



HOSPICE
TORONTO



GEORGIE BEAR
AND GIVING TUESDAY...

ANNUAL REPORT
2017-2018

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER & BOARD PRESIDENT



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:

Georgie Bear We Welcomed Georgie last year on Giving Tuesday! As a fundraising initiative for our YCP Holiday Family Party, Georgie was handcrafted by Hospice Toronto volunteers and staff. Each Young Carer and their family members attending the party, received Georgie Bear to remember our time together.

Celebrating 30 years of "Home" hospice care

"Home is not a place...it's a feeling"

- Cecelia Ahern



What does home mean to each of us? Most tend to take it for granted when we have a home, whether it be a trailer, apartment, house or penthouse condo...but when we don't...?

The definition of hospice is: ***A stop in a traveller's journey.***

For 30 years Hospice Toronto has been providing the community with choice for how they travel this part of their journey.

In our previous update we shared the news of Hospice Toronto's partnership with St. Elizabeth Health Care and Inner-City PEACH being awarded funding to develop a residential hospice for serving the homeless and underhoused community in Toronto. Plans were in the early stages and now after a tremendous amount of effort we're proud to announce **Journey Home Hospice** is ready to open its doors.

Journey Home Hospice will open as a 4-bedroom apartment while plans are developed for a 10-bed hospice to open its doors in 2019.

In serving the homeless community, it can't be overstated how important it was to create a hospice reflecting the desires of those we intended to serve.

We engaged with the community in developing the space, providing an opportunity to tell us what was important to them at end of life regarding care, surroundings and what having choice meant.

We listened and shaped the hospice around those responses. Journey Home Hospice is a space which provides each with a level of control and respect for who they are; a welcoming space that accepts people as they come.

Included in the staffing is a Peer Support Worker who brings lived experience and acts as a support for residents with activities of daily living and accessing the health care system.

The mission of Journey Home Hospice speaks to a wide array of individuals across the city.

As a result of in-depth media coverage, we experienced a significant spontaneous flood of individuals raising their hand to be a residential care volunteer, far surpassing any previous volunteer recruitment attempts. It speaks to them, about people in need who may not have family and don't have a home.

We look forward to welcoming our first residents within the month and anticipate reporting on positive outcomes in future annual updates.

Home is in everything – and everything we do comes back to that one word.

The history of Hospice Toronto has always been framed by home and providing choice. Whether it's the desire of a client to remain at home, our signature gala event, and now the development of a residential hospice, however defined, the feeling of home is a part of our fabric, appearing in everything we do.

Without the financial support received from local and provincial levels of government, Hospice Toronto wouldn't have the capacity to deliver some of our programs to the community. The Board of Directors is grateful for your support along with the generous support of our corporate, foundation, and individual donors.

At the beginning of the fiscal year Hospice Toronto was the recipient of a very generous donation of \$1 million from the Warren-Connelly Family. This transformational gift enables us to support the long-term sustainability of Hospice Toronto. A heartfelt thank you from the Board of Directors and staff to the Warren-Connelly Family for their investment in our future.

As we celebrate our 30th anniversary year, from the first care team made up of members of the congregation of The Church of The Holy Trinity, described in June Callwood's "Twelve Weeks in Spring", the people who deserve the greatest recognition are the volunteers and

2017-2018: THE YEAR IN REVIEW

staff who have contributed to the organization to make it what it is today, an innovator and respected leader in the hospice palliative care community. Today with a staff of 15 and over 200 volunteers, the organization provides services to over 1,100 individuals annually.

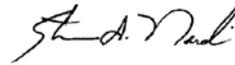
Do continue inside the report where you'll read about the accomplishments of our Clinical Services, Young Carers Program, Creating Caring Communities and Volunteer Management. You'll also find Violet's Story

where a client shares the mutual benefits of the bonds built between volunteer and client. We invite you to check back next year as we share more of our story on the successful launch of the residential hospice.

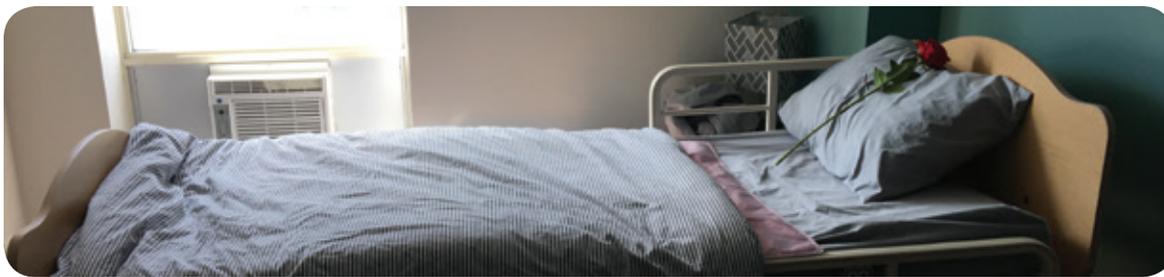
Respectfully,



Dena Maule
Chief Executive Officer



Steve Nardi
Board President



Journey Home Hospice – a bed for the homeless

Clinical Services

As a cohesive team, our volunteers, family, friends and staff are active members of integrated community-based teams. Through our seamless, consistent care and compassion, the services we offer to our clients are seamless as we strengthen our relationships through collaboration and partnership.

This year we responded to our client's needs in five key areas:

- "Palliative Care for the Homeless" utilizes peer support workers to provide psychosocial, emotional and social support to individuals with a common lived experience of homelessness, mental health and addictions when they are diagnosed with a life limiting illness.



Journey Home Hospice client

- The "Peer Support" roles compliment the support provided by the community palliative care team to clients with the Palliative Education and Care for the Homeless (PEACH) program. Trust and dialogue is encouraged between clients and the team. The Peer Support Mentor assists with development and evaluation providing support, guidance and ongoing training to the Peer Support Worker.

- "Palliative Care Resources" – Hospice Toronto participated in a joint presentation with the Toronto Central LHIN Palliative Care Program on community hospice palliative care resources at Michael Garron Hospital's Annual Palliative Care course (formerly Toronto East General Hospital).
- "Complementary Therapy Standards" – Hospice Toronto was invited to be part of a collaboration with Hospice Palliative care Ontario regarding the development of Complementary Therapy Standards.
- "Living Life to the Full" – Hospice Toronto facilitated this 8-week course, organized by the Canadian Mental Health Association (CMHA), designed to engage individuals wanting to maximize their ability to deal with life's challenges.

BOARD OF DIRECTORS

Mary Jane Esplen
Chris McEvenue
Elizabeth Hall
Patricia Ann Holk
Vice President & Chair, Governance Committee
Anneli Legault
Steve Nardi
President
Allison Sohanlal
Secretary
Taylor Teasdale
Denise Tynan
Nazir Valani
Treasurer
Mark Walsh
Treasurer
Carolyn Williams

STAFF

Alona Amurao
Client Care Assistant
Delia Avena Mora
Client Care Assistant
Minara Begum
Community Development Coordinator, St James Town
Sally Blainey
Manager, Volunteer Services
Evelyn Cheung
Client Services Coordinator
Megan Kuchma
Facilitator, Young Carers Program
Belinda Marchese
Director, Clinical Services
Dena Maule
Chief Executive Officer
Penny McMahon
Administrative Assistant
Janice Nyarko-Mensah
IT & Program Support Coordinator
Megan Quinn
Client Care Assistant
Eteri Rustamova
Child and Youth Program Facilitator, Young Carers Program
Rami Shami
Manager, Residential Volunteer Services
Beverley Shepherd
Admin & Program Services Coordinator
Jenna Wells
Client Services Coordinator

CONSULTANTS

Norma Araiza
Expressive Arts Therapist
Fatema Baldiwala
Financial Controller
Signe Dewar
Peer Support Worker
Kimberly Penton
Volunteer & Training Coordinator
Paula Tookey
Peer Support Mentor

DESIGNER

12thirteen Design Inc.

COPY EDITING

Heather Nicolson-Morrison

PRINTING

Troi Mailing Services

2017-2018: PROGRAMS & SERVICES

"Thank you so very much. The children loved the young carers program!!! They were overjoyed with happiness I could not believe it. They both were talking about what they did and all their new friends!!! Trust me when I say I have never seen them react like this before...I know the YCP team actually care. Thank you for making a difference."

– YCP parent



Subeer,
Social Media Volunteer

"I came to Hospice Toronto to gain experience in using social media, but got so much more. Through researching and posting content on the social media platforms I have gained so much insight and can now better understand what my grandmother might have gone through while she suffered from mental health issues including dementia. As I learn about hospice care I can also appreciate the role of the caregiver including that of my mother in taking care of my grandmother"

– Subeer



Ethan's Story

My name is Ethan. I am 15 years old, and I am a young caregiver.

For many years, I have been taking care of my older autistic sister. At first, I was too young to know she had special needs. After caring for her for a few years, I realized she was different from everyone I knew.

I choose my friends based on common interests like hockey, school, mutual friends etc. but there is one thing that is not common: I am a young carer and they aren't. I love my sister very much, but her special needs bring special responsibilities and unique challenges, which my friends can't always relate to (although they are keen to learn).

Although I am a kid, I feel like an adult at times as I often have to deal with adult stuff. Some days, I feel as if I am alone in this situation, and it gets me down. Thankfully, I was introduced to the Young Carers Program (YCP).

The YCP has helped me through hard times, and to be the person I am today. In particular, it taught me how to be more patient, considerate, responsible and caring when it comes to supporting and helping my sister. Getting involved with the YCP helped put things into perspective. I met others like me



Ethan and his sister

who face grown-up responsibilities. I was no longer alone or different. I was able to talk to others who share the same experiences. It was a huge relief. I was able to admit that I get frustrated, embarrassed and tired—I was one of them. The YCP allowed me to feel 'normal'.

YCP is a lifeline to vulnerable youth, offering supportive programs, and providing opportunities to meet others like me, to have fun, and to simply vent. It is vital for carers like me to be able to forget for a few hours, and just be a kid.

I speak for all members of the YCP when I say a big "thank you" to our supporters, who provide us with much needed respite. We appreciate it. The YCP has made me stronger, gave me a sense of belonging, and aids me in supporting my sister.

What a great organization!

Young Carers Program

Our Young Carers Program supports children & youth aged 5-18. It is through the generous support of our donors that enables Hospice Toronto to offer meaningful and valuable support to children and youth.

These young folks are often forgotten as they provide significant caregiving for parents, grandparents, siblings or any relative living with chronic or life-threatening illness, disability, addiction, mental illness or language barrier. They take on practical, personal and emotional caregiving tasks.

To see what we have been up to visit our website at www.ycptoronto.com





Creating Caring Communities
in St. James Town



Fatema (standing to right of banner) with other CCC volunteers, clients, and members of the integrated community team

Creating Caring Communities (CCC)

A Story about Giving Back

The purpose of CCC can be found within its name, Creating Caring Communities.

Fatema Begum's journey as a caregiver volunteer with CCC illustrates the importance of this program and demonstrates how a group of unrelated individuals became a caring community.

Fatema initially joined us as the caregiver for her husband. Her day revolved around regular kidney dialysis, accompanying him to all medical appointments and assisting him with daily personal management.

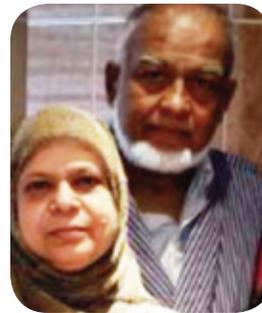
When his health deteriorated she was connected to CCAC. Within a short period of time, she was assigned a PSW to help relieve some of the daily caregiving pressures she faced when, in 2014, her husband underwent a kidney transplant. CCC provided a variety of supports to her, including accompaniment to the hospital, preparing food and mental and emotional support.

Fatema's husband's health improved and they were able to go on a pilgrimage to Saudi Arabia. Unfortunately, it was to be his last trip, he passed away during their journey.

When she returned to Toronto, the entire CCC volunteer team supported her. Some volunteered to spend nights with her, others cooked for her, while others visited daily.

In this way, Fatema's transition from being a caregiver to being taken care of occurred seamlessly. This was possible because of the bonding within the team during regular weekly CCC meetings where everyone has a chance to learn about each other.

The CCC team is more than a group of volunteers, it's a community within the community. Through their actions they reflect the CCC core values.



Fatema with her husband

The Year in Review

In 2017/2018, we provided compassionate care and support through our various programs and services:



Supporting
1043
individuals



Offering
135
group sessions
to those coping with
illness, bereavement
or caregiving.

With the help of



hospice volunteers and
other palliative-care
services supported

**over
47%**
of our clients
to die at home.

2017-2018: VOLUNTEER SERVICES

2017-2018 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 **Adeodata Czink** and **Patricia Holk**.

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 **Gabriel Meleg**, recipient of the 2017 June Callwood Circle of Outstanding Volunteers Award.



2017 Legacy Awards recipient
Sybil Wilkinson



Ontario Volunteer Awards

Violet's Story

Violet White will be 97 years old this year. She has been a long time Hospice Toronto client and we are honored to serve her. Violet is welcoming, engaging, curious and a great story-teller with a bedside table piled with books on spirituality and genetics, just two of her varied interests.

Violet's career in public health as a registered nurse and midwife has informed her life-long relationships as she describes herself as a teacher by nature and 'always learning'.

Violet believes "there is a marvelous reason for everything," and this philosophy permeates through conversations as she discusses her life experiences and relationships with volunteers and staff at Hospice Toronto.

With all of Violet's family living in Australia, she found herself alone in 2010, when she was first diagnosed with a life-limiting illness. Her first volunteer, Sarah, met her when she was still in her home in Toronto's west end. Sarah continued journeying with Violet when she started her transition to a retirement home.

Violet recalls a memorable trip to IKEA where Sarah "stood for hours" to help ready Violet's new space for the next phase of her life! "I just love Sarah, she was very protective", says Violet.

The volunteer-client relationship is very powerful. Bonding through physical and verbal interaction is critical. It's a reciprocal, loving relationship.



Violet as a Senior Model,
inset: a Younger Violet as a Nurse

Violet reflects on the benefits of volunteering when she says "We are powerful as individuals. Our main purpose is to help and love each other."

Because of this belief, Violet believes she has been able to fully and open-heartedly enter into mutually nurturing relationships. "I am very grateful to Hospice Toronto. I have had many volunteers from different backgrounds and I love it because I myself have lived all over the world".

Violet says her current volunteer, Jamie, "is just marvelous" and that their relationship supports Violet's belief that we all crave and deserve warmth, friendship, love and social interaction in order to realize ourselves fully.

"I'm getting ready for the next journey", says Violet, "to me, I've had the best life."

Financial Statements

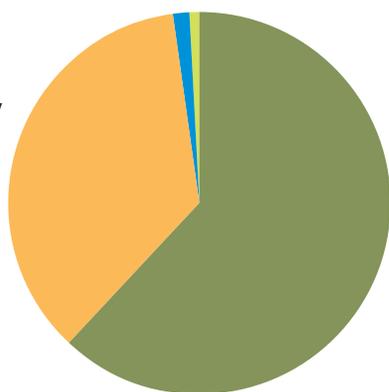
Statement of Operations and Changes in Net Assets

for the year ended March 31, 2018

REVENUE	2018	2017
Ontario Ministry of Health	\$626,969	\$539,344
Partnership and Community Contributions	\$14,814	\$39,708
Donations and Fundraising	\$362,555	\$309,287
Interest Income	\$7,129	\$3
Total Revenue	\$ 1,011,467	\$ 888,342
EXPENSES		
Administration	\$94,694	\$81,716
Fund Development	\$40,256	\$21,806
Overhead and Communications	\$150,669	\$139,417
Professional Fees	\$34,864	\$25,833
Program Delivery	\$622,871	\$556,687
Total Expenses	\$943,354	\$825,459
Excess of Revenues over Expenditures	\$68,113	\$60,883

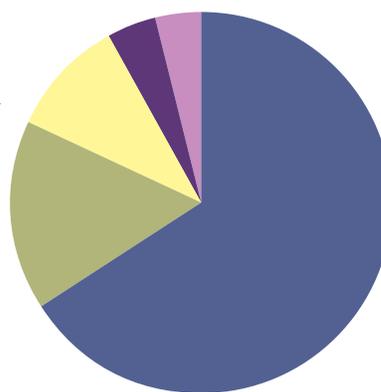
REVENUE

- Ontario Ministry of Health
- Donations and Fundraising
- Partnership and Community Contributions
- Interest Income



EXPENSES

- Program Delivery
- Overhead and Communications
- Administration
- Fund Development
- Professional Fees



Statement of Financial Position

as at March 31, 2017

	2018	2017
ASSETS	\$ 1,110,031	\$ 1,275,985
LIABILITIES	\$ 780,775	\$ 1,014,842
NET ASSETS	\$ 329,256	\$ 261,143
	\$ 1,110,031	\$ 1,275,985

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.

Corporations & Organizations

Albion Lawn & Interlocking Services Inc.
Church Wardens, Church of the Holy Trinity
Hamilton Niagara Haldimand Brant LHIN
Polar Bear Posse
Sun Life Financial
Victory and Praise Christian Ministries

Foundations & Estates

Alice and Murray Maitland Foundation
CHUM Charitable Foundation
Gift Funds Canada Foundation
MacKenzie Investments Charitable Foundation
Saint Elizabeth Foundation
TD Securities Underwriting Hope
The Change Foundation
The George Lunan Foundation
The Giving Tree Foundation of Canada

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.

2017-2018: VOLUNTEER SERVICES

2016/17 Volunteer Service Awards

Hospice Toronto volunteers celebrated several milestone anniversaries this year for 5, 10, 15 and 20 years of service! The following volunteers were honoured at our annual volunteer recognition event in June 2017:

5 Years of Service

Vivien Cappe
Karen Cutler
Leah Dorbyk
Adriane Faig
Omar Khan
Sadiah Mussarrat
Maiko Taku

10 Years of Service

Alice Lee
Catherine Swenson

15 Years of Service

Tara Williams

20 Years of Service

Dennise Buckley
Steven Nardi

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

Hospice Toronto Volunteers

Hospice Toronto Volunteers are a "Need to Have" says Sally Blainey, volunteer services coordinator.

Our volunteers are an essential and integral part of our healthcare team. This year 80+ new volunteers joined our team. "Motivation" was the key ingredient for volunteering. In addition to that "personal experiences to help improve care for others", "making a difference in their communities" and "giving back" were among the main reasons for reaching out to volunteer.

Without our over 275 committed volunteers we would not have been able to provide approximately 23,000 hours of support to ensure clients had access to services.

Our volunteers will attest that the 35+ hour 'core' hospice training sessions are intense but very necessary.

Working in partnership with ICHA and Saint Elizabeth Health, a 6-hour Enhanced Training Curriculum for volunteers was developed.

The clinical staff at Hospice Toronto supports and mentors our in-home support and new residential hospice volunteers through



Volunteer hands-on training

bi-monthly volunteer support and education sessions, webinars, social gatherings and peer support opportunities.

Topics that are offered are among the very best and include "Supporting ourselves, our clients and their families", "End of Life and Elder Care issues for LGBTQ+ Clients" and "Resilience in the Face of Grief, Loss & Change".

Outreach in diverse GTA communities allowed us to provide services in 40 languages!

The dedication and impact of our volunteer team remains a critical component of Hospice Toronto's reach and success.

Adeodata's Story

We are very pleased to congratulate Adeodata on receiving the 2017 Elaine Hall Award.

Since 2013, Adeodata has been a dedicated Hospice Toronto Complementary Therapy volunteer, supporting numerous clients with Therapeutic Touch. Her inspiration to volunteer has been around a belief that making a difference in a person's life, when one feels abandoned, is vital.

Adeodata completed intensive hospice training in Hungary and Sweden and volunteered at several hospices in the GTA area but has chosen to share her talents at Hospice Toronto.



Adeodata with the Hall Sisters Elizabeth (left) and Sarah (right)

She is a classical musician concentrating on renaissance music and has sung the Gregorian chant at Princess Margaret for many years.

The Hospice Toronto team is deeply grateful for Adeodata's energetic and caring approach and her generosity of time and spirit, as well as her delightful sense of humour.

Thank you Adeodata and Congratulations!



HOSPICE
TORONTO

502-55 Eglinton Avenue East
Toronto, ON M4P 1G8

Telephone: 416.364.1666
Facsimile: 416.364.2231

E Mail: info@hospicetoronto.ca
Web Site: www.hospicetoronto.ca

Charitable Registration Number: 13881 5618 RR0001