

Kit for Kids Program

The Kit for Kids program continues to meet the needs of children, who have a family member living with a life threatening illness or who themselves are ill.

The core program provides services to children through volunteers who receive 30 hours of care team volunteer training as well as an additional 21 hours of training, focused specifically on the unique needs of children facing loss. The program provides a safe and non-judgmental place for the child to

explore and express their feelings through shared activities with the volunteers. This can bring a sense of normalcy to the child's life.

Hospice Toronto has been successful in taking a leadership role in the development of this program that today continues to attract more and more volunteers. In January 2007, 7 new volunteers joined the Kit for Kids program and are finding great satisfaction in the special work that they do.

Volunteer Services Program

Volunteers are the heart of Hospice Toronto. None of our programs could exist without the work of the hospice volunteers who provide thousands of hours of care to our clients. All home support volunteers receive intensive training to prepare them for this work. Before being matched with a client these volunteers undergo a thorough screening process and attend 30 hours of training provided at no cost to the volunteer. This year we welcomed 55 new volunteers to the Hospice Toronto family.

Through evaluation and feedback processes, we enhance and grow

programs according to demand. Consistently, Hospice Toronto volunteers report how rewarding it is supporting families affected by life-threatening illness. The following is a quote from one of our volunteers.

"It is an honour to share in someone's last journey in a meaningful way, a feeling of being part of a circle of life. My own life experiences being used to help others"

– Hospice Toronto Volunteer



Our annual volunteer appreciation party in September of 2006 @ P.J. O'Brien's. Ifeoma Bean, Volunteer, Jean Robinson, Volunteer, Brenda McNee, Volunteer



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Web Site: www.hospicetoronto.ca

Registered charitable number:
13881 – 5618 – RR0001

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 the Privacy Legislation. If you would like your name included in the donor recognition in the future please send us your approval in writing.

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Mary-Ann Rivers
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Client Services Coordinator
Lorie Scratch
Director of Development
Sarah Stevenson
Manager, Volunteer Services

CONSULTANTS

Lynn Aonso
Finance Coordinator
Cher Curshen
Expressive Arts Therapist

CREDITS

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Cher Curshen

DESIGN:

Crescent Group

THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
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Hospice Toronto gratefully acknowledges the financial support of The Ontario Trillium Foundation, an agency of the Ministry of Citizenship, Culture and Recreation. With \$100 million in annual funding from the province's charitable gaming initiative, the Foundation provides grants to eligible and not-for-profit organizations in the arts, culture, sports, recreation, environment and social service sectors.



HOSPICE
TORONTO

WHEN YOU CANNOT ADD DAYS TO LIFE,
ADD LIFE TO DAYS*



ANNUAL REPORT
2006-2007



HOSPICE
TORONTO

MISSION STATEMENT

Hospice Toronto staff and trained volunteers provide and facilitate access to compassionate care for people with life threatening illnesses, offering them support options, honouring their choices and supporting their families and friends.



Dena Maule, Executive Director and Jeannette Wiltse, President - Board of Directors

COVER: Nicole Kastanias participated in our first preschooler expressive arts therapy group for grieving children with BFO Toronto, winter series. Cher Curshen, our expressive arts therapist, says that for her this photo is "expressive arts personified...The colours of grief are many and children hold many colours"

*used with permission from the Society for the Promotion of Hospice Care in Hong Kong

Last year at this time, we quoted "Nothing endures but change"¹ and as we report to you on the fiscal year ended March 31, 2007, change has again been a constant theme affecting Hospice Toronto.

In response to this environment, we initiated an organizational review; reviewing all aspects of the agency to determine what we needed to do in order to build a solid foundation from which to serve our clients and to meet evolving challenges.

- We reviewed our skill sets in light of needs and upcoming changes to the team thank you to June Galbraith, Client Services Coordinator, 13 years service, resigned to pursue another career, Jeanette Browne, Program Manager, 7 years service retired in June 2007 and Denorah Regis, Client Services Coordinator, 2 years and volunteer for 6 years, left in July to pursue her Masters degree. and welcome to Lorie Scratch, Director of Development; Farah Allen, Manager, Events and Community Engagement and Sarah Stevenson, Manager, Volunteer Services.
- We examined our physical environment.... and chose to expand our space to include room to house our training programs, and to offer new services.
- While maintaining our core home visiting hospice services, we added and expanded our complementary services ...
 - Recognizing that the hospice is located in a high density urban work environment where there are many individuals living with and supporting family members who are dying or who have experienced a recent death, and who would benefit from anticipatory grief and bereavement supports, we launched lunch and after work programs to meet their needs. This program has been successful and we have plans to expand it further.
 - Our Expressive Arts Program grew substantially in the last year and we provided our first

in-school groups at St. Joseph Catholic School. We hope to attract funding to research 'evidence based practice' to document the positive impact of Expressive Arts support for the newly bereaved.

In the broader community, as the LHIN's moved into position as the community based bodies charged with responsibility for planning and funding of local health care agencies, replacing the MOH centralized funding mechanism, our board members and staff participated in stakeholder outreach meetings, and attended Hospice Association of Ontario information sessions to broaden our understanding of the new environment and to build networks. We also continued to focus on building collaborative working relationships with other organizations in the palliative community.

Looking forward, we anticipate that a "change environment" will continue to be our constant companion, prompting continued evolution of our services, staff, volunteers and board.

We would like to acknowledge and thank those board members who will be stepping down after the upcoming Annual General Meeting - Atul Kapoor, Nicole Riggs, Andrea Freund and Steve Nardi - each of you will be missed.

Please mark your calendars, our 20th Anniversary celebrations are fast approaching and we invite you to join with us in celebrating our accomplishments!

Dena Maule
Executive Director

Jeannette Wiltse
President-Board of Directors

Looking Forward - Celebrating 20 Years of Service

Next year is a year of celebration as Hospice Toronto celebrates our 20th Anniversary! In this time of reflection we are looking back and remembering where we came from with fond and loving memories, how we have grown and changed over the years as well as looking into the future as we embark on new and innovative programs and services.

As we move into our 20th year we are closing 2007 with several exciting events. Our Annual General Meeting, on October 17th is a panel discussion on the "Changing Philosophy on Cancer Treatment and How it Effects Palliative Care." This new format promises to be a lively and informative experience.

In November we are launching our newest event, Home Sweet Home – where *our story begins* at the elegant 5 star Hazelton Hotel. We have an exciting, innovative twist on an old event as we launch the Virtual Tree of Lights this Holiday season. Watch for details on these events in the coming months.

In Home Support Program

Hospice Toronto staff and volunteers offer physical, emotional, spiritual and practical support using a holistic model of care. This year we have increased the number of volunteers supporting each client and family. We continue to strengthen our relationships with the Community Care Access Centers, Princess Margaret Hospital, St. Joseph's Health Centre, Amyotrophic Lateral Sclerosis (ALS) clinic at Sunnybrook Health Sciences Centre, Temmy Latner Centre for Palliative Care, Hospital for Sick Children and other community partners.

Through the work of our In Home Support Program, we seek to:

- Offer services that are integrated with other community support services

Our website is in a redevelopment phase that when complete, will give the volunteers a new way to keep in touch and up to date with a Volunteer Discussion Board. As we move into our 20th year it is a conscious effort on our part to go green... discarding as much paper as possible in an effort to save money and valuable resources.

We will kick off 2008 with the launch of Huggums the Hospice Bear, with a media campaign including interviews with Ismay Earl, the eight year old girl who named Huggums while her father was dying. The Earl family was supported by Hospice Toronto and wants the world to know how wonderful our staff, volunteers and programs are. What a way to start our 20th year!

In keeping with the newest innovations in programs, training and fundraising events, we have many new projects to unveil in 2008. Watch for information on our huge 20th Anniversary Celebration and other exciting events in 2008!

- Facilitate the choice of being cared for in the home of those with a life threatening illness
- Connect clients to the full range of support they need
- Educate clients and the public about important issues in hospice care and the multitude of options available to individuals and families
- Advocate for excellence in end of life care and ensure continuity of care

"Thank you for the care, warmth and compassion you showed us at a most difficult time. We will always have your kindness in our hearts."

– Caregiver



Tree of Lights 2006

Myth: Hospice is for people who have no hope.

Truth: With hospice, the miracle isn't in the cure... it's in the caring. Clients get substantial relief from pain and other symptoms - their family members and friends get relief and support from hospice care givers. Hospice care allows clients to choose how to spend their final weeks or months of life. Ensuring this kind of control allows our clients to spend quality time with loved ones, and have a meaningful, dignified and peaceful end of life.

¹ Heraclitus (540 – 480BC)

2006 – 2007: A Year In Review

Corporations & Organizations

April 2006 – March 2007

Afif Salon
 Ajilon
 Alliance Atlantis Communications Inc.
 Alliance Environmental & Abatement Contractors Inc.
 Altus Group Limited
 ARCHIDATA INC.
 Art From The Heart
 Art Gallery of Ontario
 Australian Boot Company
 Aztech Communications Inc.
 Babaluu Supper Club
 Bay Bloor Radio
 Black & MacDonald
 Black's
 Blake, Cassels & Graydon LLP
 Blinds To Go
 BMO Financial Group
 BMW Group Canada
 Cadillac Fairview Corporation Limited
 CanadaHelps.org
 Carma Industries Inc.
 Casa Loma
 CIBC
 CIBC Asset Management Inc.
 Cinematheque Ontario
 Cineplex
 Coles
 Crush Wine Bar
 Direct Management Group Inc.
 Diversified Building Services Inc.
 Drive for Life Inc.
 Druxy's Inc.
 Dycon Roof Consultants Inc.
 e=mc2 Salon
 Energy and Lifestyle Alternatives
 ENWAVE ENERGY CORPORATION
 Equicon Services Inc.
 Eservus Online Concierge Services
 Far Niente & Soul of the Vine Restaurant
 Frame by Designs
 Garda du Canada
 Guild Electric Charitable Foundation
 GWL Realty Advisors
 Hair FX
 Heavenly Daze
 Heel Stop
 Hidi Rae Consulting Engineers Inc.
 Hunter Consultants
 Hurley Corporation
 Il Fornello
 Impact Electrical & Mechanical Ltd.
 Institut de Beaute Nimama
 Intercede Facility Management Ltd.
 JRJ Consultants
 Karbouzi Greek Taverna
 Kitchen Roots
 Klockwerks
 KPMG
 KSi Sign Systems Inc.
 Leon's Furniture Limited
 LifeMark Health Management Inc.
 Linda Lundstrom Inc.
 Manulife Financial
 Maple Pictures Corp.
 Marant Construction Limited
 McMichael Canadian Art Collection
 Mechanical Trade Industries Ltd.
 MICA Centre For Leadership
 MMMuffins
 Monarch Paints
 National Ballet of Canada
 Necessities
 Northern Light Technology Inc.
 Opera Atelier
 Pharma Plus
 Pinchin Environmental
 Quinlan Road Limited
 RiskCheck Inc.
 Royal View Romano Real Estate
 S.Z. Jewellery
 Sears Employees Charitable Fund
 Second Cup
 Sisters of St. Joseph
 Soupepper Theatre Company
 South Central Inc.

Financial Statements

Condensed Statement of Operations and Changes in Fund Balances

	2007	2006
for the year ended March 31, 2007		
Revenue		
Ontario Ministry of Health	\$ 418,913	\$ 256,923
Grants – The Ontario Trillium Foundation	75,000	75,000
Contributions	363,402	496,248
Interest Income	9,141	6,337
	\$ 866,456	\$ 834,508
Expenditures		
Program Delivery	424,839	388,778
Professional Fees	136,504	151,515
Administration	82,709	63,473
Overhead and Communications	95,751	74,976
Fund Development	46,123	29,808
	\$ 785,926	\$ 708,550
Excess Revenue over Expenditures	80,530	125,958
Unrestricted Net Assets, beginning of year	390,409	264,451
Unrestricted Net Assets, end of year	\$ 470,939	\$ 390,409
Statement of Financial Position		
as at March 31		
Assets		
Cash	\$ 12,438	\$ 79,844
Short Term Investments	385,622	385,717
Accounts Receivable	11,143	7,997
Prepaid Expenses	8,994	8,970
Leasehold Improvements	69,156	-
	\$ 487,353	\$ 482,528
Liabilities		
Accounts Payable and Accrued Liabilities	\$ 16,414	\$ 92,119
Net Asset		
Unrestricted Net Assets	470,939	390,409
	\$ 487,353	\$ 390,409

Excerpts from Audited Financial Statements prepared by Julia Stavreff. If you wish a full copy of the Audited Financial Statements, please contact Hospice Toronto.



From left to right Hospice Toronto Board of Directors
 Lorri Thompson, Atul Kapoor, Brian Glasspoole, Jeannette Wiltse, Keith Baird, Nicole Riggs, Andrea Freund, Steve Nardi

Fund Development Highlights

Hospice Toronto had a transitional year for fund development initiatives in 2007. Total revenues increased by a modest 4% over the prior year, yet there was considerable shift in the mix of funding by source. Although we received substantial increases in public sector funding from Ontario Ministry of Health (Long Term Care), we also faced greater challenges to attract private funding where we witnessed a net decline in support from the prior year.

During the year, the Hospice concluded a 3-year development initiative funded by a generous grant from the Ontario Trillium Foundation to expand our fund development infrastructure and outreach initiatives. As a result of this study, we have hired a full-time Director of Development to manage the stewardship of our funding stakeholders. We have also created additional operating capacity to fund a full time Manager, Events and Community Engagement position. We are confident that these significant changes to our organizational structure will position us well to address the challenges to grow new sources of private funding that we faced over the past year.

Increased revenues have made a direct impact on our ability to

provide services to our clients. During the year, Hospice Toronto has extended service delivery to 349 clients, an increase of 10% over the prior year.

Our signature fund raising event in the year was the "Tree of Lights" sponsored by GWL Realty Advisors in early December. We also participated in Hike for Hospice during Hospice awareness week in May. Both events were wonderful opportunities to bring our volunteers, staff and board members together to meet our generous donors and key corporate sponsors.

The core of fund development has always been our ability to reach out and communicate our message clearly to the valued donors who already provide vital support to our programs and to reach out to secure new sources of funding. This is a shared responsibility of our staff and many volunteers within the community we serve. We engage our donors and share our enthusiasm with them for the exemplary work that is carried out by our caring volunteers who provide care and thoughtful assistance to individuals facing life's most difficult challenge.

St. John's United Church
 Standard Parking of Canada Ltd.
 Starbucks Coffee Canada #4400
 Strut
 Symth Fisher
 Swiss Chalet
 Tangle Gallery
 TD Securities Employees Charity Auction
 Tidy's Flowers
 The Dennis Group
 The Great American Backrub
 Toronto Police Service
 Travel ABC
 Tritan Building Restoration
 United Way of Greater Toronto
 United Way of Peel Region
 United Way of York Region
 Ven Ver Blind Cleaning Inc
 Wasteco

Gifts from Foundations

April 2006 – March 2007

CIBC Charitable Foundation
 F. K. Morrow Foundation
 RBC Foundation
 The Arthur & Audrey Cutten Foundation
 The Ben and Hilda Katz Charitable Foundation
 The Benjamin Foundation
 The Brumara Foundation
 The Harold E. Ballard Foundation
 The Howard and Carole Tanenbaum Foundation
 The John C. And Sally Horsfall Eaton Foundation
 The Marion Ethel & Frederick John Kamm Foundation
 The McLean Foundation
 The Morrison Foundation
 The Ontario Trillium Foundation
 The Rasch Foundation
 Suncor Energy Foundation
 Estate of Clifton Roberts

Remember and Celebrate Donor

2006 - 2007

Greatly appreciated anonymous donor

Volunteer Appreciation Donor

April 2006 – March 2007

P.J. O'Brien Irish Pub & Restaurant

Public Sector Funding

April 2006 – March 2007

A special thank you to the Ministry of Health (Long Term Care) and the AIDS bureau for their support.

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.

Expressive Arts Therapy Program

Myth: Hospice is a place.

Truth: Hospice is a philosophy of care, not always provided in the form of a residential setting. Hospice Toronto clients can receive hospice care in the comfort of their own home.

This year the Expressive Arts Therapy Program coordinated by Cher Curshen, has continued to provide arts based group programs for children, youths and adults at a wide range of agencies throughout the city.

Hospice Toronto has continued to work collaboratively with Gilda's Club of Greater Toronto, Bereaved Families of Ontario - Toronto, Branch, Casey House, Voices of Positive Women and ACT, offering expressive arts therapy groups and workshops on an ongoing basis. Groups run four times a year with 9 week sessions per series through spring, summer, fall and winter so at any given time, we have had as few as four and as many as eight groups running simultaneously.

In collaboration with Bereaved Families of Ontario - Toronto, we added arts based groups for grieving pre-schoolers, teens and creative writing for adults this year. In addition, our first in-school grief group at St. Joseph's separate school was a huge success where bereaved teens were able to explore their grief experiences on site at their school and with their peers. We anticipate a busy fall and winter season ahead with opportunities to expand our program into additional school locations.

Native Child and Family Services enjoyed a 9 week program designed

for the whole family and it was a relaxing time for all.

In collaboration with Voices of Positive Women, Casey House and AIDS Committee of Toronto, we will be hosting an arts activity table for children at this year's fall picnic for PLA's.

Bereaved Families of Ontario Halton/Peel branch offered a Hospice Toronto group workshop to their volunteers. A huge turn out made this workshop a big success. We look forward to maintaining and growing these relationships in the following year.

This spring, Hospice Toronto launched their Relax in 10 lunch hour meditation and creative writing group for office workers in the downtown core that was hosted at our office. It was very popular with participants wishing it was offered on an ongoing basis. We will be offering a new series in September and will continue growing this Hospice Toronto program.

We are happy to announce our program's expansion with two new locations onboard. In the Fall, a group series will be offered at the AIDS Committee of Toronto and in the Winter we will be offering a pilot workshop for caregivers at the Alzhiemer Society of Toronto.



Our annual volunteer appreciation party in September of 2006 @ P.J. Obrien's Nicole Riggs, Board Member, Deborah Jionet, Volunteer, Dena Maule, Executive Director

Complementary Therapy Program

The Complementary Therapy Program provides a wide range of services, by a group of certified and trained therapists in a variety of modalities. Our professional volunteers offer the following treatments: Massage Therapy, Reflexology, Therapeutic Touch, Healing Touch, Reiki, Music Therapy and Legacy Work (recording a client's biography through words and pictures). The program is one of our fastest growing with more than 50% of our clients benefiting from the expertise of our professional volunteers.

Quite often the complementary therapist is the first introduction to the Hospice for the client. The overall benefit to the client cannot be measured as these treatments provide an overall sense of well-being.

During Hospice Awareness Week in the Fall of 2006 and the Spring of 2007, Hospice Toronto was proud to introduce a number of Complementary Therapies to members of the community, raising awareness regarding the work of Hospice.



Cher Curshen, Expressive Arts Therapist, Evelyn Cheung, Client Services Coordinator

Bereavement Support Program

For many caregivers, the time immediately following the death of a loved one can be wrought with a range of emotions and physical reactions; and they may also face a series of new and often difficult questions. It is important in the grief journey that lies ahead to be able to talk about these experiences, reactions, and feelings. Hospice Toronto's Bereavement Support Program offers family and friends the support that they need as they take their first steps in this journey. A dedicated pool of volunteers, working one-on-one either by phone or in person, can help

caregivers acknowledge death; assist them in dealing with the more immediate tasks of living while grieving; share their pain, sadness, tears, memories, and stories; and provide insight into their experiences. At the end of the support period, volunteers can assist caregivers with information and referrals to formal community bereavement groups. The Bereavement Support Program will be celebrating its 10th anniversary in December 2007 and in the upcoming year, we will be exploring ways to enhance and strengthen this program.



Hospice Awareness week - in Commerce Court @ 25 King Street West 2 of our volunteers chat about the benefits of complementary therapy

Brenda McNee, Volunteer & West Livaudais, Volunteer

Myth: Hospice can't talk to or assist someone without a referral from a physician.

Truth: Hospice recognizes that end of life care is diverse, stressful and frightening. We encourage people and their families to consult with us shortly after diagnosis, so as to ensure the client and their family are aware of the variety of options available to them. Friends or family members of the terminally ill can contact hospice at anytime without a referral from a doctor.