

Caring in Challenging Times



HOSPICE
TORONTO

ANNUAL REPORT 2020-2021



HOSPICE
TORONTO

OUR 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 fuelled by passionate, dedicated volunteers, imaginative partnerships, and a focus on research and innovation.

OUR VISION

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

We are committed to:

Providing continuity of care through all phases of the client's illness.

Offering services that are integrated with other community services.

Connecting clients to the full range of support they need.

Educating clients and the public about the issues and choices regarding dying at home.

Providing rewarding and meaningful experiences for our staff and volunteers.

Ensuring that Hospice Toronto is welcoming and accessible to all the diverse communities within our area of service.

Achieving continued acknowledgment as a leader in palliative care.

Advocating for excellence in client care at all levels of service and social policy.

BOARD OF DIRECTORS



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Hearts of Resiliency

CEO & Board Chair Message

It has been a year like no other.

Thank you to each one of our staff, volunteers, board and committee members who have shown remarkable dedication during the COVID-19 pandemic.

At Hospice Toronto, we witnessed first-hand the pandemic's effect on family relationships, financial stability, work life balance, mental and physical health, and the growing loss of control over so many things previously taken for granted. As a result, our staff and volunteer teams pivoted to support our clients, caregivers, and families through online programming for our Visiting Hospice Volunteer program as well as our Day Hospice, Peer Support, Creating Caring Communities, Young Carers, Expressive Arts Therapy and Grief & Bereavement programs.

We also made a successful shift to virtual events. Our annual Hike for Hospice event provided a fun way for participants to hike virtually throughout the summer, and our 31st anniversary gala, There's No Place Like Home, was broadcast from the Aga Khan Museum into the comfort of our supporters' homes.

Despite the challenging times, Hospice Toronto adapted and evolved to meet growing need:

- We experienced a 100% increase in demand for individual short-term counselling and grief & bereavement services.
- We delivered 16,000 hot meals & food hampers to vulnerable families through funding received from the Ontario Community Support Program.
- We supported seniors who are marginally housed/homeless and diagnosed with a life-limiting illness through our Peer Support Program, thanks to funding from the Slight Family Foundation.
- We increased the online programming and support offered through our Young Carers Program by 35%.

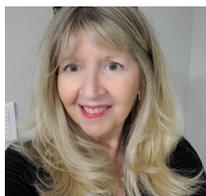
Our staff, volunteer and Board teams are passionate about increasing awareness of the stellar work that Hospice Toronto is doing in the community. You can learn more by reading this report!

We continue to learn and live through the pandemic, and we are also planning to carry some of these innovations forward in the future. Our challenges have helped us grow stronger, more resilient, and resolute in our commitment to supporting our clients, caregivers and families who are chronically ill and at end-of-life.

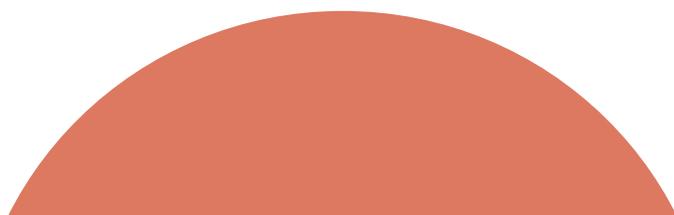
Our team could not have so effectively responded to the many challenges of this past year without the support of our donors. Your compassion and generosity sustained our mission this year, enabling us to meet the growing needs of our clients and caregivers.

With appreciation,

Dena Maule
CEO



Nazir Valani
Chair of the Board of Directors



2020-2021

Our Year of Care in Numbers



In-Home Hospice Visiting

2020-2021 was a year like no other.

In March 2020, Hospice Toronto was suddenly faced with the decision to pause our in person in-home hospice visiting services for the first time in our history. As the severity and impact of the COVID-19 virus began to become clear, the safety of our clients, volunteers and staff became our primary concern. We quickly made the decision to provide services online and worked with families and community partners to ensure the uninterrupted provision of support. We became keenly aware of the impact of food insecurity with our families who suddenly lost jobs and were making decisions to pay their rent or feed their families. The search began for a way that we could play a part in ensuring that our families were not placed in a position of choosing between losing housing or putting food on the table.

Hospice Toronto was able to secure approximately \$400,000 in provincial funding to deliver hot meals and food hampers to our most vulnerable families. The food security program allowed Hospice Toronto to deliver over 16,000 hot meals and food hampers. The Home Hospice Care program virtually connected highly trained and skilled volunteers 1:1 with our clients delivering the psycho-social support and empathetic listening that are the hallmarks of community hospice. Hospice Toronto also offered virtual Reiki and individual Expressive Art Therapy with great success. Our clients and their loved ones benefitted from the ongoing commitment of Hospice Toronto to continue to build caring communities around those facing life-limiting illness and grief.



Our staff team delivering food hampers and hot meals to our clients.





Grief & Bereavement Support

Hospice Toronto developed its Bereavement Support program in response to the overwhelming increase in need as a result of COVID-19. The challenges of loss and grief have been compounded by people being unable to say goodbye at the bedside, gather for support at a life celebration, funerals and faith-based practices or be supported by the in-person traditions we have historically used. Taking our group and individual support sessions virtual allowed us to foster connection and community building in uncertain times.

Our newest team of trained Grief and Bereavement volunteers were ready to support clients with coming to terms with their loss, performing immediate tasks (e.g. paperwork), sharing their experience, memories and stories. Volunteers also provided insight into the loss, grief and bereavement experience and helped clients understand the range of emotions that family and friends were dealing with.

With a 100% increase in demand for individual short-term counselling and grief and bereavement services since 2019, this new pandemic reality demonstrated that the current resources were not able to meet community needs, making our program essential.

“The Bereavement Support Group has been very important to me, especially in those first few weeks and months after my wife died. It has provided a place where I can share my feelings in a non-judgmental environment. Where I can tell of my experience with people who can relate and are willing to listen. And where I can learn by listening and interacting with the guidance and support of Hospice Toronto staff.”



Palliative Day Program

Like many organizations, Hospice Toronto had to adapt programming to meet the continued and evolving needs of our clients during the ongoing pandemic. Both the Day Hospice program and our In-Home Hospice Care program had to quickly adapt to a virtual platform that would still deliver the connection and community our clients deserved. The Day Hospice moved to Zoom and became a daily program for palliative clients and their caregivers offering sessions in Mindfulness and Meditation, Music, Expressive Art Therapy, Soundscapes and discussion groups.



Peer Support

The Peer Support Program started in September 2020 and is new to Hospice Toronto. We have a four-year mandate thanks to generous funding from the Slight Family Foundation, to support seniors who are marginally housed or homeless and have been diagnosed with a life-limiting illness. Our two Peer Support Workers, who have a lived experience of homelessness, are currently serving 25 clients. During the pandemic we were able to support our clients with food security in the form of food hampers and hot meals and we had an opportunity to increase our reach into this community by supporting the Church of the Holy Trinity's Community Kitchen. As a result of this relationship, we are developing a partnership with Holy Trinity to provide a Palliative Day Program starting in September 2021.

Expressive Arts Therapy

It was very difficult to think about providing support to groups and individuals in a virtual way, since Expressive Arts Therapy is a relational therapy and tool to help people to express themselves and relies on the therapeutic relationship between therapist and clients. The Expressive Arts Therapy (EXAT) Program at Hospice Toronto was quick to pivot when the COVID-19 pandemic struck. We had to adapt our sessions to work creatively at a distance, and we didn't know if it was going to work. We had to overcome technology issues and design programming that worked online and on the telephone as some of our most vulnerable clients did not have access to the internet. We started with introducing visual arts, simply with paper and pen or pencil and gradually incorporating creative writing, poetry, storytelling, and then even music and movement. We were so surprised and delighted to see how well it worked! The online sessions taught us very much. We learned that we can work in a hybrid way between virtual and in-person programming.

Creating Caring Communities (CCC)

CCC is a neighbourhood-based community capacity building initiative in St. James Town, Toronto which aims to create meaningful neighbour and community connections to support isolated and socially vulnerable community members living with life-limiting illness, through culturally relevant social support (e.g. friendship, practical, emotional, informational).

During the pandemic, CCC provided food and grocery support to the community residents. This support enabled residents to avoid having to make the difficult decision of either paying rent or feeding their families. One recipient became tearful when she shared that she had never had this amount of fresh food in her 80 years of life. Supporting residents like this one was the foundational work of CCC during the pandemic, as this community was devastated by job loss and high COVID-19 positivity rates.



Many young carers miss out on a normal childhood due to their caregiving responsibilities.

Young Carers Program (YCP)

This year, the COVID-19 pandemic closures began right before what would have traditionally been the YCP March Break Camp. At this time, YCP quickly moved all our programs online to support our members. These online programs included online camps, workshops, special events, teen leadership programs and homework support. Overall, we increased our programs by 35%. With the pandemic presenting new challenges, YCP launched several new programs to help with the impacts. One of these programs was our “Discovering the YOU in YOUng Carer,” a six week, 1-on-1 support program, where Young Carers had the opportunity to work alongside a facilitator to do self-discovery, goal setting and exploring different areas of their lives.



“YCP has been such a lifeline for my son and our family before COVID-19, and a complete lifesaver during the stay-at-home period of COVID-19. YCP has given my son, who in other situations has been bullied, the opportunity to open up and work through emotions about having a non-verbal very complex special needs sibling, in a safe encouraging space.”



Virtual Photo Walks (VPW)

Virtual Photo Walks has had an exciting year since becoming a program of Hospice Toronto.

Virtual Photo Walks uses smart phone technology and video conferencing to enable those who are impacted by disability, age, illness or isolation to re-engage with society virtually and travel the world in real time.

This year we began our journey with our annual Hike for Hospice Palliative Care virtual tour where we explored five destinations around the world as part of the hike's Mystery Virtual Photo Walks.

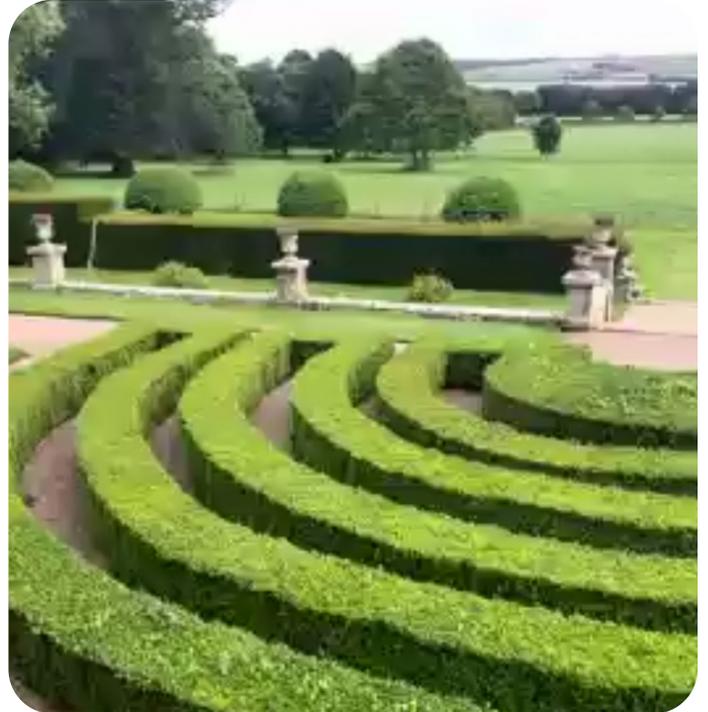
We also had the privilege of initiating weekly virtual photo walk tours for Sunnybrook Health Sciences Veteran's Centre and its staff.

At a time when we were closing our doors due to the pandemic restrictions, Virtual Photo Walks opened a window to interactive experiences around the world enabling participants to feel a greater sense of connection and community.



Since 2011, **Virtual Photo Walks** have used the power of cloud-based video conferencing to enable the disabled, infirm and those isolated and hospitalized to visit distant places and venues. Using “virtual volunteer guides” equipped with smart phones, and through immersive, real-time experiences of places/sites, participants see first-hand the things they might never get to see. They are encouraged to interact with each other and their virtual photographer-guide in each private videoconference.

For more information please email us at info@hospicetoronto.ca



Hike for Hospice Mystery Virtual Photo Walks In Action

Top Row: L & R - House of Dun, Scotland

Middle Row: L - Omiya Bonsai Garden,
Japan; R - House of Dun, Scotland

Bottom Row: Wat Pa Phu Kon Udon
Thoni Temple, Thailand



Volunteer Services

Communication. Connection. Community. Volunteering in the age of COVID-19

The focus of the volunteer department during this unprecedented year has been to support our incredible team of volunteers as they continued to demonstrate their care and concern for the people we serve. Time and again, volunteers prioritized offering their skills, wisdom and presence to Hospice Toronto, while at the same time dealing with the impact of COVID-19 on their own lives.

Their creative capacity for contributing has been inspiring! Due to the ongoing impact of COVID-19, significant course corrections were necessary in how we trained and supported volunteers as well as how we delivered our services. Our volunteers certainly stepped up during this time of enormous change.

We worked to ensure that initial protocols were in place for volunteers to safely continue supporting clients in the community and Infection Prevention and Control (IPAC)-compliant support was born.

Volunteers again proved resourceful when the ongoing pandemic called for further innovative programming, like retooling our Day Program to become Club Connection, a chance for folks to gather virtually every day for storytelling, singing, peer support, meditation, and learning. The Young Carers programs thrived online as volunteers provided homework help and facilitated opportunities for online connection with peers. Students and volunteers from all program areas learned to navigate Zoom for everything from Expressive Arts sessions to language classes for Creative Caring Communities clients.

Hospice Toronto said a fond farewell to Alex Schaffter with appreciation for her guidance over Volunteer Services during this challenging time. We welcomed our new Manager of Volunteer Services, Betty Ann Rutledge, who brings over 25 years of experience and a passion for engaging and educating volunteers in community healthcare, hospice, and bereavement. Betty Ann successfully reimaged our Hospice Core Training to a virtual learning environment and in addition has trained over 50 volunteers in specialized telephone support. She will continue to lead our amazing volunteer team, confident that the compassionate commitment and caring of Hospice Toronto's volunteers will meet the demands of whatever lies ahead.



Betty Ann Rutledge
Manager, Volunteer Services

Fund Development

Thank you for helping us *Add Life to Days*

As we reflect back on this past year, our sincere thanks and gratitude goes out to each of our incredible donors. During this uncertain, unprecedented period your generosity enabled Hospice Toronto staff and volunteers to continue providing compassionate care and offering support to those we serve.

I would like to take this opportunity to express a special welcome to our new donors who started supporting Hospice Toronto during this extremely challenging year.

As COVID-19 took hold, our Fund Development team quickly acted to ensure continued support through our programming. Hospice Toronto's client and caregiver support group quickly moved, reaching out by phone and on-line for weekly check-ins while the monthly Fund Development newsletter was revived. As connection and communication became critical elements in every service area at Hospice Toronto, the Fund Development newsletter provided current resources and information about the pandemic situation. This information was gratefully received, especially by those who lived alone and felt isolated.

Our Giving Tuesday & Holiday Campaign, run during the December holidays, was met with generosity and support by donors, enabling us to provide our most vulnerable and marginalized clients with more than 1,000 hot meals and food hampers. Our deepest thanks to our supporters who helped make this happen by donating to this important campaign.

A hearty thank you is due to our Circle of Caring monthly supporters. Your ongoing monthly commitment helps sustain our in-home hospice programs throughout the year.

Finally, thank you to the Fund Development and the Communications Committees! Without their unending support, Hospice Toronto could not stay connected with you, our supporters, in the same ways we did pre-COVID.

With deep gratitude,

Kathryn Adamo
Senior Fund Development Officer

P.S. If you'd would like to receive information about our Circle of Caring program for monthly donors or legacy giving, I can be contacted at kathryn.adamo@hospicetoronto.ca or call 416.723.4154.



Virtual Events

Our Event Committees are to be commended. Without their outstanding idea to move each event to a virtual platform, we would not have had the opportunity to remain connected with you.

During the summer, our annual Hike For Hospice proved a fun way for participants to hike virtually. Hikes ranged from walking in living rooms, biking, or walking pets, to exploring the great Ontario outdoors with family and friends. Each team practiced social distancing in order to remain safe and healthy while raising needed funds and awareness.

This year's, There's No Place Like Home Gala took place on October 22, and was broadcast from the beautiful Aga Khan Museum directly into our attendee's homes. Participants tuned in for an hour of wonderful entertainment and information about Hospice Toronto. Host Justin Landry opened the event and welcomed viewers, Rick Mercer, Elizabeth Manley, Maggie Cassella and many more provided wonderful entertainment. Thank you to everyone who supported us with donations or bid on silent auction items.

Also, a final thank you to all our sponsors, we are very grateful to them for their commitment, generosity and ongoing support!





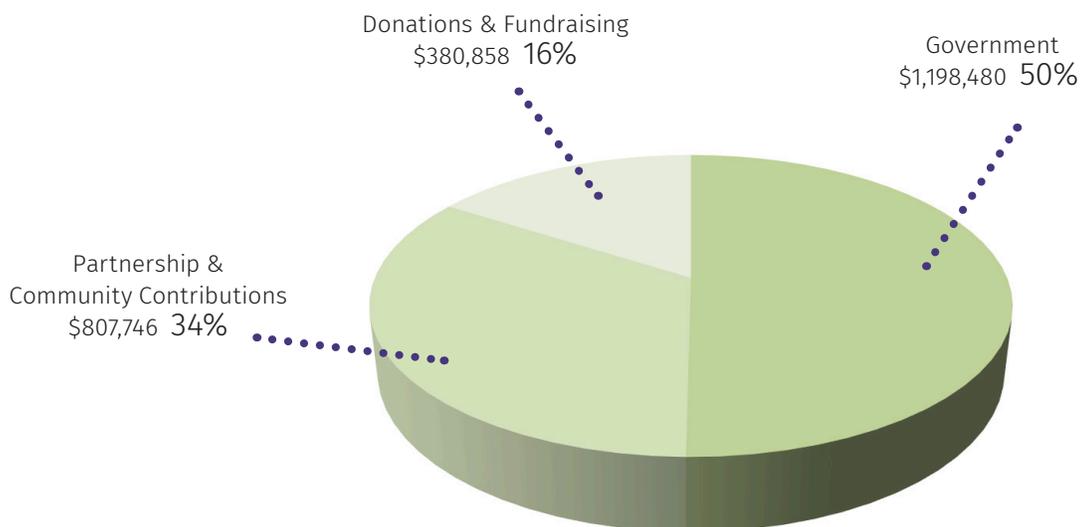
For more information about our programs and services or volunteer opportunities available, please contact us at 416.364.1666 or info@hospicetoronto.ca or visit our website at www.hospicetoronto.ca. Our programs include: the Community Day Hospice, Peer Support, Expressive Arts Therapy, Creating Caring Communities, and Young Carers Program.

Statement of Financial Position – Fiscal Year Ending March 31, 2021

ASSETS	FISCAL 2021	FISCAL 2020
Cash	\$199,724	\$319,028
Accounts Receivable	\$243,740	\$158,513
Prepaid Expenses	\$4,218	\$20,933
Investments	\$652,974	\$588,001
Capital Assets	\$24,363	-
	\$1,125,019	\$1,086,475
LIABILITIES		
Accounts Payables & Accrued Liabilities	\$145,225	\$239,293
Deferred Revenue	\$24,363	\$270,800
Canada Emergency Business Account	\$40,000	-
	\$209,588	\$510,093
NET ASSETS		
Invested in Capital Assets	-	-
Unrestricted Net Assets	\$915,431	\$576,382
	\$915,431	\$576,382
	\$1,125,019	\$1,086,475

Sources of Funds

Total: \$2,499,188

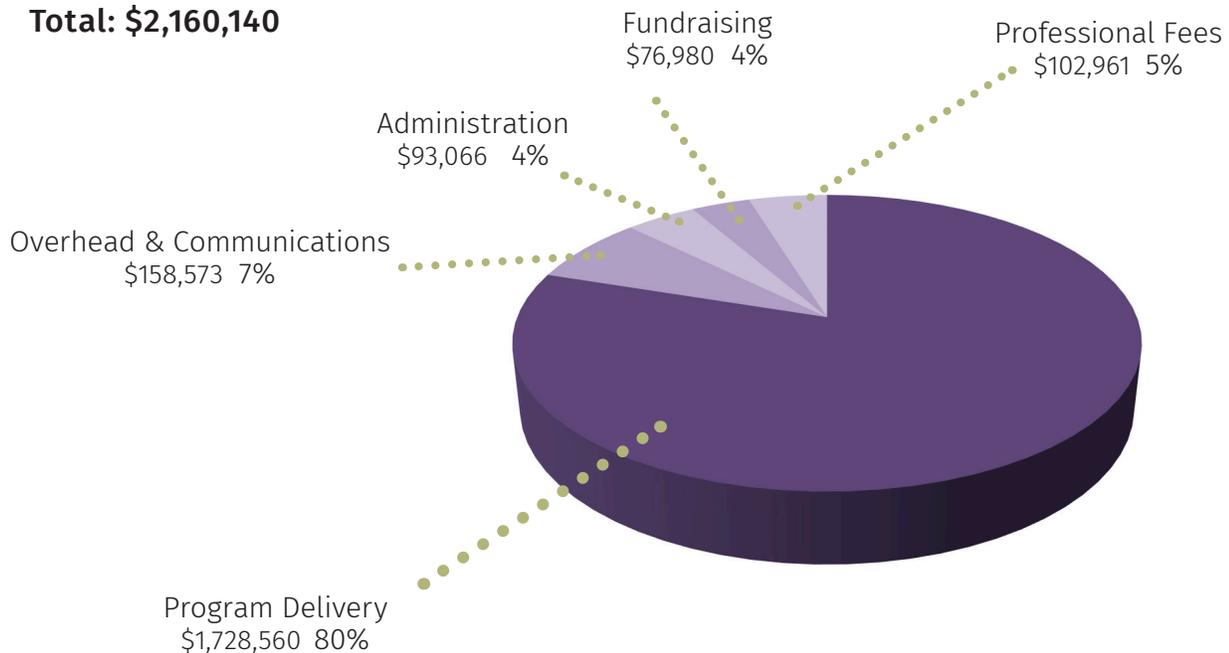


Statement of Operations for the Year Ended March 31, 2021

REVENUES	FISCAL 2021	FISCAL 2020
Government	\$1,198,480	\$1,261,594
Partnership & Community Contributions	\$807,746	\$323,071
Donations & Fundraising	\$380,858	\$498,044
Investment Income	\$112,104	(\$3,913)
	\$2,499,188	\$2,078,796
EXPENSES		
Program Delivery	\$1,728,560	\$1,378,829
Overhead & Communications	\$158,573	\$181,075
Administration	\$93,066	\$110,564
Fundraising	\$76,980	\$193,253
Professional Fees	\$102,961	\$59,011
	\$2,160,140	\$1,922,732
Excess of Revenue Over Expenses	\$339,048	\$156,064

Uses of Funds

Total: \$2,160,140





HOSPICE
TORONTO

We are so grateful to our community for every donation, every sponsorship and every act of kindness that helps to make Hospice Toronto's mission possible.

You are a critical part of our team...
Thank you!

A special thanks to our major supporters.



MACKENZIE
Charitable Foundation
Fondation de bienfaisance



The AIDS Bureau

Hospice Toronto

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