



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:

The cover photo is a collage of photos from a PhotoVoice project portraying the experiences of our Creating Caring Communities (CCC) clients, caregivers, volunteers, staff and Supporters.

Message From the Executive Director & Board President



The cover montage was created using photos from a PhotoVoice project portraying the experiences of our Creating Caring Communities clients, caregivers, volunteers, staff and supporters – each a unique story of their journey.

Hospice Toronto, has, for almost 30 years, enabled thousands of stories of compassionate care through our In-home Visiting, Bereavement, Expressive Arts, Creating Caring Communities and Young Carers programs. Some characteristics seem similar, but each story is unique and these individual narratives weave together to create a community we celebrate daily.

We are proud to share a monumental accomplishment and development enabling Hospice Toronto to provide a 'home' for an at-risk community. April 2013 saw a significant gap created in the Toronto homeless and under-housed community with the closing of Perram House. With the closure that community lost the one "home" dedicated to providing services focused on their needs when travelling the final road of their journey with choice and dignity. Having worked collaboratively with Perram House in the past Hospice Toronto retained its commitment to collaboratively provide services to this community.

Summer 2016, the Ontario Ministry of Health-Long Term Care issued a province-wide call for Expressions of Interest (EOI) for capital funding from Health Service Providers who would commit to opening a residential hospice within a 2-year window. In response, ICHA (Inner-City Health Associates, St. Elizabeth Healthcare and Hospice Toronto submitted an EOI to create a 10-bed residential hospice to serve the

homeless and vulnerably housed community of Toronto. The Hospice Toronto Partnership was one of those selected, with a commitment to open by April 2019. A fourth partner, one representing the homeless service provider community, is now a priority for the project partners as we seek a permanent home for the hospice, and begin work towards opening the doors.

Creating Caring Communities identifies individuals who are home-bound, isolated and vulnerable, giving them a voice to gain access and connection to essential supports for day-to-day living in their community. This year, Krystyna Kongats, a University of Alberta PhD student, worked with us to implement an evaluation and feedback process using PhotoVoice. Utilizing PhotoVoice in Creating Caring Communities generated evidence around the model and served to evaluate it by empowering marginalized community members with a platform to share their words and images. It offered a voice for their needs and challenges in order to implement change in their community. It also documented the experiences of those receiving services as well as their neighbours providing it to them.

In the Volunteer Services Update, the Elaine Hall Award winner Denise Tuazon describes her Hospice Toronto journey and the impact of experiences as an in-home services volunteer.

Another perspective of the work our team does and the impact made is shared by Caregiver, Pauline MacDonald, as she describes the journey she and her husband Alex travelled and the awareness that she was not alone.

Key highlights of our efforts to build and support the community over the past year include:

- Providing compassionate care and support through various programs and services:
 - Supporting 962 individuals
 - Providing 167 group sessions for those coping with illness, bereavement or caregiving.
 - Empowering our clients in their choice to receive care at home as partners in an integrated approach to care through the ICCP program (Integrated Client Care program) driven by the CCAC and including hospice volunteers , palliative care physicians, nurses and PSW's.
- Collaborating with Rainbow Health Ontario, AIDS Bereavement and Resiliency Program of Ontario (ABRPO) and Scarborough Centre for Healthy Communities (SCHC) was instrumental in developing learning opportunities for volunteers.

- Conducting education sessions for Heart House Hospice on supporting individuals with intellectual/developmental disabilities and those living with mental health issues.
- Ongoing active involvement 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.
- Continuing to provide support for Young Carers through events and workshops including:
 - Facilitating monthly programs, spring and summer camps and leaders in training certification
 - Partnering with Kids up Front to provide opportunities to attend numerous sporting and other local events for families to have time together and respite from caregiving responsibilities

Not surprisingly, acquiring funding to offer our scope of programs is a continual effort of dedicated staff and fundraising volunteers. However, at times, community support is organic and things happen in an unexpected way.

We shared the story of Hospice Toronto as part of a routine client assessment and the result was a gift that will enable us to support many others in the community. The simple act of sharing some of our stories of support 'spoke' to this individual, and as a result they wanted to celebrate our community, what it represents and to support our long-term operations with a transformational gift.

This fiscal year we were able to complete several fundraising activities including, for the first time, axe throwing and bootcamp events. (See pictures overleaf.)

The Board of Directors is grateful for the support received from local and provincial government, along with the generous support of the corporate, foundation, and individual donors. With this support our staff and volunteers are able to deliver services across the community which otherwise wouldn't exist.

Thank you to our staff and volunteers whose efforts enable each person accessing our services the opportunity to create a uniquely personal story.

And thank you for helping us celebrate our community and the unique stories we've been creating since 1988. We look forward to updating you next year on the progress of the residential hospice and other opportunities adding to the fabric of our community.

Respectfully,



Dena Maule
Executive Director



Steve Nardi
Board President

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2016-2017: 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, 2016 to March 31, 2017

Corporations & Organizations

Altum Health, UHN
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Alice and Murray Maitland Foundation
 Brown-Nusbaum Family Fund at Toronto Foundation
 CHUM Charitable Foundation
 Estate of Astrid H. Flaska
 Gift Funds Canada Foundation
 Linda and Steve Lowden Fund at the Toronto Foundation
 Mackenzie Investments Charitable Foundation
 TD Securities Underwriting Hope
 The Arthur & Audrey Cutten Foundation
 The Giving Tree Foundation of Canada
 The John C. and Sally Horsfall Eaton Foundation
 The Sing Me a Story Foundation
 Toronto Foundation



Axe Throwing Fundraiser



Hospice Fitness Bootcamp



14th Annual Hike for Hospice

Financial Statements

Statement of Operations and Changes in Net Assets

for the year ended March 31, 2017

	2017	2016
	\$ 886,342	
REVENUE		\$ 748,337
■ Ontario Ministry of Health		
■ Partnership and Community Contributions		
■ Funding Contributions		
□ Interest Income		
	\$ 825,459	\$ 891,999
EXPENSES		
■ Administration		
■ Fund Development		
■ Overhead and Communications		
■ Professional Fees		
■ Program Delivery		
Excess of Revenues over Expenditures	\$60,883	(\$143,662)

Statement of Financial Position

as at March 31, 2017

	2017	2016
ASSETS	\$ 1,275,985	\$ 245,940
LIABILITIES	\$ 1,014,842	45,680
NET ASSETS	\$ 261,143	\$ 200,260
	\$ 1,275,985	\$ 245,940

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

This year, our Young Carers Programs (YCP) programming and outcomes were critically reviewed allowing an evaluation of our approach to provide support to a diverse community of young carers with varying experiences and needs through:

- Collaborating with a research fellow to evaluate our programming's effectiveness through PhotoVoice, a project designed to allow young carers to express and share their caregiving experience through digital media
- Engaging YCP members and their families through an interactive survey evaluating program effectiveness
- Engaging a Child & Youth Program Facilitator



We continue to provide support to young carers through events and workshops through:

- Facilitating 20+ monthly programs in addition to our annual day camps
- Certifying 11 teen carers during Leaders in Training camp, and providing therapeutic fun activities for 30 at Camp Zagehdownin
- Partnering with *Kids up Front*, a group of young carers and YCP volunteers attended the Tragically Hip farewell concert
- Providing opportunities at numerous sports and other local events for families to have time together and respite from caregiving responsibilities
- Continuing outreach and building awareness through corporate presentations, and interviews with young carers which were featured on TVO and CBC Radio
<http://tvo.org/article/current-affairs/shared-values/how-canada-should-care-for-young-caregivers>
- Renewing our programming in collaboration with The Holland Bloorview Kids Rehabilitation Hospital to develop partnered opportunities for YCP programming.
- Hosting 55 kids and their families at our annual holiday family celebration
- Partnering with St. Elizabeth Healthcare, we hosted a video making workshop for young carers interested in sharing their caregiving stories
- Developing a comprehensive certification module for our Leaders in Training program.

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.

"I appreciate your support and guidance; this is a learning moment for me. It was already sort of hovering there in my mind, but getting your feedback made it come to the fore!"

– Jacqueline Czernecki

"Thanks very much, it has been a wonderful experience having being matched with this client, and your support has been tremendous. Thank you for keeping me up to date, she is very much in my thoughts and prayers."

– David Douglas

The Year in Review

In 2016/2017, we provided compassionate care and support through our various programs and services:

Supporting
962
individuals

Offering
167
group sessions
to those coping with
illness, bereavement
or caregiving.

With the help of hospice volunteers and other palliative-care services supported
over 42%
of our clients
to die at home.

"For sure, I actually enjoy sending you my client updates and being in touch, it's nice to feel connected to someone who cares about the clients as much as you do, and I certainly appreciate all of your support both from a client perspective and for me as a volunteer."

– David Douglas

"I think my visit was a great success, I felt it made a real connection with my client, and that his wife approves of my presence as part of a larger more complete care team."

– Andrew Ignatieff

Clinical Services Review 2016/2017

Our staff and volunteers work as active members of integrated community based teams, which include not only clients, 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 2016/2017, the clinical services team continued to strengthen existing partnerships, including:

- the Toronto Central CCAC's Integrated Client Care Palliative Program (ICCP);
- the Philip Aziz Centre in the establishment of standardized tools and practices to client care;
- Providing Complementary Therapies to residents of Kensington Hospice;
- the St. Michael's Hospital's Inner City Health Associates, PEACH Program (Palliative Education and Care for the Homeless), to provide hospice palliative care support to individuals who have experienced homelessness or who are vulnerably housed;
- St. James Town with programs such as Creating Caring Communities (CCC) and the Senior's Mental Health Day Program,
- St. James Town Service Provider Network, Seniors Committee, and Health Access Working Group;
- Maintaining partnerships with community agencies through our Expressive Arts Program (EXAT), including Dixon Hall Neighbourhood Services; the 55+ Seniors Corner at St James Town Community Corners; the AIDS Committee of Toronto; the Toronto People Living with AIDS Foundation; and Central Neighbourhood House;
- a working group to develop Grief and Bereavement Care Standards for Hospice Palliative Care Ontario (HPCO);
- the Scarborough Bereavement Network to facilitate cross referrals, develop standardized tools, and share resources;
- 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.

Projects:

- With the generous support of the 2016 Vital Ideas Grant, Hospice Toronto developed and implemented the PhotoVoice Project (photography + storytelling = photovoice) with St James Town's Creating Caring Communities (CCC) program. The photographs and stories capture the lived experience of individuals and families, highlight the connections between community members (non-professionals and professional), and exemplify the impact CCC has on this diverse community.

New Initiatives:

- An 8-week bereavement support group was developed and facilitated for Hospice Toronto caregivers and members of the community who are living with grief and loss as a result of the death of a loved one from illness;
- Exploring ways to enhance support to both individuals living with illness and their caregivers by offering complementary therapies at our office such as Reiki or Therapeutic Touch, educational sessions on self-care strategies for caregivers, and a grief and loss session on coping with holidays to residents at a senior's care facility.

Outreach and Education Activities included:

- An education session to Hospice Toronto volunteers, staff, and coordinators of the Toronto Central CCAC Palliative Care Program on "Resiliency in the Face of Grief and Loss". The session was facilitated by Yvette Perreault of the AIDS Bereavement and Resiliency Program of Ontario (ABRPO);
- Staff participation at Michael Garron Hospital Annual Palliative Care Course;

- Engagement and awareness activities with various faith and cultural communities including an OMNI Television interview on hospice palliative care and volunteering.

In 2016/2017, we provided compassionate care and support through our various programs and services:

- Supporting 962 individuals in their choice to remain at home
- Offering 167 group sessions to those coping with illness, bereavement or caregiving.
- With the help of hospice volunteers and other palliative-care services supported over 42% of our clients to die at home.



Volunteers MJM & TV with Hospice Toronto client

2016-2017 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 **Denise Tuazon** and **Marian Downie**.

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 **Camille Charney**, recipient of the 2016 June Callwood Circle of Outstanding Volunteers Award.



From left, Sarah and Elizabeth Hall with Denise Tuazon receiving the 2016 Elaine Hall Award

Hospice Toronto Volunteers

Hospice Toronto engaged a team of 251 committed volunteers this year! This volunteer team provided approximately 25,000 hours of support that ensured access to services which would not have been otherwise possible.

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

Two, 35+ hour 'core' hospice training sessions and one 14+ hour Home Help training session were facilitated for new volunteers.

Collaboration with Rainbow Health Ontario, The AIDS Bereavement and Resiliency Program of Ontario (ABRPO) and The Scarborough Centre for Healthy Communities (SCHC) was instrumental in developing learning opportunities for volunteers on the topics of *Understanding LGBTQ*

Health Needs in the Community, Resiliency in the Face of Grief, Loss & Change and Hospice Bereavement Care Peer Support.

Outreach in diverse GTA communities allowed us to provide services in 43 languages!

Sixty-nine new volunteers, representing a small increase over last year, joined our team. Motivation for volunteering included utilizing personal experiences to help improve care for others, making a difference in their communities and "giving back".

The commitment of our volunteer team remains a critical component of Hospice Toronto's success.

2016/17 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 2016:

5 Years of Service

Camille Charney
Denise Tuazon
Joanne Kim
Dan Mays
Peter Campbell
Catarina Cerqueira
Coral Xu
Jane Choi
Lily Wang
Molly Freeman
Carol Maloney
Ann Cao

10 Years of Service

Caroline Birks
Patricia Zepeda
Suzanne Robertson

15 Years of Service

Pegi Dover
Kerry Johnston

20 Years of Service

Jocelyn Reneuve
Jean Baxter Robinson
Ann Ludwigsen
Erik Van De Van

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

I Was Not Alone

We had returned from a trip abroad, when my husband Alexander complained about a very sore back and a rash.

We tried lotions and anti-inflammatory creams but nothing worked, so we contacted our family physician who sent him for CT's, bone scans and blood work. It was found he had prostate cancer that had metastasized to his bones and lungs. With those words you could have heard a pin drop in that room, it was such a shock.

Cancer was the last thing we were expecting to hear.

I don't remember walking out, we were in shock. I asked Alex if he was ok to drive and he said yes and we went home.

Next we met the oncologist who explained everything and suggested six chemo sessions, which started immediately. The second session did not go as well as the first, Alex was hospitalized for diverticulitis, with the third session he was re-hospitalized this time for C. Difficile. The doctors then decided it was too dangerous to continue with the chemo.

After discharge we returned to our family physician, Alex had decided he did not want to die in hospital. Our doctor referred us to Temmy Latner and six weeks later, their palliative care team came to our home and started taking care of him.

Shortly after Hospice Toronto was introduced to us. They arrived at our home, introduced their services and let us know if we needed anything, they were there.

Initially, I wanted to take care of everything myself; but Evelyn told me it was too much especially as I am legally blind. "You need time to yourself or you will burn out." We accepted her offer of a volunteer for Alex and it proved a godsend as I was able to get out and tend to business outside the home.



Every week Evelyn called to make sure I was taking care of myself and not overdoing it. One day, to my surprise, she and a student intern arrived and presented me with a "Wonder Women" certificate. I was so touched I teared up, and we laughed about it, but I shall never forget the kindness shown to me and how special I felt.

Everything was going very well, except we noticed Alex was acting oddly at times doing things which were out of character. At first we thought it was the medications; but we just could not put our finger on it.

One day he became totally disoriented and did not know where he was. The nurse called an ambulance, he was admitted to hospital and after many tests he was diagnosed with frontal lobe dementia. As I am legally blind the doctors recommended a retirement home for him until CCAC could find a long term facility. Another volunteer was added who visits him at the retirement home every Tuesday, this gives me a break.

It's been over a year and I cannot thank Hospice Toronto enough for the way they kept my spirits up during this difficult time. I'm sure I would not have survived as well without their help and support.

A very special thank you to Evelyn as she works so tirelessly for everyone.

As a caregiver it has been a very stressful time. Hospice Toronto was not only there for Alex but for me too. They not only listened -- they helped.

To me that was worth a million dollars as I was not alone.

- Pauline MacDonald



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