

# Financial Summary

Heart House Hospice Inc – Statement of Financial Position as at March 31, 2010

	2010	2009
<b>Assets</b>		
Current assets	1,873,035	1,237,658
Capital assets	<u>8,158</u>	<u>8,896</u>
Total Assets	<u>\$1,881,193</u>	<u>\$1,246,554</u>
<b>Liabilities and Fund Balances</b>		
Current liabilities	<u>\$83,715</u>	<u>\$67,867</u>
<b>Fund balances</b>		
Reserve for operating costs	383,545	383,545
Reserve for capital project fund	1,163,507	583,700
Operating fund	250,426	203,777
Bingo fund	<u>0</u>	<u>7,665</u>
	<u>1,797,478</u>	<u>\$1,178,687</u>
	<u>\$1,881,193</u>	<u>\$1,246,554</u>

Statement of operations and Fund Balances for the year ended March 31, 2010

	2010	2009
<b>Revenue</b>		
Fundraising events	350,730	321,056
Bequests	75,000	170,471
Donations	619,516	92,006
Grants	682,236	601,011
Interest income	36,712	25,896
Other income	10,921	9,513
	\$1,775,115	\$1,219,953
Deferred revenue adjustments	<u>(5,166)</u>	<u>9,824</u>
	<u>\$1,769,949</u>	<u>\$1,229,777</u>
<b>Expenditures</b>		
Salaries and employee benefits	823,682	782,307
Administration, bldg occupancy, other	141,578	117,138
Communications	23,883	16,951
Public relations and fundraising	86,170	77,103
Consulting fees & one-time expenditure	20,958	81,565
Volunteer Training & Education	14,334	10,844
Bereavement program	1,417	1,289
Day program	1,740	1,812
Amortization of capital assets	5,376	4,448
Website Development	<u>28,130</u>	<u>61</u>
	<u>\$1,147,268</u>	<u>\$1,093,518</u>
Excess of revenue over expenditures	(622,681)	(136,259)
Fund balances, beginning of year	<u>1,183,069</u>	<u>1,046,810</u>
	<u>\$1,805,750</u>	<u>\$1,183,069</u>
Cumulative gains (losses)	<u>(4,382)</u>	
Unrealized gains (losses)	<u>(3,890)</u>	<u>(4,382)</u>
Fund Balances, end of year	<u>\$1,797,478</u>	<u>\$1,178,687</u>

Extracted from the Audited Financial Statements of Calvin G. Vickery, Chartered Accountant Professional Corporation.

## Board of Directors 2009 - 2010

Charlene (Chuckie) Shevlen, Board Chair Retired Director of Mission, Vision & Values, St. Michael's Hospital	Frances Lavigne-Henderson, Retired Educator Debra May Kee, Director of Human Resources Maple Lodge Farms
Stan Seggie, Treasurer President & CEO, RBC Travel & General Ins Co.	Cheryl Englander Aimee Gauthier Assistant Crown Attorney
Theresa Greer, Secretary Executive Director Heart House Hospice	Paul Flewwelling Executive VP Flewwelling Insurance Brokers Ltd.
Connie Day B.Sc., RN, Past Chair Associate Vice President Medical Administration, Credit Valley Hospital	Barbara Waddell
Dr. Alvin Kelly, Family Physician	
Dr. Jean Hudson, Physician	
Esa Para Esanada, Realtor	

## Staff of Hospice of Peel 2009 - 2010

Theresa Greer	Executive Director
David Walker	Director of Resource Development
Susan Endicott	Director Volunteer Development
Geraldine Aguiar	Director Volunteer Development (mat leave)
Dipika Nayyar	Director of Finance & Administration
Debbie Abate	Hospice Care Coordinator
Jane Latham	Hospice Care Coordinator
Leora Kleynhans	Hospice Care Coordinator
Patricia McFalls	Hospice Care Coordinator
Sabrina Proddger	Coordinator of Special Events
Jennifer Hatton	Coordinator of Special Events (mat leave)
Peggy Moore	Coordinator of Bereavement & SpiritualCare
Cindy Elkerton	Coordinator of Bereavement & SpiritualCare (mat leave)
Nancy Rudderham	Coordinator of Day Hospice
Anna Lewyckyj	Coordinator of Volunteers
Aman Chatha	Executive Assistant of Fund Development
Carmen Kee	Administrative Assistant



855 Matheson Boulevard East, Unit #1, Mississauga, Ontario, L4W 4L6  
t | (905) 712-8119 f | (905) 712-4029 info@hearthousehospice.com  
www.hearthousehospice.com

Heart House is partially funded by Mississauga Halton LHIN and the United Way of Peel Region.  
The remaining 50% comes from generous individuals, groups, corporations and foundations



A Special Kind of Caring Since 1985

# 09-10 Annual Report



## Board Report 2009-2010

The year 2010 marks the 25th Anniversary of our organization serving clients and their families who are approaching end of life situations. It is difficult to believe that our new brand and logo have been in existence for one year and continuing in the legacy started by our founder, Laurie Bennett. Heart House Hospice is well established in the community as indicated by our volume increases in this year with over 1000 clients served by our staff and volunteers and providing an average of 22 weeks of service per client. This year, we continue to be steadfast in pursuit of our goal to build and operate a Residential Hospice that will compliment our community visitation, supportive care and bereavement programs. We believe that a Residential Hospice will provide a desired choice to the residents of Mississauga and Brampton at the most difficult time for the lives of clients and their loved ones. One of our new Board members, Grant Reynolds has been passionate in driving our residential mission and has demonstrated tremendous leadership in working with City Councilors, planners and advisors to uncover numerous options for "landing our land" This Mission has been the major focus this year and continues to engage all members of the Board including our strategic advisors (Tom McMillen and Dr. Keith MacDonald).

We are most grateful for the interest and ongoing support of our Mayor, Hazel McCallion and city Councilors, Katie Mahoney, George Carlson and Pat Mullin. I personally wish to thank the leadership of Orlando Corporation for their dedication and commitment to improving Hospice Care and offering expertise in the planning process. We are not only determined but also very hopeful that we will be successful in this endeavour and plan to lobby all levels of government until final completion. The city of Mississauga needs a Residential Hospice for our citizens! It is an embarrassment that a growing city of this size does not have a residence for our taxpayers to live their last days and weeks until they pass into the next life. New Board members, Paul Flewwelling (Fundraising) and Barb Waddell (Finance) have graciously shared their time and talents and taken lead roles in Board activities. To every Board member a sincere thanks you for your support and commitment within this past year. Heart House Hospice could not survive without your willingness to accept responsibility and accountability for the work of Hospice. Since we serve clients in the cities of Mississauga and Brampton, we are accountable to resolve the many challenges of working within the health system of a regionalized

**HEART HOUSE™**  
HOSPICE  
855 Matheson Blvd. E. Unit #1  
Mississauga, Ontario, L4W 4L6  
t | (905) 712-8119 f | (905) 712-4029  
e | info@hearthousehospice.com

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integrated, network. Earlier this year, we were successful in securing a plan with the Central West Local Health Integrated Network and Central West Community Care Access Centre for future financial operational funding for a Residential Hospice to be built within the Region of Peel.

Heart House Hospice has participated in the Governance-to-Governance educational sessions through the Mississauga Halton Local Health Integrated Network that fosters integration, collaboration and networking opportunities with other health care providers in the network.

This past September was a time of mourning for our Board and staff following the sudden death of Stan Archdekin. His contributions to Hospice were immense and invaluable. The grief from his vacancy from our Board has been felt by each of us. We are however, grateful for the initiation of the Stan Archdekin Opportunity Fund at the October Soiree in 2009. In honour of our friend Stan over \$30,000 were collected under the leadership of David Walker (Director-Resource Development).

David continues to utilize every opportunity to fundraise and advance the cause of Hospice even during a tight economy.

Thank you Theresa Greer (Executive Director) for your leadership in

## Governance Committee Report

During the past year we welcomed 2 new Board Members: Aimee Gauthier and Grant Reynolds as well as Tom MacMillen to our Strategic Advisor Committee. We are grateful to each one for their very active support of Heart House Hospice. It is with sadness and with thanks that we accepted resignations from Debbie May Kee, Esa Para Esananda and Barbara Waddell.

We continue to mourn the loss of Stan Archdekin who was a most enthusiastic and active supporter of Heart House Hospice. The Committee, with thanks to Theresa Greer, conducted a review of Board responsibilities with members of the Board. In addition a Board self evaluation questionnaire was completed by the Board and evaluated by the committee. The questionnaire revealed an overall high level of involvement and commitment with areas where we could improve.

We are also actively engaged in recruiting new Board members. I would like to especially thank Theresa Greer, Chuckie Shevlen and Cheryl Englander for their valuable work on the Governance Committee and we look forward to Aimee Gauthier becoming a member of our committee

Dr. Al Kelly  
Governance Committee Chair

## Fund Development Report

Strong and vibrant Committee Leadership resulted in a stunning response this past year from the community toward support for Heart House Hospice. Our Annual Charity Golf Tournament set a record; growing to 230 golfers. Our Soirée had an increase of over 20% in revenues and our Hike for Hospice shattered last year's record by 85%! Too many new corporate partners came on board to name... suffice it to say that our new "brand" is now being identified with terrific, socially responsible business leaders here in Mississauga and Brampton. For the first time there is now

raising the profile of Hospice/Palliative Care in Ontario and participation

in standard development that places Heart House Hospice in the lead.

I am proud to represent this organization as Board Chair and in working with staff and volunteers who continue to perform their roles in a stellar fashion contributing greatly to the care and support of end of life experiences.

We are consistently looking for new additions to our Board composition and also for program volunteers to advance Hospice care in our local community. If you are aware of individuals with financial, fundraising and /or healthcare expertise, please direct them to our Hospice.

Have a great summer and see you in September!!!!

"Hope is the feeling that what is desired may also be possible" (E. Latimer)

Respectfully submitted,

Chuckie Shevlen  
Board Chair

a Direct Mail Division with 8 letters and 3 Newsletters going out each year to tell the stories that make a difference in people's lives.

This year also marked a significant increase in favourable press; growing a fledging Foundation Division that brought in new sources of income and growing the in-house capacity of the Development Department with a grant from the Ontario Trillium Foundation.

All this to say that we are tremendously grateful for this generous outpouring of gifts from a caring community. Their involvement grew, the results were record breaking and the return on their investment was proven in the comfort and compassion we were able to provide to those at the end of life.

Paul Flewwelling  
Resource Development Chair

David Walker  
Director of Fund Development

## Residential Committee Report

This has been a very active year for the Residential Committee. Our sincere thanks to Grant Reynolds and Tom McMillen for their ongoing efforts to locate the land needed for our residential facility. Over the year 4 different possibilities were thoroughly investigated. Two of these potentials continue to be considered. We now have active involvement of the City of Mississauga to help us move this agenda forward. We appreciate the time and consideration of Paul Mitcham, Commissioner of Community Services. We continue to enjoy support of Orlando Corporation in our evaluation of land options. Our thanks to Gary Kramer and Ivan Morson for their time in visiting properties and exploring siting options with us.

Having the land is only one aspect of our journey to realizing our residential facility. This last year we have successfully collaborated with both Central West LHIN and the Halton Mississauga LHIN to define our operating funding. From our Board's perspective, confirmation of the funding is key to future decisions regarding land acquisition.

We are very optimistic of the future - and the reality of our residential facility.

Connie Day, Residential Committee Chair

## Executive Director's Message

"Coming together is a beginning  
Keeping together is progress  
Working together is success." Henry Ford

These words of Henry Ford might well describe the 25-year history of Heart House Hospice. In the beginning there was a group of very dedicated and committed individuals who came together to start an organization because they believed that there needed to be greater supports available for people at the end of their lives.

Much progress was made over the years, as this group kept people together and expanded their reach. They gathered together and trained more volunteers who would provide support and comfort to people in their homes. They advocated for funding to various sources including the provincial government, United Way, local businesses, corporations and the community. The in-home volunteer program grew, partnerships with the local hospitals, community agencies and the CCAC were firmly established. Care Co-ordinators provided information and linkage to many resources in the community. Most importantly Heart House Hospice was an agency that was not afraid to talk about end of life care and dying. Services grew to include a Day Program, Bereavement Support and Spiritual Support. Volunteer and staff development continues to be a focus.

The agency has grown over the many years and this past year we served 1098 clients and 2200 family members in our Care Coordination/In-Home Volunteer Program, 25 in Day Hospice, 286 in Bereavement and 107 in Spiritual Care.

Demands for service have increased by 91% in five years. Such growth has required increased resources to growth the fund raising capacity to support the good work of Heart House. We now raise 47.4% from the community.

Working together is success. Heart House can say that we have met with great success over the past 25 years. We were recently asked by the Mississauga Halton LHIN to identify some of our integration successes. The following is what we were able to share:

- Joint Aging @ Home proposal submitted for Hospice Volunteer Visiting with Acclaim Health and Dorothy Ley Hospice
- Joint funding proposal with Dorothy Ley Hospice to Ontario Trillium Foundation for Project Manager for Accreditation
- Volunteer Training for volunteers in Palliative care provided by Heart House Hospice – partnership with Credit Valley Hospital, Brampton Civic Hospital and India Rainbow
- Partnership with GlaxoSmithKline for marketing mentorship
- Partnership with Turner & Porter Funeral Homes – provision of orientation for volunteers
- Participate in community oncology rounds at Trillium Health Centre, Credit Valley Hospital and Brampton Civic Hospital
- Participate in the Palliative and Supportive Care MCC at Credit Valley Hospital
- Executive Members of the Board met with Executive Board Members of Dorothy Ley to discuss capital and operational issues regarding residential hospice
- Heart House Hospice is involved in the following MH LHIN Committees:
  - integration Advisory Group
  - Procurement Committee
  - Governance to Governance Meetings
  - Peer support for MIS trial balance and submissions
- Heart House Hospice participates in the Resource Team Meetings with representatives from community nursing agencies, CCAC, Palliative Pain

and Symptom Management Consultants in Mississauga and Brampton

- Heart House Hospice is active in the following groups:
  - ASSIST Model pilot and implementation group
  - Portal Users group
  - Metamorphosis
  - Mississauga Halton Palliative Care Network
  - Central West Palliative Care Network
  - Central West Diversity Group
  - Peel Learning Centre
  - Peel Volunteer Administrator's Network
  - Community Hospice Working Group
  - Residential Hospice Working Group
  - HRIS Advisory Working Group

- Celebrating 25 years of service
- Rebranding and new name in 2009
- Introduced Art Therapy and Music Therapy in Day Program
- Increased number of referrals – since 2004/2005 number of annual referrals has increased by 34% and number of clients served has increased by 91%

People working together made these achievements possible. These people are our volunteers, board, staff, donors, corporate supports and community partners. Thank you to all who have over the years contributed to the success of Heart House Hospice. We look forward to a future of working together to insure that a full spectrum of quality end of life services is available to our community.

Warm regards,

Theresa Greer  
Executive Director

## Volunteer Development Report

2009-2010 was a transition year for Volunteer Development at Hospice. I returned from maternity leave to resume my role in October 2009. I want to thank Susan Endicott for all her work during my absence. It is a pleasure and privilege to work with the staff and volunteers who, by their commitment and contributions, strive to provide the best hospice care to those we serve

Three 30-hour volunteer training programs were delivered with training offered in May, October and January. We welcomed 21 additional direct service volunteers to the team. Special recognition to Nancy Rudderham and Anna Lewyckyj who oversee the efforts of our volunteer teams by providing ongoing coaching, mentoring and support to ensure that service delivery is at it's highest quality.

The Bereavement and Spiritual Care program continue to grow. Spiritual Care Volunteers currently provide 1-1 support to those we serve. New volunteer roles to enhance the Bereavement program are being explored. Thank you to Cindy Elkerton for her leadership to the program. Cindy is currently on maternity leave and the program is being led by Peggy Moore.

Hospice continues to benefit from strong partnerships within the community. Thank you to the Faith Communities, Local Media, Volunteer MBC, Medigas, Turner & Porter Funeral Homes, Wards Funeral Homes, TTNO, India Rainbow, Credit Valley Hospital, Trillium Hospital and William Osler Brampton Hospital. We look forward to these continuing partnerships with the community to enhance the work that we do.

Recruitment, retention and recognition are the three R's to volunteer development. We are committed to developing meaningful volunteer roles that engage individuals to contribute their talents and skills in ways that enhance the well-being of those we serve. Thank you to all our volunteers: Board of Directors, Fundraising, Committee & Events, Day Program, Drivers, TT, Co-facilitators for the Bereavement Groups & Volunteer Training, Spiritual Care, Client Volunteers, Resource People and all of our administrative and Office Volunteers. THANK YOU!

Geraldine Aguiar  
Director of Volunteer Development