



A large white circle is centered on the page. Inside the circle, the number '3' is written in a large, blue, stylized font. To the right of the '3', the words 'YEARS OF CARING' are written in a smaller, green, serif font, following the curve of the right side of the circle. Below this, the word 'HOSPICE' is written in a large, blue, serif font, and 'TORONTO' is written below it in a smaller, blue, serif font. In the background of the circle, there is a green geometric logo consisting of concentric squares and triangles.



ANNUAL REPORT  
2018-2019

# MESSAGE FROM THE EXECUTIVE TEAM: 30 YEARS OF CARING



## 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.

## VISION

Our Goal is to be recognized by our clients, communities, and caregivers for ground-breaking advances in community-based care.



To watch our 30th Anniversary Video visit our Hospice Toronto YouTube channel

## FRONT COVER:

30 Years of Caring photos



## Nazir Valani – Board Chair

I am honored to take on the position of the Board Chair at Hospice Toronto. I am very grateful for the leadership and guidance of both our past Board Chair Steve Nardi and our CEO Dena Maule.

Despite the significant changes in health care, I believe that Hospice Toronto has a great future ahead. We are ready and willing to take on the challenges of how we can make a more significant positive difference in the lives of people with serious illnesses and their caregivers. These include the youth, the homeless, the elderly, and the adults.

With our 30th anniversary gala, we hope to increase the awareness of the great work Hospice Toronto is doing and to raise additional funding support from individuals and from corporations.

A handwritten signature in black ink that reads 'N. Valani'.

Nazir Valani  
Board Chair



## Steve Nardi – Past Board Chair

Reflecting back to 1997 when I first became a volunteer board member with what was then Trinity Home Hospice, never would I have imagined 22 years later I would still have the honour of being a volunteer with what would grow to become Hospice Toronto, a respected leader in the areas of home hospice care, community engagement on end-of-life, and supporting youth quietly serving in caregiving roles.

Motivated to say “thank you” for the beautiful journey hospice volunteers enabled for a pretty incredible person, I began my volunteer experience. I wanted to do my part to help ensure those in Toronto who wished to remain at home for their final journey continued to have no-charge access to in-home caring and compassionate hospice services.

Over the 22 years I’ve been privileged to have a seat at the table among many dedicated volunteers, directors, and staff who through leadership and vision recognized “hospice” can be defined several ways, enabling more people to receive services at a crucial point. I’m optimistic Hospice Toronto will continue to seek ways to innovate and redefine “hospice”.

A handwritten signature in black ink that reads 'Steve Nardi'.

Steve Nardi  
Past Board Chair



Past Board of Directors

# MESSAGE FROM THE EXECUTIVE TEAM: 30 YEARS OF CARING



## Dena Maule– CEO

Another year has come and gone. As I reflect on not just this past year, but on 30 years of service in our community, I am humbled. Seventeen years ago, when I first started in my role at Hospice Toronto, I thought I understood what volunteering meant until I met OUR volunteers. I expected friendly visitors. I expected women...likely retired. I wasn't wrong...but I certainly wasn't right either!

Imagine my surprise ...and admiration when I came to understand the full scope of the support we are so blessed to have from the people in our community who choose to donate their time, their skills and their compassionate care to our organization and more importantly to our clients and their families.

AMAZING. AWE INSPIRING. HUMBLING.

Over the years, we have transformed our care model offering a wide range of services that can be as simple as a single visit or as complex as a multidimensional team that may include volunteers providing homemaking, bedside and respite care, grief and bereavement support or energy therapies. I invite you to read the stories shared in this year's report. They reflect the scope of services we've developed including our Creating Caring Communities and Young Carers programs.

Our journey of 30 years has been made possible through a culture of innovation, collaboration and volunteerism supported by a strong staff and Board team. On our 30th anniversary (and as a staff member for 17 of those years) I take great pleasure in looking back as I anticipate a continuum of enlightened integrated pathways to improved community care.

Dena Maule  
Chief Executive Officer



Past In-Home Volunteers

## BOARD OF DIRECTORS

Nita Chhinzer  
Elizabeth Hall  
Patricia Ann Holk  
*Vice Chair & Treasurer*  
Chris McEvenue  
*Secretary*  
Kathleen Murphy  
Steve Nardi  
*Past Chair*  
Allison Sohanlal  
*Secretary*  
Taylor Teesdale  
Denise Tynan  
Nazir Valani  
*Chair*  
Carolyn Williams

## STAFF

Kathryn Adamo  
*Senior Fund Development Officer*  
Chelsea-Anne Alex  
*Young Carers Program Facilitator*  
Fatema Baldiwala (April - June)  
*Financial Controller*  
Minara Begum  
*Community Development  
Coordinator, St James Town*  
Sally Blainey  
*Manager, Volunteer Services*  
Lisa Bono  
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*Client Care Assistant*  
Jenna Nelson  
*Young Carers Program  
Coordinator*  
Janice Nyarko-Mensah  
*IT & Program Support  
Coordinator*  
Rami Shami  
*Manager, Residential Volunteer  
Services*  
Beverley Shepherd  
*Admin & Program Services  
Coordinator*  
Jenna Wells  
*Client Service Coordinator*

## CONSULTANTS

Norma Araiza  
*Expressive Arts Therapist*  
Signe Dewar  
*Peer Support Worker*  
Paula Tookey  
*Peer Support Program*

## DESIGNER

12thirteen Inc.

## COPY EDITING

Heather Nicolson-Morrison

## PRINTING

TROI Mailing Services



## The Year in Review

In 2018/2019, **94** active in-home volunteers provided compassionate care and support through our various programs and services:



Supporting **270** individuals



**216** persons coping with illness, bereavement or caregiving through Expressive Arts Therapy group sessions.



**Over 50%** of clients were able to remain at home until they died.



**19** persons supported to die "at home" and not on the streets



44 JHH volunteers provided **3,456** hours of care

Volunteers undergo 40 hours of basic and enhanced hospice palliative care training in order to serve at JHH

## Journey Home Hospice



Journey Home Hospice (JHH) is a partnership involving Hospice Toronto, Saint Elizabeth Foundation and Inner City Health Associates. JHH serves the most marginalized of Toronto's populations with a terminal diagnosis and approximately three months to live in a four bed hospice, hosted by Homes First. We have been honoured to have served 19 persons since our opening in May 2018 improving their quality of life and enhancing their final days with holistic, compassionate, 24/7 palliative care. JHH is very reliant on volunteers to perform many different roles from cooking to practical care and companionship.

### Peter's Story

#### My Experience at Journey Home after One Year

Before starting at Journey Home Hospice, I asked a friend, who works with the homeless, how to communicate, his advice, "Listen" and I did. Once trust was established, the Eastern European taught me to make cabbage soup and the Rastafarian educated me about Haile Selassie.

These vulnerable people, arriving at JH wary of authority and institutions, become comfortable quickly and feel the love and compassion of the staff, volunteers and fellow clients allowing them to spend their last days in relative peace and comfort.

I have experienced numerous passings at JHH. The most emotional one was not so much to do with the person but when it occurred. I was spending time with a client as he was nearing the end and at the same time my daughter was giving birth to our first grandchild. To be part of these two ends of the spectrum was an emotional and amazing experience.

Journey Home has provided me with wonderful exposures in life and death. I look forward to each and every one of my shifts.



Peter Elton -Residential Volunteer

## Signe's Story

### Peer Support

Starting with Hospice Toronto and the PEACH Team in 2017, I was the first peer support person to work with palliative clients. It was some of the best years of my life.

A peer support person has walked in the shoes of the target population. My clients were precariously housed, had a life-limiting diagnosis and some struggled with addiction. I had struggled with addiction, been poor most of my life and worried about being homeless. I was part of this community, coming from it, and therefore able to understand and empathize more completely. I loved the work and gave back to my community one person at a time. I understood that systemically this population was underserved and marginalized especially in the area of health care.

Each day I would visit with two or three clients, we met where they were, both

figuratively and literally. Stopping to pick up Tim Horton's so I didn't arrive empty-handed, and knowing that a cup of coffee clears the way for good conversation.

I learned active listening and patience as it sometimes took months to gain their trust. I was not there to fix anyone. Sitting with them, we talked, I listened and would pass information to the 'team' to ease clients' lives. Mostly, I was a friend.

I experienced death. It hurt, I was bereft but took comfort knowing their last days were made softer and they had not been alone. Every client was unique and the relationships built with them were real. I'm proud of the work I did and come away a much better person for it.



*Signe Dewar,  
Peer Support Worker*

"In my experience I see a great value to do EXAT in a one-on-one format. Decentering is very important. One client said I have been in pain for years and when I do art I forget my pain. It is great to promote more and to reach more clients."

*– Neslihan, EXAT Intern*

"It is so great to work with different people and different agencies. When we are at Women in Need Clinic (WINK) and Toronto People With AIDS Foundation (PWA), the sessions are so non structured and yet they hold the clients space and they come with all kinds of emotions and they do art with us. It is a shift to their routine and it's great. I love when the clients ask when we are coming back."

*– Marcela, EXAT Intern*

"The group format brings the community together, they feel connected and the connections build up thought the arts. I think that for a lot of them the sessions take them away from their problems and they hold on to the art that they do, because it brought them somewhere. From the one on one sessions, the 2 clients I had they had creative backgrounds, and to be able to do this again is very much part of who they are. They don't do art alone, but they feel comfortable to have company doing art."

*– Daphne, EXAT Intern*



## Expressive Arts

Expressive Arts Therapy (EXAT) utilizes the creative process to help promote emotional growth and healing through which we provided 200 hours of programming. Throughout this program, our therapist and interns help clients, their friends and families share a common experience with a safe place where they can express themselves through a variety of art modalities, share their stories, express their grief, and explore their feelings in a non-threatening way.

“It has helped her understand what’s going on with her brother. I see a difference in her and how they interact.”  
 – YCP Parent

“After the 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.”  
 – YCP Parent

“Thank you YCP for this wonderful opportunity. I know I am not alone and the YCP gave me tips on how to deal, helped with homework and I learned to prioritize.”  
 – YCP Member



## Young Carers Program

The Young Carers Program has experienced significant growth this past year after hiring two full-time staff members. With both Jenna and Chelsea on board, a lot has been made possible! We’ve been able to increase the number of programs offered and revitalize old ones. This year we ran 29 programs and events including three weeks of camp with a combined attendance of 179 Young Carers.

Thanks to the support from George Weston Limited, one program we were able to reintroduce was the Cooking with Care Program. The first session was a huge success and we look forward to running it again in the near future. With our partnership with Kids Up Front, many of our families have benefitted from 107 opportunities to attend live sporting events, museums, plays, musicals and other great events throughout the city.

Additionally, we’ve been actively working on our photographic portrait exhibition called HIDDEN. This exhibition is aimed at spreading awareness about Young Carers by having them share their experiences, triumphs, strengths, challenges and goals for the future.

We’ve also been able to increase membership growing the program by nine carers. Hudson, 8, one of the newest YCP members says, “Young Carers has made everything a lot easier for me. I get to spend time each month with other kids who are also caring for siblings who are sick. We do fun activities and always have so much fun. At first I was nervous and shy but after the first session I was so comfortable and excited to come back.”



**179**  
 young carers  
 received support  
 through programming  
 and 150 volunteer hours



Young Carers just being kids

# Creating Caring Communities

Creating Caring Communities (CCC) is celebrating its 10-year anniversary in St. James Town (SJT). CCC is an approach to care in the community that builds on the strengths of community members to support those experiencing isolation and serious health issues, many of whom are seniors.

Maya is a 90-year-old kind-hearted woman, who has been in Canada for more than 25 years. She is a very charitable community minded member of SJT who loves helping others and had been very engaged with CCC since 2013. She has two sons one in Western Canada, and the other, Lee, with whom she lived in St. James Town, and has no other family in the community. Maya only speaks Bengali and depended on her son Lee until he had brain tumor surgery a few years ago.

Maya then became Lee's primary caregiver until he later married. Soon after, conflict and tension escalated between the two women and Maya began to experience cruel abuse from her son and daughter in-law Mila ending in a forcible eviction from the home.

With nowhere to go, Maya reached out to the CCC program coordinator who determined that police involvement was not an option due to the many probable



Ming Ho - CCC client

negative consequences to the entire family, nor was a shelter a viable option because of her language barrier. CCC members came forward to help; sharing their home and food, companionship, clothes and other necessary things. The CCC coordinator also referred Maya to support services along with mental health support and community housing; working with them to find a permanent solution for her. Two months later her son came from Western Canada to discuss having her move to live with him. Maya reluctantly moved away from the only community she had known.

Maya is one example of how the CCC program supports vulnerable community members through its network of support built over the past decade.

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

- DB, Client

"I volunteer because it's the best way to spread love and joy, and I believe a heart for a heart is what Hospice Toronto offers."

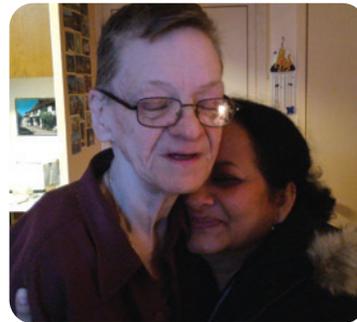
- HT Volunteer, Aditi

"I enjoy giving back and I love meeting new people. This place (Hospice Toronto) is not a very well known charity and deserves more recognition for how hard they work to make people's end of life more meaningful."

- HT Volunteer



CCC Coordinator with seniors in the community



Minara with client



CCC Volunteers



CCC Community members



CCC volunteers provided  
**724**  
hours of care  
to the community

### 2018-2019 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 **Omar Khan** and **Catherine Swenson**.

### 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 **Karen Cutler**, recipient of the 2018 June Callwood Circle of Outstanding Volunteers Award.

## Deborah's Story

How can you do that? I would get asked – volunteering with people who wanted to die at home, what many would consider a sad or depressing activity? I fell into volunteering at what was then Trinity Hospice in the early 90s when my good friend's cancer reasserted itself and she was told there was nothing more that could be done for her other than making her comfortable. She wanted to die at home. Joy had read June Callwood's *Twelve Weeks in Spring* about a group from Trinity church who rallied around their friend with cancer, who had wanted to live her last days at home, out of which Trinity Hospice was born.

Joy and her husband, David gathered a large group of family and friends and reached out to Elaine Hall, director at Trinity Hospice to help them organize 30 people into a care team. I was one of those friends. Somewhat surprisingly I found that helping and being around Joy and her family was something I liked; it was something I could do that was of service and was rewarding. It was an honour to be part of the community at this time of passage in their, really all, our lives. A time that was sad, yes, yet punctuated with laughs, logistics and stories and coming together to help and to be with our friend in her last days. After Joy's death I decided to volunteer with Trinity, which over the years became Trinity Home Hospice, then Toronto Home Hospice, then Hospice Toronto, as the agency grew and expanded.

In the late 1990s the Kits for Kids Program was launched. This was a pairing of a volunteer with a child who was in the last days of life or children who had a family member in their dying time. I had just become involved in the public school system, so joining the Kits for Kids was a natural fit. During my 13 years of volunteering with the kids I had 4 clients, one, a seven-year-old, had a terminal illness, the rest had a mother or grandmother who was living with a life-threatening illness. Two of these turned



*Deborah Black. Past Hospice Toronto volunteer*

out to be long term, years long, assignments. The first was a 2 1/2 year old sweet, active little boy, Josh, for whom I was providing respite for Mum and Dad. Josh's mother was ill and not expected to live more than 3 to 6 months. Three plus years later his wonderful mother did die. Over those years we became good friends through similar interests, not the least of which was being with Josh as he grew and developed.

When Josh's mother died, it was decided I would continue for an extra year to help ease the boy's transition into grade one. One day, several weeks after his mother's death, soon after arriving for my shift, Josh suggested I move in with him and his dad - the pragmatic mind of a 5-year-old! His dad and I laughed and explained I had my own home and family who needed me, too. Josh was partway through grade one, when our client volunteer pairing ended. The sweet rambunctious toddler had grown into a mature little first grader sitting at the dining room table doing his homework before our playtime. What an honour and a pleasure it was to be a volunteer with this family.

Looking back at my volunteering with Hospice Toronto, while sad at times, it was very meaningful and satisfying to be of service to people and families at this critical time in their lives.

## Erik's Story

"Hospice work was new to me when I volunteered in 1996 and has impacted me profoundly."

I visited adult clients in the 1990's when HIV/AIDS was at its peak. Some clients were visited only a few times and others for many months. It's a privilege to be allowed into someone's life at such a personal, intimate time, and is humbling to be entrusted to hear life stories, thoughts, proudest moments, and regrets and this stays with me and inspires.

In 2000, I joined Kits for Kids, supporting children with a life limiting illness or those impacted by the illness of a family

member. I am amazed by their resiliency and fascinated by how they use play to communicate and make sense of things they don't understand or can describe. This experience led to an ongoing passion to work with children including volunteering with the Young Carers Program, supporting amazing children who are in a care giving role for a family member. I am in awe of their wisdom which in many aspects, and by necessity, makes them mature beyond their years.

I am forever grateful to Hospice Toronto for the opportunity to support inspiring adults, children and families.

## Jean's Story

In my early days of volunteering I met Jenny, a licensed social worker, who had returned to school at OCAD to pursue her artistic ambitions. October 1991, she was diagnosed with stage 4 ovarian cancer. After surgery and a round of chemotherapy, it was obvious that she required support to stay at home. Her sister, Joanna, contacted Hospice Toronto (then Trinity Home Hospice) to see what help was available.

At that time there were no paid hospice staff and inquiries were answered by volunteer Executive Director, Elaine Hall, who questioned Joanna about the situation. She suggested that Jenny be consulted about who she would be comfortable to have on her Care Team. The response from those contacted ensured a dedicated Team of 14 who looked after Jenny. This group of social workers and artists didn't know each other, but quickly settled into a pattern of meeting every two weeks. Elaine phoned regularly to see if we needed anything. With a variety of skills and no formal training there were far ranging discussions and concerns voiced at those meetings.



*Jean Baxter Robinson with volunteers*

Dr. Wendy Brown, Jenny's Family Physician, met the Team and described symptoms and disease progression, Malcolm Savage, a founding member of the Hospice, talked about the dying process and the different types of funerals. He also described how hospitals were just getting used to family and volunteers staying with a dying patient 24 hours a day, so they always had someone by their side.

Jenny died in July, 1993, she'd spent 21 months surrounded by the love of friends. Those involved were given something unique and as one of them, I have a bond of a caring, thoughtful, and shared experience with those on her Team. We grew together realizing it was possible to provide the gift of a good death to someone we loved.

Thank you to our Dedicated Volunteers! Without your passion and commitment, Hospice Toronto could not offer compassionate care to people in their homes.

### 2018/19 Ontario Volunteer Service Awards

Hospice Toronto volunteers celebrated several milestone anniversaries this year for 5, 10, 15 and 20 years of service! At our annual volunteer recognition event in June 2019, the following volunteers were honoured:

#### 5 Years of Service

Ruth Baidya  
Eliza Beecroft  
Peara Begum  
Fatema Begum  
Ann Clement  
Adeodata Czink  
Lovlyn Dsouza  
Elizabeth Gibson  
Patty Holk  
Allison Sohanlal

#### 10 Years of Service

Marilena Oliveira  
Linda Marvin

#### 15 Years of Service

Tara Williams

#### 20 Years of Service

Wendy Joscelyn



Hospice Toronto provided support and care to **907** clients

# 2018-2019: FUND DEVELOPMENT

## Corporations & Organizations

2517226 Ontario Inc  
Albion Lawn & Interlocking Services Inc.  
Church Wardens, Church of the Holy Trinity  
Context Canada  
DPI Construction Management  
Fidelity Investments Cda  
George Weston Limited  
Hamilton Niagara Haldimand Brant LHIN  
Klock Werks  
Law at Work  
Northbridge Financial  
Polar Bear Posse  
Shopbrain  
Skaber Limited  
Sun Life Financial  
Toronto Power Walkers  
The University of Toronto Pharmacy Class of 1T9  
Travel ABC  
Victory and Praise Christian Ministries  
Working Skills Centre

## Foundations & Estates

Alice and Murray Maitland Foundation  
CHUM Charitable Foundation  
Gift Funds Canada Foundation  
MacKenzie Investments Charitable Foundation  
Raymond James Canada Foundation  
Saint Elizabeth Foundation  
TD Securities Underwriting Hope  
Telus Friendly Future Foundation  
The Benevity Community Impact Fund  
The Change Foundation  
The Giving Tree Foundation of Canada  
The McColl-Early Foundation  
Toronto Foundation

## 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.

## 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 sincerest apologies in advance and contact us to advise at (416) 364-1666

## Thank you for your immense generosity!

Hospice Toronto is celebrating 30 Years of Caring because you, our committed supporters, care deeply about our mission by helping those who are living with life-threatening or chronic illness remain in their homes as long as possible.

This year, we continued to raise awareness and financial support when we hiked at Riverdale Park and cycled in Mississauga.

Your support is a catalyst for change as our rapidly aging population and the rise in chronic illness continue to create the ongoing need for community-based, in-home hospice palliative care and support.

We are truly grateful for your support as we embrace the next 30 Years of Caring!



*Hard at play raising funds and building awareness for Hospice Toronto*

*We invite you to consider becoming a Monthly Donor or joining our Legacy Program. Please contact us at [development@hospicetoronto.ca](mailto:development@hospicetoronto.ca)*

## Financial Statements

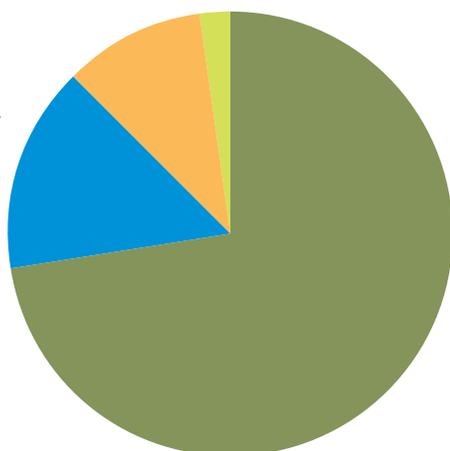
### Statement of Operations and Changes in Net Assets

for the year ended March 31, 2019

<b>REVENUE</b>	<b>2019</b>	<b>2018</b>
Ontario Ministry of Health	\$1,402,594	\$626,969
Partnership and Community Contributions	\$290,315	\$14,814
Donations and Fundraising	\$201,104	\$362,555
Interest Income	\$39,924	\$7,129
<b>Total Revenue</b>	<b>\$ 1,933,937</b>	<b>\$ 1,011,467</b>
<b>EXPENSES</b>		
Administration	\$104,197	\$94,694
Fund Development	\$74,508	\$40,256
Overhead and Communications	\$161,573	\$150,669
Professional Fees	\$26,161	\$34,864
Program Delivery	\$1,432,446	\$622,871
<b>Total Expenses</b>	<b>\$1,797,885</b>	<b>\$943,354</b>
<b>Excess of Revenues over Expenditures</b>	<b>\$136,052</b>	<b>\$68,113</b>

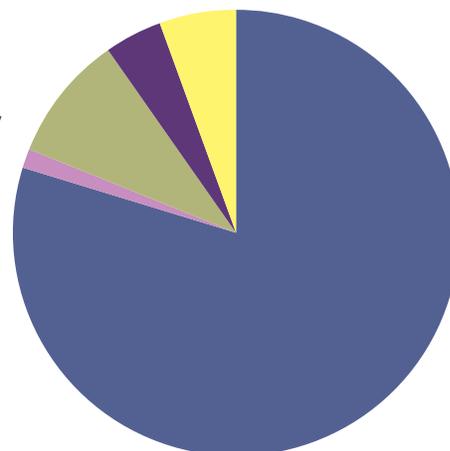
#### REVENUE

- 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, 2019

	<b>2019</b>	<b>2018</b>
<b>ASSETS</b>	\$ 1,115,173	\$ 1,110,031
<b>LIABILITIES</b>	\$ 649,865	\$ 780,775
<b>NET ASSETS</b>	\$ 465,308	\$ 329,256
	<b>\$ 1,115,173</b>	<b>\$ 1,110,031</b>

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



# DO A LITTLE TO HELP A LOT

Join our **Circle of Care**  
by becoming a monthly donor.

Please contact us at  
[development@hospicetoronto.ca](mailto:development@hospicetoronto.ca)

