2014: PROGRAMS & SERVICES

The Year in Review

2013-2014 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 Executive Director, 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 **Alice Lee and Suzanne Robertson.**

Clinical Services Review 2013/2014

Many thanks for the wonderful support received from the lovely volunteers Aashiq, Adeodata and Jennifer in the months preceding his passing. It was a huge support to have the weekly support of each of them. Aashiq was a steady presence every Sunday afternoon, and David was very happy for his company as was I. Adeodata was delightful and an amazing support to me. David adored Jennifer and I was so glad he could have lovely times doing art each week with her. It also prompted some more art with other helpers.

The time from Hospice Toronto was invaluable to me and was a main way that helped me keep David at home.

*—Heather, wife and primary caregiver
of Hospice Toronto client David*

Heather's comment illustrates ways in which our volunteers provide core hospice support to individuals coping with life-limiting illness at home, while simultaneously providing respite and support to caregivers. David was coping with the final stages of dementia. His wife Heather's primary care goal was for him to remain at home in familiar surroundings as long as possible. David's care team of Hospice Toronto volunteers included: an in-home volunteer, who provided both companionship and hands-on personal care, enabling Heather to enjoy a break; a complementary therapy volunteer, who offered weekly Reiki sessions to both David and Heather, cultivating a calm and

peaceful environment in their home; and an expressive arts volunteer, who enabled David to continue making art, allowing him to express himself, even though he was no longer able to do so verbally.

Our staff and volunteers work as active members of integrated community-based teams, which include not only clients and their families and friends, but also Community Care Access Centre (CCAC) palliative care coordinators, palliative care physicians, nurses, social workers and personal support workers, as well as other community- and institution-based service providers.



top left: Jack Manchester, June Callwood's grandson, picking up grand mother's Circle of Distinction Award at Hospice Toronto office;

top right: Alice Lee & Suzanne Robertson receiving the 2013 Elaine Hall Award

bottom: Creating Caring Communities (SJT) training group.



top left: St. James Town community Festival mural; top right: Expressive Arts table
bottom: Training group with Nepalese Canadian Women's Association in St. James Town

In 2013/2014, the clinical services team continues to strengthen existing partnerships and cultivate new initiatives. Ongoing partnerships include:

- Taking an active role with Toronto Central CCAC's Integrated Client Care Palliative Project (ICCP), expanding our participation to all three of the CCAC palliative team huddles, daily teleconferences with members of the interdisciplinary team focusing on emergent issues and resolutions for mutual clients;
- Continuing to provide leadership and engage partnership in communities like St. James Town, where programs such as Creating Caring Communities (CCC) and the Senior's Mental Health Day Program foster and facilitate the concept of community members helping each other;
- Providing leadership and engaged participation in the St. James Town Health Access Working Group, which brings together community health service providers in a centralized, easily accessible network to ensure effective delivery of services to community members, who might not otherwise be aware of services available to them;
- Remaining actively involved in various community-based and grassroots committees, networks and working groups focused on providing accessible high-quality care to those coping with life-limiting illness at home;

- Facilitating, in partnership with Gilda's Club, bereavement support groups for individuals who have experienced the loss of someone affected by cancer.

New initiatives include:

- Partnering with agencies such as Toronto Community Living, Progress Place and Toronto Public Health (Mental Health Division) to develop a program to provide increased end-of-life and bereavement support to those coping with developmental and intellectual disabilities, and those with mental health challenges;
- Exploring the potential for partnership with agencies that provide palliative support to vulnerable individuals approaching end of life, for example, the recently formed Palliative Education and Care for the Homeless (PEACH) program.

In 2013/2014, we provided compassionate care and support through our various programs and services:

- We supported 1,233 individuals through various programs and services (7.48% increase)
- We offered 275 group sessions for those who are coping with illness, caregiving or bereavement
- With the help of hospice volunteers and other palliative-care services, we supported over 38% of our palliative clients to die at home

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 **Kerry Johnston**, recipient of the 2013 June Callwood Circle of Outstanding Volunteers Award.

2013/14 Volunteer Awards

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

5 Years of Service

Almerinda Takahashi
Linda Marvin
Carla Rosario
Jenny Hong
Pushpa Ramdas
Cidalia Rodrigues
Marilena Oliveira
Perry Ford
Lori Chambers
Glenda Cox

10 Years of Service

Holly Dennison
Wendy Joscelyn
Sandy Di Martino
Lorri Thompson

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

Bridget's story



Client, Bridget, and her family

Bridget spends her time confined to her bed as a result of chordoma, a rare cancer affecting the spinal cord. She emphasized that her family's well-being is paramount for her peace of mind. Her illness not only impacts her own daily living, but also affects her family significantly.

Becoming housebound meant Bridget gave up her own regular activities, including accompanying her two young daughters to school and extracurricular activities and events. Despite challenges, she maintains her contagious positivity. "It is easy to get caught up in the negative," she says, "and we need the Hospice Toronto programs to lift us up."

Hospice Toronto is one of few organizations that "comes to you," notes Bridget. She appreciates that Hospice Toronto staff and volunteers recognize her illness compromises her ability to engage in basic and fundamental activities, and she feels isolated from her community at times. Hospice Toronto helps to ease her feelings of isolation.

Arnie and Jacky, in-home volunteers, have enabled Bridget to stay connected through poetry, conversation, meditation and even Karaoke. Jennifer, an expressive arts therapy volunteer, and Sonja, a Reiki practitioner and complementary therapy volunteer, made it possible for Bridget to continue practices that she had previously enjoyed outside her home. Bridget notes her Hospice volunteers always adjust their visits in consideration of how she feels, and they demonstrate compassionate understanding of her illness.

Bridget's children have also benefitted from programs offered by Hospice Toronto's Young Carers Program. Over the winter holidays, the family also enjoyed two nights at the Royal York Fairmont Hotel, courtesy of the hotel's annual Room at the Inn program.

Bridget emphasized her appreciation for the ways in which Hospice Toronto staff and volunteers have helped her to take the guilt away from being sick.

Excerpted from 'At Your Door', the Hospice Toronto newsletter, Summer 2014

Hospice Toronto Volunteers

Hospice Toronto recruits, trains and mentors a dedicated, talented team, with 291 volunteers this fiscal year! Our volunteers contributed approximately 27,000 hours of support and as a result, provided access to services which would otherwise not have been possible.



Kerry Johnston, 2013 June Callwood award recipient, and daughter Heather



Hands-on Care Day during the Fall Core Volunteer Training Sessions

The clinical staff team supported and coached our in-home support volunteers, with bi-monthly Volunteer Support and Education sessions, peer support, webinars and social gatherings.

Two, 35-hour 'core' hospice palliative care training sessions for new in-home volunteers, one 14-hour Home Help training session, and a 21-hour Creating Caring Communities training session were facilitated for volunteers who assist with day-to-day practical tasks and supports.

Key partnerships in St. James Town continued to allow access to local and grassroots groups and created an opportunity to equip community members with new skills such as health navigation information, and gained awareness on supporting their

community and reaching out to those who may be isolated and vulnerable.

Outreach continues at GTA volunteer fairs in diverse communities and resultantly we are able to provide services in 40 languages!

Coming from a variety of backgrounds, we welcomed 118 new volunteers of whom 48 supported events in the organization. Reasons for joining range from a desire to:

- Utilize personal experiences to make a difference for others
- "Give back," and become more involved in their communities

Whatever the reasons, our compassionate volunteers continue to be an essential component of Hospice Toronto's success.

Tina became involved as a volunteer in 2007. Initially she was curious and felt somehow called to explore dying and death, and the support and caregiving that often happen at this time. She enjoys offering her support; knowing it can be a potentially challenging time for both ill individuals and their families.

Tina has had many diverse experiences, and in reflecting she offered: *"I love delving into the big questions of life; meeting ourselves just as we are moment to moment without expectation, not knowing. Sitting and being with whatever life is offering in the moment. It can be intense and also a great privilege to listen to someone's stories; a time of focus and attention and also pleasure in the simplicity of offering practical support."*

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