



HOSPICE
TORONTO

ADDING LIFE TO DAYS



ANNUAL REPORT
2014-2015



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.

FRONT COVER:
This puzzle, created by YCP members and their families at a YCP Family Party, reflects their experience as a young carer and a family with a young carer as well as being a visual representation of our YCP community.

Message From the Executive Director & Board President



Our Emerging Journey

In your youth you begin to form ideas of who you want to be and where you want to be in adulthood. During the emerging adulthood phase (18-25 years) adolescents begin to explore various life possibilities. Of course, external factors can no doubt creep in with significant impact on your journey. Your focused vision and the steadfast path you first laid out may need a few deviations and re-routes along the way and new pathways will need to be travelled.

During the youth period for Hospice Toronto, while we showcased our vigilance and there was a continuous focus on being a leader in the hospice palliative care community, no one could envision the scope of changes in Ontario healthcare that were to come as we travelled the journey of our emerging adulthood phase, altering who we thought we would be and where we would be on the spectrum of healthcare on our 25th anniversary.

While last year we wrote about *"Lighting a Way Forward"* and the need to evolve into something better, the scope of change throughout the healthcare sector and the ministerial focus on community care, resulted in a requirement for Hospice Toronto to transition from a "nice to have" service provider to an "essential" service provider in the community.

To become an essential service provider requires a vision for the future on how to position Hospice Toronto for long term success and relevancy, without compromising on our commitment to continue providing the level of care to the community that the organization has become known for.

During this past year, as a result of the efforts put forth by the incredible staff and volunteers who make Hospice Toronto relevant to the community, we delivered on that commitment

while also engaging in the activities highlighted in the updates from our Young Carers Program and the Clinical Services year in review, which directly moved the needle on our transition to an essential service provider.

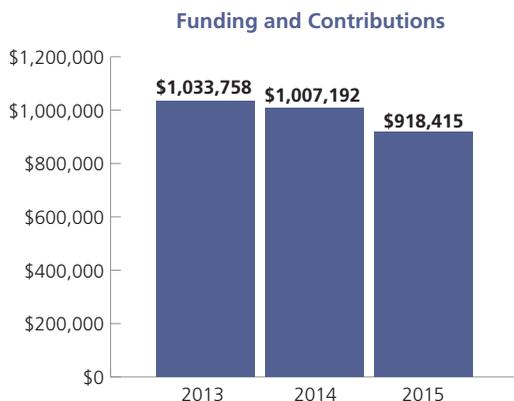
Some highlights of the year are:

- Our clinical team's contribution to the Integrated Client Care Program (ICCP) –Palliative Team Project was recognized as part of the team awarded the prestigious Minister's Medal Honouring Excellence in Health Quality and Safety, recognized specifically for their efforts on creating an exemplary example of how to integrate care in Ontario.
- We continued to strengthen our Creating Caring Communities program in St. Jamestown, working with several community partners to facilitate the concept of community members helping each other when and where they need it most.
- Established partnerships with community organizations to facilitate bereavement support and ensure people with disabilities have access to high quality end-of-life and bereavement support.
- The closing of Perram House created a void for the homeless and under-housed community. Hospice Toronto has stepped up to fill this gap by working with community partners (such as PEACH) to support end-of-life care for vulnerable individuals.
- The Board of Directors completed their work and approved a new 5 year strategic plan containing performance indicators which will keep the organization focused and maintain our status as a respected driver of the changes in community healthcare to come during this transition period.

While undertaking these activities the Hospice was also required to undertake an un-anticipated relocation due to the closure of their existing location for condo conversion.

The climate for funding and donors continues to be increasingly competitive, presenting an ongoing challenge to seek out partnerships and opportunities for financial support. The board of directors is extremely grateful that Hospice Toronto has been fortunate to secure program funding from municipal, provincial and federal levels as well as from a number of very generous corporate, foundation and individual donors; without those supports we would be challenged to deliver on the commitment we've made to the community to remain a valued service provider.

In closing we invite you to check back with us next year to see the progress we've made in making Hospice Toronto an essential partner in care.



Dena Maule
Executive Director

Steve Nardi
President,
Board of Directors

Fund Raising Highlights



Supporters hiking to raise funds for Hospice Toronto during Hike for Hospice 2014

Young Carers, which supports young people who play a significant caregiving role in their family, received support from Telus Corporation, 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.

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COPY EDITING

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PRINTING

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2014-2015: 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, 2014 to March 31, 2015

Corporations & Organizations

Alzheimer Society of Toronto
eBay Inc
Euro-lite
Gerbig, Snell/Weisheimer Advertising Inc.
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RBC Foundation
Tesari Charitable Foundation
The Arthur & Audrey Cutten Foundation
The Brumara Foundation
The Henry White Kinnear Foundation
The Sing Me a Story Foundation
Tippet Foundation
Toronto Community Foundation

Financial Statements

Statement of Operations and Changes in Net Assets

for the year ended March 31

	2015	2014
REVENUE		
Ontario Ministry of Health	\$ 497,094	\$ 571,594
Partnership and Community Contributions	144,331	128,261
Funding Contributions	276,990	307,337
Interest Income	1,375	2,369
	\$ 919,790	\$ 1,009,561
EXPENDITURES		
Administration	\$ 116,090	\$ 100,576
Fund Development	18,847	139,320
Overhead and Communications	118,624	148,795
Professional Fees	21,316	39,997
Program Delivery	644,195	642,299
	\$ 919,702	\$ 1,070,987
Excess of Expenditures over Revenues	718	(61,426)
Net Assets - Beginning of year	343,205	404,631
Net Assets - End of year	\$ 343,923	\$ 343,205

Statement of Financial Position

as at March 31

	2015	2014
ASSETS		
Cash	\$ 283,244	\$ 128,575
Short Term Investments	-	224,759
Accounts Receivable	37,214	23,180
Accrued Interest Receivable	-	784
Recoverable Sales Tax	11,976	22,842
Prepaid Expenses	11,955	10,716
Capital Assets	41,001	4,732
	\$ 385,390	\$ 415,588
LIABILITIES		
Accounts Payable and Accrued Liabilities	\$ 21,867	\$ 25,084
Deferred Revenue	19,600	47,299
	41,467	72,383
NET ASSETS		
Invested in Capital Assets	41,001	4,732
Unrestricted Net Assets	302,922	338,473
	343,923	343,205
	\$ 385,390	\$ 415,588

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



YCP - We Care Leadership Retreat at YMCA Camp Pine Crest, Muskoka

YCP created the *We Care Leadership Retreat*; a weekend away at the YMCA Camp Pine Crest, Muskoka for 23 young carers aged 14-18. While most of the youth who attended were strangers when they arrived, participating in camp activities and workshops to contemplate and discuss issues that are important to young carers, as well as the intensified overnight experience, created lasting bonds.

The emotional connecting of these young people was evident in the song "Friends Forever", the group spontaneously created. A participant stated *"my favourite thing about the YCP retreat was the opportunity to meet new people. Normally, it is difficult to make friends who would understand your situation, but here there are a bunch of people who are in the same situation as me."*

The weekend retreat provided these young people with a break from their responsibilities at home and as one participant said, acted as a "stress relief".

The feelings of empowerment and comradery developed over that weekend help these young carers create a solid foundation through a newly established, like-minded and experienced peer network. This base of understanding and support will aid them, providing the confidence required to use their leadership skills in their community.

Achievements

- YCP staff and a member presented at the Canadian Working Group on HIV and Rehabilitation (CWGHR). Presentations also occurred at Ryerson University and awareness booths at Sick Kids Hospital, and Holland Bloorview. An interview was conducted on CBC's Metro Morning.
- Launched an awareness campaign for International Carers Week.
- Connected 132 individuals from the Young Carers community at two family events.
- Ran 24 programs including several day camps, Leader in Training and 6-week programs for siblings Young Carers.
- Experienced an increase in program attendance including holding our largest Leader in Training, Summer Camp, and Family events.



YCP- Young Carers Leaders in Training (LIT) mentoring younger carers

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.

"My favourite thing about the YCP Retreat was learning to leave your comfort zone and find a solution to help the person you're taking care of."

– Teen YCP retreat participant

"I like that people here know all of the things we do to help our families."

– 10 year old Young Carer

"When I'm at YCP it gives me a break from my responsibilities and this helps relieve my stress"

*– YCP member
16 years of age*

2014-2015: PROGRAMS & SERVICES

The Year in Review

Toronto Central Integrated Palliative Care Program, of which Hospice Toronto is a partner, was awarded the prestigious 2014 Minister's Medal Honouring Excellence in Health Quality and Safety. This award recognizes the considerable effort and relentless pursuit of our partnership to break down the silos of care and to provide a team approach to caring for people at a very critical time in their life. It's a tremendous recognition of the many partners and front line clinicians who worked together tirelessly to change the way we care for our clients.

In 2014/2015, we provided compassionate care and support through our various programs and services to:

1087
individuals

267
group sessions
for those who are coping with illness, caregiving or bereavement

"The collaboration between CCC, Hospice Toronto, and Health Access at St James Town help to provide support complex clients needs which is increasing wellness of the community."
-- community partner

Clinical Services Review 2014/2015



Members of the Toronto Central Integrated Client Care Program partners Temmy Latner Centre – Mount Sinai Hospital, Hospice Toronto, Dorothy Ley Hospice physician group, CCAC, Spectrum Health Care and Saint Elizabeth Health pose with the Minister of Health after receiving their award.

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-based service providers.

In 2014/2015, the clinical services team continued to strengthen existing partnerships, including:

- Taking an active role with Toronto Central CCAC's Integrated Client Care Palliative Project (ICCP), and continuing our participation in three of the CCAC palliative team daily teleconferences with members of the interdisciplinary team;
- Ongoing leadership and engaged partnership in 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. This ensures that home-bound, isolated and vulnerable individuals have access and are connected to essential supports for day-to-day living;
- Providing engaged participation in the St. James Town Health Access Working Group;
- Facilitating, in partnership with Gilda's Club, bereavement support groups for individuals who have experienced the loss of someone affected by cancer;
- Working with agencies such as Toronto Community Living, Progress Place and Toronto Public Health (Mental Health Division) to provide increased end-of-life and bereavement support to those coping with developmental and intellectual disabilities, and those with mental health challenges;
- Ongoing work with St. Michael's Hospital's Inner City Health Associates, PEACH Project (Palliative Education and Care for the Homeless) to develop ways to provide hospice palliative care support to vulnerable individuals approaching the end of life;
- Maintaining strong relationships through our Expressive Arts Program with a number of community groups including: Dixon Hall Neighbourhood Services; the Seniors Mental Health Day Program "Senior's Day" in St James Town; the AIDS Committee of Toronto; Toronto People Living with AIDS Foundation; Africans in Partnership Against AIDS; and Community Living Toronto. This program helps to impart coping mechanisms as well as reduce feelings of isolation.

Outreach and Education Activities included:

- Continuing education sessions for Hospice Toronto Staff and volunteers facilitated by Community Living Toronto and Toronto Public Health (Mental Health Division);
- Presentation at a 13-week course on Palliative Care Basics offered to staff of various departments at the Toronto East General Hospital about the hospice palliative care resources available in the community;
- Presentation on hospice palliative care to nursing students at the University of Toronto's Lawrence S. Bloomberg Faculty of Nursing.

Clients' Corner

It is exactly one year ago almost to the day that the love of my life Vivien Harris died of a terrible lung disease, Idiopathic Pulmonary Fibrosis ("IPF").

As a RN she knew full well what was ahead. Although she was on the lung transplant list she didn't make it. Her last wish was fulfilled and she died peacefully at home.

It likely isn't possible for anyone who hasn't had a loved one die from a long lingering disease to fully understand the physical, emotional, financial and other challenges entailed with such an illness, Vivien, our family and I realized in 2012 that something was seriously wrong as she was coughing constantly with a dry rasping sound. Shortly afterwards she was diagnosed with IPF and in May, 2013 she was accepted as a lung transplant candidate. Vivien embarked on a rigorous programme of physical exercise three times a week struggling conscientiously, harder and harder as the months went by and her lung capacity relentlessly expired.

In early 2014, towards the end of her life, Hospice Toronto came to our rescue! It's not that Hospice Toronto or anyone else could relieve our problems. What was so indescribably helpful is that they were just there — always reliable — always on time. They could always be counted on.

One of my fondest memories, it seems like yesterday, was of a volunteer who liked to clean houses! It is her passion and she is not only competent at it but sees it as an avocation! That takes a very special person. Another volunteer took on any kind of duty requested from cleaning dishes to washing treasured figurines.

One could ask "Why does that kind of work really help?"

Well it is easily answered after 48 years of marriage. Viv and I had a humble pride and love of our accomplishments together. We liked our house and furnishings to look smart even if they were not expensive as they were symbols of our love and struggles together. Hospice Toronto volunteers helped us maintain our dignity and sense of self respect by treasuring them as we did.

Even if the volunteers were only visiting for a few hours, it is difficult to describe what a relief it was to look forward to a break. Our daughter Carolyn and I had to hire Personal Support Workers (PSW) at night so we could get some sleep as Vivien's oxygen saturation levels needed to be monitored constantly. The local Community Care Access Centre (CCAC) was a great help during the day.

Since Vivien's death, a patient, truly empathetic bereavement volunteer has regularly assisted me with the grieving process. Everyone grieves differently. I find I like to talk, reminiscing about Vivien and the family. Then I talk and talk and talk some more!

Hospice Toronto's value can be summed up in one sentence: "Thank God for their dedication to, above all, the preservation of the dignity and sense of self worth for their clients!"

A sincere thank you to the management, staff and volunteers on Hospice Toronto --- one of this wonderful city's truly unsung "Crown Jewels!"

Peter Harris



2014-2015 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.

Elaine Hall Award for Outstanding Caring Service

Honours the work of volunteers who exemplify consistent compassionate dedication for people in need. This year's Elaine Hall Award for Outstanding Caring Service recipients are **Tina Koskelo, Anita Block and Archana Piya.**

June Callwood Circle of Outstanding Volunteers Award

Acknowledges outstanding volunteer achievement, excellence and dedication to client care that demonstrates commitment to hospice clients.

Each inductee into the June Callwood Circle of Outstanding Volunteers Award receives a medal and a certificate.



Congratulations to **Joanne Kim** (centre), recipient of the 2014 June Callwood Circle of Outstanding Volunteers Award.

2014/15 Volunteer Service 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 2014:

5 Years of Service

Arnie Alice
Cindy Anthony
Christine Heidebrecht
Sonja Carr
Jenny Jiang
Marian Downie
Allan Brand
Merry Schmidt
Patricia Barford Mann
Anna DiFelice
Svetlana Novikova

10 Years of Service

Trish Ruddock
Susan Llanos
Kay Rodriguez
Stephanie Raymond
Michelle Meehan
Nick Harriall
Pegi Dover

15 Years of Service

Joyce Monro
Ivana Popovic

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

Hospice Toronto Volunteers

Hospice Toronto mentored a dedicated, talented team of 331 volunteers this fiscal year! Our volunteers contributed approximately 25,000 hours of support and as a result, provided access to services which otherwise would not have been possible.

The clinical staff team coached and supported 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 and one 14-hour Home Help training session were facilitated for new volunteers who are tasked to assist with a range of in-home supports.

Key partnerships with Community Living Toronto, Toronto Public Health and Progress Place were instrumental in developing enhanced training modules for our client service

volunteers on the topics of Mental Health and Intellectual Disabilities. An extensive revision to our volunteer policies and procedures manual was completed and update sessions were held.

Outreach continued at GTA volunteer fairs in diverse communities and resultantly we are able to provide services in 43 languages!

We recruited and trained 86 new volunteers, from a variety of backgrounds, to our team.

Our dedicated volunteers continue to be an essential component of Hospice Toronto's success.

"Volunteering has brought me into my community and makes me feel more like I am a part of something bigger than myself. Hospice Toronto helps people live their lives to the fullest."

Anita Block joined our team in 2010 as an In-home Care Team volunteer and has also been an active Office Team volunteer for several years. Having supported many clients, she currently enjoys grocery shopping and spending time with her client.

"I look forward to going to the stores in my neighbourhood, which is also her neighbourhood, and I look forward to her opening the door and saying "I'm so glad to see you" because that's what she does and it makes me happy to see her too. Thank you Hospice Toronto"



One of the Elaine Hall Award winners, Anita Block with Sarah and Elizabeth Hall

Anita was one of our 2014 Elaine Hall Award recipients. Those who have worked with her over the years appreciate that she is grounded, self-reflective, respectful and sensitive to the needs of her clients and fellow volunteers, and she is always willing to help out.



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TORONTO

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