

ANNUAL REPORT 2023



Creating Caring Communities



HOSPICE
TORONTO



HOSPICE
TORONTO

OUR MISSION

Hospice Toronto enables access to appropriate care and support for people with serious illness and their caregivers when and where they need it, whoever they are.

We achieve this through our culture of caring and discovery, which is fuelled by

- Passionate, dedicated volunteers
- Imaginative partnerships
- Focus on research and innovation

OUR VISION

To serve our clients, communities, and caregivers through pursuing ground-breaking advances in community-based care.

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

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Navigating the New Normal

CEO & Board Chair Message

- *Recover*
- *Focus*
- *Strengthen*

Recover. Focus. Strengthen.

These are Hospice Toronto's strategic themes for 2023 through 2025.

Emerging from the COVID-19 pandemic, how are we doing? After facing one of our most challenging chapters, our 2023 client satisfaction survey demonstrates the powerful impact Hospice Toronto continues to have on the quality of life and continuity of care for people with serious illnesses and their caregivers.

Some of the outstanding results from the survey include:

- **99%** felt they were treated with dignity and respect
- **98%** felt their unique needs were being heard
- **85%** had a positive experience with staff and volunteers
- **97%** would refer a friend or family member
- **Of the 60%** of clients who were matched with an In-Home Hospice Companion, **92%** agreed that the volunteer had improved their quality of life
- **Of the 41%** of clients had received complimentary therapy, - **80%** felt their wellbeing had improved

As our team's focus has switched to rebuilding capacity and normalizing service delivery, our client data is showing some encouraging trends, including a significant increase in In-Home Hospice Companion support, which started the year with very few volunteer matches. One-to-one grief and bereavement support hours within the community have doubled. We continue to see strong demand for the grocery delivery program. In total, there has been an overall increase in client-facing volunteer hours to 10,171.

"I so appreciate your caring, helping and grocery vouchers. Terminal Cancer is stressful, exhausting and expensive. Special diet, medicine, mobility assistance and so many other supports are now needed for activities of daily living.

My hospice volunteer visits are the highlights of my week. I am truly grateful for their time. They are genuinely caring and I am so blessed to have them in my life. These kind people provide help cooking, shopping, housekeeping, and empathic, compassionate counselling.

A heartfelt thanks to all of you who ease the burden and provide some financial relief with groceries."
- Hospice Client

Hospice Toronto is also making strides in optimizing operations and service delivery, showing:

- 140 more clients served than last year
- Increased number of referrals
- Reduction in wait time between referral and service received by 50%

So where do we go from here?

Through the dedicated work of our staff, volunteers, board and committee members, Hospice Toronto is stronger than ever, coming out of the COVID-19 pandemic with a renewed sense of purpose. Our priorities for 2023-2025 fall under three key pillars:

Pillar 1: Serve Our Communities

- **Evolve our current suite of services** for people with serious illness, and caregivers, to ensure they meet current needs.
- As we return to supporting clients in their own homes, **offer volunteers in-person training and service opportunities** that were limited during the pandemic.
- **Sustainably grow Hospice Toronto's team of staff and volunteers** to ensure we are able to meet demand for care, whether it's in-person or virtual.

Pillar 2: Tell Our Story

- **Increase awareness** of the services Hospice Toronto offers with health system partners and the broader community.
- **Share the positive impact** of Hospice Toronto and hospice palliative care to encourage financial and other forms of support of this important part of the health care system.
- Explore opportunities to use our website and other communication channels to **provide resources** to clients and caregivers in new ways.

Pillar 3: Build Our Future

- **Provide solutions** to health system challenges such as hospital overcrowding by participating in Ontario Health Teams and other health system improvement initiatives.
- Work closely with partners across the health care system to identify opportunities to **collaborate** to provide the best possible care to clients.
- **Develop an ambitious fundraising plan** to support existing service levels and increase the quantity and type of support we offer as need grows in our communities.

We are already moving the needle in all three areas, but our Hospice Toronto team wouldn't be successful without the generous and compassionate support of our donor community, funders and government partners. For all of us who have been touched by the challenges and gifts that come from caring for a loved one at the end of life, the importance of the work we do goes to the heart of our humanity as a community. It drives everything that we do.

Thank you to all of our community, for keeping Hospice Toronto's work vital, relevant and alive.

With appreciation,

Dena Maule
CEO



Ruth Bastedo
BOARD CHAIR

2022-2023

A Look at Hours of Care & Support Given



2604

Hours of Hospice
Care Companionship



10,171

Hours of service given
to clients & caregivers



615

Hours of Complementary
Therapy like Reiki,
Therapeutic Touch &
Expressive Arts



220

Hours of Grief &
Bereavement support
groups provided



378

Hours of one-on-one
Grief & Bereavement
SUPPORT



1508

Hours of service
for Young Carers &
Families



914

Hours of service
for Creating Caring
Communities &
Families



259

Hours of service
supporting the Food
Security Program

In-Home Hospice

“For the Hospice Toronto teams and your wonderful group of thoughtful, kind, and selfless volunteers, it is not just about preparing and serving and cleaning up after a meal. It is also a social visit that lasts about three hours. We talked nonstop.” (client)

2022-2023 provided an opportunity for the Hospice Toronto team to use the lessons learned during pandemic lockdowns to create a hybrid menu of services to best support clients and their families. It was wonderful to get volunteers safely back into homes and provide the quality face-to-face practical assistance Hospice Toronto is known for while retaining some online and virtual services to continue to connect with clients who, for many reasons, preferred that model.

The In-Home volunteers were eager to assist clients and families with meaningful caregiver relief and practical assistance like shopping, cooking, legacy work, and emotional support. Rigorous self and client screening made safety a priority and the Personal Protective Equipment (PPE) requirements were above industry standard, making families feel confident and protected.

Clients who received long awaited in-person support were so happy to connect and interact with the amazing volunteers.

We learned from the pandemic that a virtual connection worked well for many clients and caregivers for many reasons like mobility issues, transportation costs and safety. Reiki services were offered both virtually and in-person with remarkable success, and Expressive Art Therapy continues to be predominantly virtual as clients report feeling safe and supported while expressing themselves artistically in the comfort of their homes.

Food Program



“The grocery funds from this program have helped me tremendously. With the costs of pretty much everything increasing, this program reduces stress and I’m able to eat healthy which helps greatly when I’m going through treatment.”

The Hospice Toronto Food Security Program, initially funded by the Ontario Community Support Program, continued to be a crucial support this year as many of Hospice Toronto clients are vulnerably housed and facing economic hardship, and experience food insecurities as a result. Our clients and community partners reiterate how much this program is appreciated and relied upon. Grocery cards are provided to clients via their Hospice Care Companion (in-home volunteer) visits and give families the opportunity to prioritize their needs in a challenging economic environment.

Volunteer Services

“Everybody can be great. Because anybody can serve. You only need a heart full of grace. A soul generated by love.”

~Martin Luther King, Jr.



Hospice Toronto’s volunteer program continued to thrive post-pandemic as volunteers provided a range of compassionate and person-centered services to individuals and families facing life-limiting illness, death and bereavement. We ended the year with a record 254 active volunteers and students. From providing complementary therapies in the home, delivering groceries, providing hospice care companionship and caregiver relief, to virtual bereavement care, and supporting young carers, volunteers showed up – with hearts full of grace and souls generated by love - to meet the needs of folks in our communities.

Final evaluation comment from a Core Training participant:

“Something I learned about myself in this training is humility. And the importance of being present for myself and for clients. It’s not about doing, it’s about being.”

65 new volunteers completed our professionally designed and delivered hospice core training and 24 of those went on to complete additional, extensive education and training to become Peer Bereavement Care facilitators. Eighty-seven in-home volunteers completed their in-person hands on care training module – the first time it’s been offered in three years. Ongoing education and support for volunteers included Cultural Humility, Self-Care/ Self-Compassion, Expressive Arts Therapy and our monthly peer bereavement support group. Continuing to communicate effectively with volunteers and providing ongoing opportunities for development and care continues to be a guiding intention.

Despite the disappointment of having to cancel the holiday party because of COVID-19 concerns, we were able to provide volunteers with much deserved thanks and recognition.

I just wanted to send a note to thank you and Hospice for thinking of your volunteers this holiday season and for your generosity in sending a gift card. Definitely not required, but certainly appreciated. I really enjoyed the video- I especially liked seeing everyone’s faces and listening to such warm, personal greetings. I am sure the communication was much appreciated from all the volunteers (I know I appreciated it!).”



Grief and Bereavement

For those who have experienced a loss, the Hospice Toronto Grief and Bereavement program offers quality services through one-to-one peer support, support groups, and complementary therapies such as Reiki and Expressive Arts. The Grief and Bereavement program at Hospice Toronto is anchored by highly skilled, well trained, and motivated volunteers who companion clients and families on their journeys of grief, normalizing their experiences with the goal of making a more grief-literate society. Hospice Toronto has a very holistic service model, and the additional complementary service offerings tend to the physical, emotional, mental, and spiritual aspects of grief. The greatest testament to the program's success is the client who returned this year as a volunteer to help other families



Palliative Day Program

This year our Palliative Day Program shifted to one gathering on Monday afternoons, led by a volunteer highly skilled in Mindfulness Meditation. It has become a space open to clients, caregivers, volunteers and staff to become grounded as they head into a new week. Hospice Toronto's Day Program remains virtual at this time as we continue to navigate COVID-19 and a sector wide shift to hybrid models of care with high hopes for in-person gatherings. In reducing the frequency of program offerings within the virtual day program, our goal was to create a more intentionally filled space. Clients and caregivers who attend bring a week's worth of experience and are ready to be supported and provide support.



“I do not know what I would have done without the program. I was so isolated and now I find myself interacting increasingly.”

Peer Support Program

“The food has been helping me in ways you cannot imagine. Since I am on a fixed income there is hardly anything remaining to buy food. I am appreciative of the help Hospice Toronto has provided for me.”

The Peer Support Program is a long-term pilot project that provides social, emotional, and relational support to our most marginalized clients living with life limiting illnesses. These clients could be experiencing precarious housing, homelessness, immigration/newcomer status, and/or have come to us through the PEACH (Palliative Education and Care for the Homeless) program.

Our peer support workers draw upon their own similar lived experiences to build trust with these clients and provide a level of support that is not always possible with the average “professional” in the hospice and palliative care sector. Now in the third year of this project, Hospice Toronto has been able to provide ongoing support to this clientele through the Food Security Program, and both our Hospice Care Companions and Complementary Therapy volunteers. This is achieved largely in part through the groundwork laid by the peer support workers who visit and keep in touch regularly with both the client and care teams to maintain open communication and system navigation in encouragement of clients accepting service.

Our peer support workers are flexible in their attempts to stay connected with their clients; since not all clients have access to a phone or computer, they often drop in to convey commitment to their clients and the relationships that they have with them. The goals of these visits are to support the client in engaging with their community and to help them feel less isolated in their journey.

In its third year of a four-year mandate with generous funding from the Slaight Family Foundation, our Peer Support Program supports seniors who are marginally housed or homeless and have been diagnosed with a life-limiting illness. Our Peer Support Worker team, who have a lived experience of homelessness, served more than 20 clients.



Expressive Arts Therapy (EXAT)

Expressive Arts Therapy (EXAT) is a mental health practice, that uses the arts and creativity, mindfulness and client focused listening techniques to support the client's needs. Its benefits are numerous, from reducing stress and anxiety, to providing relief from emotional and mental suffering to learning new coping techniques. At Hospice Toronto there is a team of EXAT students and EXAT volunteers under the guidance of the Expressive Arts Therapy program coordinator. We continue to provide EXAT services to clients in groups and in one-on-one formats, in-person and online for those participating in Hospice Toronto programs, including

- community palliative clients
- caregivers
- Young caregivers
- Grief & Bereavement clients
- Creating Caring Communities.

Our EXAT program has active Partnerships with Aids Support Organizations such as: PWA - People with Aids Foundation, Sherbourne Health, Asia Community Aids Services (ACAS), MAGGIE'S & PASSAN for people affected and at-risk.

We also provide outreach and Group EXAT services to Aids Support Organizations (ASO).

This year, through our partnerships we have extended our one-on-one services for grief and bereavement. We increased our ability to meet this need within the community while Expressive Arts served more than 78 HIV clients with their team of EXAT volunteer students. Thank you to our students as our program served more clients in need.

Complementary Therapy

Our complementary therapy volunteers, predominantly REIKI and massage therapy, continue to provide excellent care to our clients. Their work is offered to clients living with life limiting illness, caregivers and bereaved individuals. Supplementing the community palliative care teams with their skills, complementary therapy volunteers continue to be crucial members of care teams in the community, often bringing more than their skills with their compassion and willingness to be present, alleviate suffering, and promote peace within the body and mind.



“I have experienced Reiki before, but this time it was very different as we didn’t speak a lot before except for introducing ourselves. Margarita explained what the session was going to cover and what was expected of me. She made me very comfortable and asked permission to begin, and the process started.”

“I knew that Margarita was going to place her hands over my body and move the energy around in my body. What I didn’t expect was for Margarita to feel what my body was experiencing without me telling her about it. After each session we would sit and talk about what she felt during the treatment, it was either pain or tension. I also felt the pain in my body reacting to her placing her hands over that area and had visions while this was happening. I was always left better off than when we started and felt loved and cared for by Margarita.”

“Margarita has a very special gift that she is willing to share with others and if you are lucky to be offered her services, I wouldn’t say no. If you are not sure, expect to feel connected and the energy in your body that is trapped to be released and moved about. Don’t forget to drink lots of water and get up slowly and smile.”

Creating Caring Communities (CCC)



Creating Caring Communities (CCC) is a capacity-building, neighbourhood-based community initiative in St. James Town, Toronto. CCC creates meaningful neighbour and community connections to support isolated and socially vulnerable community members through culturally relevant social support. Through these connections in the community, CCC aims to:

- support isolated and vulnerable community members with a life limiting illness, and/or their carers, in their choice to remain at home;
- connect individuals to local social and health services;
- increase the well-being and self-efficacy for all involved, and
- contribute to making St. James Town a more caring and compassionate place to call home.

Besides the regular support, CCC facilitates virtual and in-person sessions twice a week to keep isolated community members connected. CCC is a community within the community.

“My Name is Angelina Moore. I moved to the St James Community in 2017 and immediately knew that I wanted to have strong ties to my new community because I wanted to make a difference.

I visited “The Corner” at 200 Wellesley where I was introduced to the CCC Coordinator. She walked me through the CCC program. Having a heart for seniors and wanting to make a positive effect on their lives, I expressed my interest to join the program as a volunteer. I have done my 35 hours of training and done my vulnerable sector police clearance check.

Currently, I am helping 3 seniors in the community. I get great joy and happiness from serving seniors and helping them to remain in their homes as long as they can. The feeling of giving back and contributing to the seniors in my community is very fulfilling.

My client, HM, whose life I have been apart of for the past 3 years, is now 90 years old. She is very appreciative of my weekly wellness calls, plus I accompany her on her errands if she is having difficulty walking. I also help to ensure she remembers her doctor’s appointments. HM is extremely grateful for the love, care, and support she receives from the CCC and Hospice Toronto.

She has asked me to give a special thank you for the food cards she receives; she says they are a God send and helps to lower her food bills tremendously.”



Young Carers Program (YCP)

The Young Carers Program (YCP) had a busy and exciting year. We offered over 100 programs including: teen leadership programs, Homework Help, Back to School Workshops, Expressive Arts Workshops, YCP Nights, Relax to the Max, Family Holiday Party, S.I.B.S (Super Incredible Brave Siblings), trips to a Toronto Maple Leaf’s game and to Ripley’s Aquarium, and introduced our new Grief Literacy Program.

YCP also transitioned from virtual programming to a hybrid model, offering both virtual and in person programming—this included our first in-person March Break Camp since 2019!

YCP participated in multiple events and projects bringing awareness to young carers’ issues by encouraging young carers to attend and speak on their experiences.

1. In collaboration with the University of Waterloo, Hospice Toronto’s Coordinator and two young carers participated in a research process as co-researchers in a participatory action research project on Understanding Young Carers and their Leisure (UYCL): A Critical Participatory Action Research (CPAR) Initiative. [Please click here to read more.](#)

2. YCP participated in the City of Toronto’s Caregiver Day and Spare a Thought for Dementia’s Caregiver Awareness Event where projects included Accessible Media Inc.’s Young Carer’s documentary and the Textile Museum of Canada for their Community Makers Program.



“The Young Carers Program has made a huge impact on our family.

So much of our attention and focus revolves around the needs of our autistic son. The Young Carers have offered Magnus a place to shine, with kids who understand what life is like caring for a family member. Magnus has been able to pursue his interests and develop friendships in your wonderful programs and events, and we couldn’t be more grateful that your organization has offered him the chance to do things we never could. YCP programming brings a level of meaning to his life that extends far beyond fun and recreation to include emotional support as well. I asked Magnus how he feels about YCP and he said, “I always look forward to seeing my friends at the Young Carers.” ~ YCP

Family

Beeyonder Program



Hospice Toronto, in partnership with Beeyonder and through the generous support of the Ministry for Seniors & Accessibility, successfully ran 4 group sessions, engaging about 100 individuals comprised of a mix of seniors, care providers, and people living with illness. We were so excited to tour Italy, Costa Rica, Luxor, Egypt and Palermo, Buenos Aires, to name a few. Each group was offered through four of our community partners. With the information we provided them, the organization gathered clients and colleagues and scheduled tours to experience together. Participants attended either in-person as a group in one room with the tour projected on a large screen or as individuals connected virtually to the tour through Zoom on their computers.

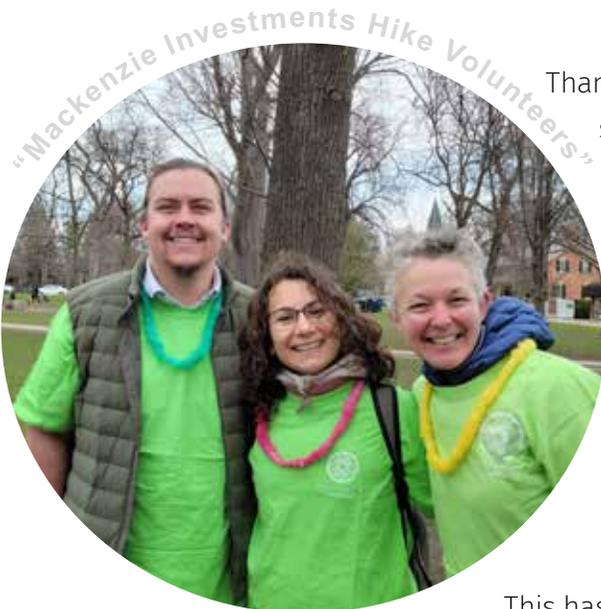
The following statistics are reflective of the results we received through the follow-up survey of our Beeyonder Program:

- Overall rating of the tour was 4.9 out of 5
- 100% of respondents agreed that they would attend another tour
- 85% would be interested in arranging a personal tour (specific place with meaning the individual and/or their family)
- Identified benefits of the tour
 - 90% agreed they got to experience a new place
 - 70% agreed the tour provided a break from the activities in their usual day
 - 85% agreed the tour improved their mood
 - 57% agreed they shared an experience with their community
 - 100% agreed they were able to see the world beyond their ability

Beeyonder's virtual tours are live, interactive and culturally immersive private experiences. Participants can speak directly to the local guide throughout the private tour to experience the destination as if you are actually there.

Fund Development

Thank you for helping us **Add Life to Days**



Thank you so much for your uplifting, heartwarming and steadfast support this past year as Hospice Toronto reconnected with supporters and clients in-person again since the pandemic began.

We were thrilled to attend in-person events after two years of pandemic restrictions. Our 20th annual Hike for Hospice was very exciting when our team connected with volunteers, board members and one another in person.

We had an amazing day filled with community and goodwill as we welcomed more 100 hikers and raised more than \$11,500.

This has been a particularly busy year as our team's success continued when we received funding from the Ontario Trillium Foundation to support Fund Development activities and resources. Global philanthropic is supporting our review as we refine and respond to current trends in fundraising activities and community opportunities. We will complete this work in September 2024 and look forward to sharing our outcomes!

The Slight Family Foundation, through the United Way, enables and funds the launch of a Peer support program for our city's homeless, precariously housed and dying. Through building trusting relationships, health care navigation, access to care and partnerships has assisted this critical program to move forward. A day program at the Church of the Holy Trinity has also provided an amazing opportunity to enhance support and expand beyond our initial work with the Inner-City Health Alliance's PEACH program.

In preparation for the return of our in-person Gala, 'There's No Place Like Home'. Nevina Kishun has added Gala Chair to her Board Member role. We look forward to hosting this event at the Aga Khan Museum on Nov 23, 2023.

Please accept our gratitude for your continued support of Hospice Toronto. Your outpouring of generosity is what facilitates our programs' growth and support. Together we are providing access to in-home hospice care and comfort when they are most needed.

P.S. Considering becoming a Monthly Supporter or Leaving a Legacy Gift? For more information, please visit our website at www.hospicetoronto.ca or contact Kathryn at Kathryn.adamo@hospicetoronto.ca or 416.364.1666.

Hospice Toronto

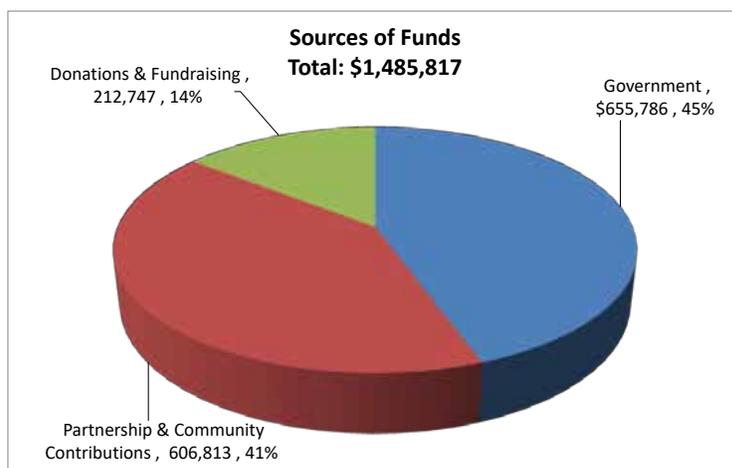
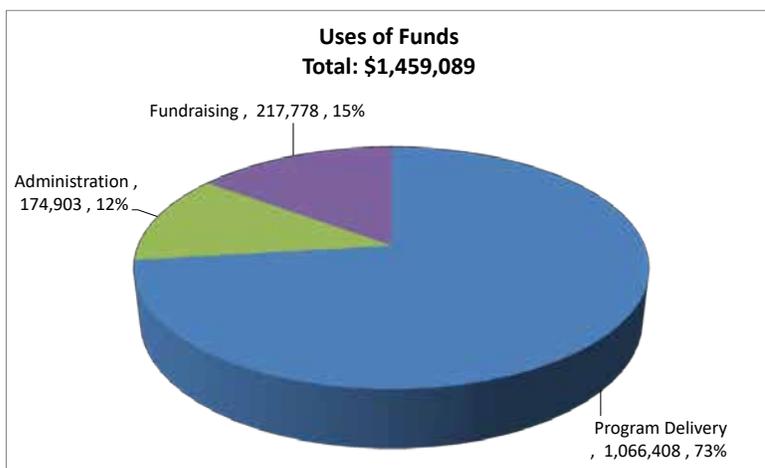
Statement of Financial Position

Fiscal Year ending March 31, 2023

ASSETS		FISCAL 2023	FISCAL 2022
Cash		\$ 427,012	\$ 273,840
Accounts Receivable		110,472	157,739
Prepaid Expenses		4,888	4,540
Investments		733,814	731,594
Capital Assets		8,121	16,242
		\$ 1,284,307	\$ 1,183,955
LIABILITIES			
Accounts Payables & Accrued Liabilities		\$ 82,957	\$ 71,487
Deferred Revenue		103,395	41,242
Canada Emergency Business Account		40,000	40,000
		226,352	152,729
NET ASSETS			
Invested in Capital Assets		-	-
Unrestricted Net Assets		1,057,955	1,031,226
		1,057,955	1,031,226
		\$ 1,284,307	\$ 1,183,955

Statement of Operations For The Year Ended March 31, 2023

REVENUES		FISCAL 2023	FISCAL 2022
Government		\$ 655,786	\$ 670,119
Partnership & Community Contributions		606,813	607,491
Donations & Fundraising		212,747	286,750
Investment Income		10,471	22,091
		1,485,817	1,586,451
EXPENSES			
Program Delivery		991,276	1,154,655
Overhead & Communications		150,264	75,882
Administration		39,612	7,106
Fundraising		157,619	129,129
Professional Fees		120,318	103,884
		1,459,089	1,470,656
Excess of Revenue Over Expenses		\$ 26,728	\$ 115,795





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.



Hospice Toronto

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