

# Financial Summary

Heart House Hospice Inc – Statement of Financial Position as at March 31, 2012

	2012	2011
<b>Assets</b>		
Current assets	2,325,862	1,982,549
Capital assets	0	2782
<b>Total Assets</b>	<b>2,325,862</b>	<b>1,985,331</b>
<b>Liabilities and Fund Balances</b>		
Current liabilities	111,393	96,411
<b>Fund balances</b>		
Reserve for operating costs	425,552	405,545
Reserve for capital project fund	1,456,244	1,150,702
Operating fund	332,673	332,673
	<u>2,214,469</u>	<u>1,888,920</u>
	<u>\$2,325,862</u>	<u>\$1,985,331</u>

Statement of Operations and Fund Balances for the year ended March 31, 2012

	2012	2011
<b>Revenue</b>		
Fundraising events	674,589	374,870
Bequests	100,188	0
Donations	137,945	161,586
Grants - United Way	126,723	124,237
- LHIN	514,553	506,950
- LHIN - Aging at Home	262,262	170,123
- LHIN - Metamorphosis	154,780	0
- LHIN one-Time Funding	8,041	0
- Trillium	0	59,000
Interest income	28,954	15,497
Other income	18,384	13,592
	<u>\$2,026,419</u>	<u>\$1,425,855</u>
Deferred revenue adjustments	8,373	11,875
	<u>\$2,034,792</u>	<u>\$1,437,730</u>
<b>Expenditures</b>		
Salaries and employee benefits	1,010,092	904,208
Less: Allocated to programs	140,912	83,768
	<u>869,180</u>	<u>820,440</u>
Administration, bldg occupancy, other	134,412	146,333
Website development	2,558	1,812
Communications	13,803	2,244
Public relations and fundraising	233,352	123,278
Volunteer Training & Education	12,327	12,623
Consulting fees	12,275	51,707
Bereavement program	1,431	487
Day program	2,040	1,865
Other program expenses	8,041	0
Aging At Home	262,262	170,123
Metamorphosis program	154,780	0
Amortization of capital assets	2,782	5,376
	<u>\$1,709,243</u>	<u>\$1,336,288</u>
Excess of revenue over expenditures	325,549	101,442
Contribution to Heart House Hospice Fund	0	(10,000)
Fund balances, beginning of year	<u>1,888,920</u>	<u>1,797,478</u>
Fund Balances, end of year	<u>\$2,214,469</u>	<u>\$1,888,920</u>

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

## Board of Directors 2011 - 2012


<b>Cheryl Englander, President</b> Retired Retailer, Active Community Volunteer	<b>Paul Flewwelling, Executive VP,</b> Flewwelling Insurance Brokers Ltd.
<b>Charlene (Chuckie) Shevlen, Vice President</b> Retired Director of Mission, Vision & Values, St. Michael's Hospital	<b>Grant Reynolds, Retired Businessman</b>
<b>Domenic Ruso, Treasurer</b> Partner, Wilson Chartered Accountants	<b>Joanna Saar, Wealth Advisor,</b> BMO Nesbitt Burns, Private Client Division
<b>Theresa Greer, Secretary</b> Executive Director, Heart House Hospice	<b>Dr. Deborah Digges, Internal Medicine and Palliative Physician</b>
<b>Dr. Alvin Kelly, Family Physician</b>	<b>Colin Campbell, Information Technology Professional, Collabera Consulting</b>
<b>Dr. Asha Gupta, Palliative Care Physician</b>	<b>Anil Chawla, Partner, Deloitte</b>
<b>Frances Lavigne-Henderson, Retired Educator</b>	<b>David Rubin, Sales Development Manager, BMO Nesbitt Burns</b>
<b>Aimee Gauthier, Lawyer</b>	Resigned during the year : <b>Gord Corlett</b> <b>Connie Day</b> <b>Stan Seggie</b>

## Staff of Heart House Hospice 2012- 2013

<b>Theresa Greer</b>	<b>Executive Director</b>
<b>Geraldine Aguiar</b>	<b>Director of Community Programs</b>
<b>Cheryl Taylor</b>	<b>Director of Resource Development</b>
<b>Dipika Nayyar</b>	<b>Director of Finance &amp; Administration</b>
<b>Debbie Abate</b>	<b>Hospice Care Coordinator</b>
<b>Jane Latham</b>	<b>Hospice Care Coordinator</b>
<b>Leora Kleynhans</b>	<b>Hospice Care Coordinator</b>
<b>Patricia McFalls</b>	<b>Hospice Care Coordinator</b>
<b>Anna Lewyckj</b>	<b>Hospice Care Coordinator</b>
<b>Nichol Guerra</b>	<b>Coordinator of Day Hospice</b>
<b>Margaret Smith</b>	<b>Coordinator of Volunteers</b>
<b>Carmen Kee</b>	<b>Intake &amp; Administrative Assistant</b>
<b>Rami Shami</b>	<b>Coordinator of Recruitment &amp; Training</b>
<b>Lisa Hoekstra</b>	<b>Manager of Special Events &amp; Annual Giving</b>
<b>Peggy Moore</b>	<b>Coordinator of Bereavement &amp; Spiritual Care</b>



 **Ontario**  
Mississauga Halton LHIN

 **Funded Agency**  
United Way of Peel Region

  
**HEART HOUSE™**  
H O S P I C E

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Heart House Hospice 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



# 11 - 12

## Annual Report



### Board Report 2011-2012

Our mission at Heart House Hospice *“to make a meaningful difference to someone’s end of life experience”* guides the path the Board takes and permeates the work we do. Setting the direction to fulfil our mission and vision has been one of the priorities of the Board this year. The Corporate Governance Committee has been hard at work to align and develop a strategic plan that will set our course and focus our efforts for the next three years. The strategic plan forms the fundamental goals for the work of the Board of Directors and guides the directions for the work of the employees and volunteers. The plan centres around four spokes or strategic directions:

- Board Sustainability
- Financial Sustainability
- Building a Residential Hospice
- Community Engagement and Integration
- Quality and Safety

The work was completed with input and endorsement from all our Board members, and much help from Theresa Greer, our Executive Director. The strategic plan is finished and will soon be available in printed form. All four directions are equally important and interdependent.

The Board has continued to have monthly education sessions and presentations in order to keep ourselves current with health service provider policies and community linkages. We invited the Mississauga Halton LHIN leadership to our October Board meeting, not only to inform them of our activities, but also to gain a better understanding of their vision for the provision of health care in our region. Following the lead from the LHIN, we are exploring ways to forge partnerships with like-minded agencies and further integration possibilities.

We have again signed the Multi-Service Accountability Agreement with the LHIN – an agreement that outlines our responsibility and accountability for LHIN funding.

The Board has continued to send representatives to the MH LHIN’s Governance to Governance sessions, and through these sessions have had the chance to work with Board members and senior staff of other health care providers within our LHIN.

cont. on page 2.



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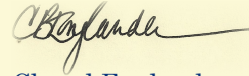
Financial sustainability continues to be an area of constant challenge. We are very grateful to the LHIN and the United Way of Peel Region for their support. We could not continue without the generous support of our donors, both individual and corporate. As you are aware, we are responsible for approximately 60% of our budgetary needs. This becomes increasingly difficult during these times of financial constraint. The Board's Fund Development Committee and Finance Committee are hard at work crafting plans for us to achieve a sustainable and balanced budget.

The building of a residential hospice is not a dream. It is a priority. And we will continue to move forward with that priority to make it a reality. As a Board, we know that as well as building a residence, we must continue to build our profile in the community and keep Mississauga and Brampton residents informed of the meaningful and compassionate work that Heart House Hospice does.

It is hard to believe how quickly nine months of my presidency has gone by. There is still so much to do and so many exciting things happening. I wish to say to my fellow Board members that it is a pleasure and an

honour to work with you. All that we accomplish would not be possible without Theresa and all of the staff and volunteers of Heart House Hospice. You are the heart of hospice, and together we will keep it beating strongly.

Respectfully submitted,



Cheryl Englander

President, Heart House Hospice

## Residential Committee Report

The search for an appropriate location for a new hospice center has continued this year. It has proven to be a greater challenge than ever anticipated. With tremendous support from Orlando Corporation (Doug Kilner, Gary Kramer and Ivan Morson) we have a proposed concept for our new hospice that incorporates all the elements of our current community programs and integrates the residential hospice that allows for shared space and efficiencies. We are grateful for the professional guidance provided by planner Glen Broll from Glen Schnarr and Associates.

After numerous meetings with City of Mississauga Staff and Councillors, we believe we are closer to acquiring a site that will meet our needs in terms of proximity to medical supports, integration into a neighbourhood and access to public transportation. We wish to thank Mayor Hazel McCallion, Councillor Katie Mahoney, Commissioner Paul Mitcham and Staff at the City for their insights and assistance through the journey to date.

*Grant Reynolds*

Grant Reynolds,  
Chair, Residential Committee



Artist's rendering of Residential Hospice

## Executive Director's Message

The Dalai Lama stated, "Open your arms to change, but don't let go of your values". At the heart of our agency is our vision, 'to make a meaningful difference in someone's end of life experience.' Inherent in our vision is the value of human dignity as an individual traverses the end of life journey.

In our endeavours to live up to our values and our standards, this past year Heart House Hospice successfully achieved two Accreditations. As part of the requirement of the Mississauga Halton Local Health Integration Network (MH LHIN), we were accredited by CARF in June 2011. This was the accumulation of efforts of very dedicated and committed staff, volunteers and board. During the summer of 2011, Heart House also completed and achieved Level Two accreditation with Hospice Palliative Care Ontario. Accreditation is not a one-time activity. To maintain good standing requires that we look at our results and determine quality improvement strategies which may enhance our service delivery. Such efforts often result in change: change in how we provide service, respond to the needs of our clients and our changing environment. It is an ongoing endeavour.

Heart House Hospice participated on Rogers Cable in Mississauga on a Seniors' Program and Lunch Time Live. The former was to promote the programs of Heart House and the latter was to promote the Russell Peters event, "Russell has Heart Show". It was a wonderful experience to see the Hershey Centre sold out for the Russell Peters event in support of Heart House Hospice. There were 5,000 people who learned about Heart House Hospice that evening while being entertained by a Brampton home grown 'celebrity'. The exposure on Rogers Cable reaches a very local audience.

As one of our board members recently stated, "Hospice is one of the best kept secrets and we need to change that." Hospice services should be available to all who are facing end of life. Hospice needs to be understood. The root of the word hospice is journey and the provision of hospice services is the support and comfort measures that hospice can provide along the journey.

This past year saw staff engaged in many activities: InterRAI CHA (a common assessment tool) that is to be integrated into practice of all Community Support Service agencies across the province; training on the IAR (integrated assessment record), which is to allow access to the InterRAI CHA that is seen as a first step toward the development of an integrated health record; accreditation (both CARF and HPCO); training on SUMAC, software that integrates our internal records electronically; recruitment and training. Partnerships with Dorothy Ley Hospice and Acclaim Health have been expanded to include Bethell Hospice, Carpenter Hospice, Chinguacousy Wellspring and Punjabi Community Health Services. We have developed reciprocal relationships in terms of volunteers with the Punjabi Community Health Services. In addition, our staff remain involved in attending rounds at Credit Valley/Trillium Health Centre, Brampton Civic Hospital, Brampton Community Rounds, Mississauga Community Rounds, Multidisciplinary Care Conference at CVH. Nine Volunteer Training sessions were held; Six volunteer and staff development presentations were held (presenters included: Marlene George – Forgiveness; Alex

Kovalof – Hypnosis; Nada Yehia – Detox & Nutrition; Valerie Sonstegard – Mindfulness Meditation; Francesca Durham – Colour Therapy; and Spider Jones). Two Bereavement Support Groups were provided; Therapeutic Touch Levels One, Two and Three were provided; Therapeutic Touch was introduced for Bereavement Clients (provided on Fridays); Two Wellness Days for volunteers were facilitated. In addition, staff presented at the Central West Palliative Care Conference, Health and Wellness Fairs and at other clubs and groups in our community.

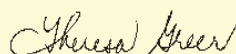
Heart House Hospice continues to be involved in a number of community committees including: Central West Palliative Care Network, Brampton Civic Palliative Care Advisory Committee, Mississauga Halton Palliative Care Committee, Peel Volunteer Administrators Network, Metamorphosis, Peel Learning Centre, Central West Diversity and Equity Committee, and the Social Work Network. I wish to thank all of staff and volunteers for their commitment, dedication and compassion as they carry out the work of hospice and companion those on the end of life journey.

I would like to thank our board for their stewardship, leadership and persistence. We have set a goal for the future that will make a meaningful difference in our community. I would like to acknowledge board members Connie Day and Frances Henderson who are leaving the board. Frances has served as a volunteer in almost every capacity at Heart House Hospice from client volunteer, Day Hospice Volunteer, event volunteer and has been a board member for over nineteen years. Connie Day served as Board President and Chair of the Residential Hospice Committee. We are grateful that community people step forward to share their talents and skills to support Heart House.

Integration continues to be a theme with our LHIN. Heart House Hospice continues to look for opportunities to engage in integration activities in addition to those already underway. Through Metamorphosis, HHH will be engaged in Quality and Back Office integration activities.

One of the strengths of Heart House Hospice is our recognition that the provision of quality service demands that we work with other providers in our community. Collaboration and partnership is the only path that will lead to change in the health care system and ultimately better health care outcomes for Ontarians. We are aided in our work at hospice by our funders including the Mississauga Halton LHIN, United Way of Peel Region, the many corporate sponsors, event attendees, donors, and volunteers. We are truly grateful to the support of all of these sources during these difficult economic times. We will continue to strive to ensure that through all the efforts we undertake that our value for the dignity of the individual ~ their care ~ remains the centre of our work.

Respectfully,



Theresa Greer  
Executive Director

# The difference our Visiting Hospice Program makes in our communities of Brampton & Mississauga

Please excuse my interruption, my name is Alicia and I am a high school guidance counselor. I just learned some unfortunate news upon my arrival to school this morning that one of our students died in a car accident this weekend. I just happened to come across your page <http://www.hearthousehospice.com/HowWeHelpYou/programs/bereavement/default.aspx> while I was looking for resources on grief and bereavement to have on hand to support the counselors we have brought in to meet with students should they choose to.

I just wanted to say thank you for being such a help in this tragic time. I am very grateful for the resources and information you took the time to post, they will be a great asset in the coming weeks.

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We just had to write a note to give you our feed back in writing. The Wellness Day that you kindly arranged was a day like no other.

A very big Thank You. Let us say why.

The group was small which made it conducive to greater dialogue amongst participants and led to an informal atmosphere. This in turn allowed us participants to get a better handle on the subject matter. For instance the question of how to increase the enzymes, what foods should not be eaten together and how much time interval should be allowed were raised and clarified. We then had concrete advice to take away and apply to our daily lives.

Each topic was well chosen and had practical implications. Chair yoga with Lillian was excellent. It is easy does not need special place or implements and can be done any time and almost anywhere. It helps oneself towards better health, and advice our clients where appropriate to apply these to better their health as well.

And mindful meditation with Val, was very timely. It opened the door to this vast knowledge. The books she brought just helped to propel us a few steps in the right direction. It is an introduction to the great art of living in the moment. This is a technique we can easily use, in this multi-tasking, fast paced society that your movie so well depicted.

Best of all we loved the concluding item - sharing circle with Sandra. This was our first such experience and what an eye opener! All twelve of us who participated benefitted from it. We would like to suggest that this be made more part of future get together so many others can benefit too. Thank you for all the effort you put in and for harnessing the in house talent for the benefit of us all while keeping costs low.

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"It has been 1 year since my daughter passed away and Terry was nice enough to remember that. I received a nice little note from her. I really appreciated her remembrance. I don't even know her last name. She is a wonderful lady...she's the greatest of human beings. Please tell her I appreciate her note and bye."

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I just want to let you know that when you suggested a volunteer we were a bit skeptical. The reason is that although we know that these are in general wonderful people that devote their time to help others, I did not think it would work in our situation. This was exactly what my husband wanted to do when he retired. Drive cancer patients to their appointments so that they had hope to get better. Unfortunately, he ended up with this terrible disease.

When I first met the volunteer I sensed a warmth right away but still doubtful that his time was well served. Well, to make this note short, we are amazed how happier my hubby is on Wednesday, although at times, he may sleep. However, my mom calls him now the white angel and a total magnificent human being. She cannot believe how wonderful he is and how she feels better when he is around. A whole load off her shoulders and he is wonderful with her. I can always tell that the volunteer was over, because mom is happier when I get home.

We would like to have this "white angel" with us every day, but we know that he is also helping others. I can only say, that we are privilege to have him and we are touched by a true angel. Thank you Leora, for sending him to us. We feel peace, joy and it makes my husband happier and that is what matters and counts.

Thank you again....good people still exist and he restored our faith in the midst of our pain.

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I want to express my greatest thank you to Heart House Hospice and Peggy who opened her heart and arms to me in the worst time in my life. I would like to thank you for your kindness, knowledge, guidance, support and for all the time spend to guide me, "holding my hand:" in the hardest time of my life.

Thank you to Peggy and HHH. I would not be in this place here (2 years after my mother's death), without your patience, guidance spiritual (reflections) about our world. I can't express my thank you enough.

Jane also helped me. My mom was dying and she called me and she contacted me through Peel support programs. She was there in the hospital and at my place. Thank you because a person in a situation like this does not remember things. Jane particularly expressed it "if you forget anything, please call me for anything. If you forget, I can make the call for you." That was awesome. She provided information about funeral homes, where to go and who to speak to. She told me to go in before the death to arrange my mother's funeral. So when she died I did not have to think about it (at a time when I could be taken advantage of). I was taught by Jane. She gave me information and telephone numbers about other hospices like DLH and IAH.

Another woman named Jane McArthur visited us twice to give my mother a Therapeutic Touch treatment. My mother grabbed her ... it was a nice moment and my mother really appreciated it.

In a bereavement support group a woman named Maureen and a student named Sheffine helped in the group. I felt so safe because of the compassion of the volunteers and the group members who all felt the same way as me.

I attended a Remembrance Evening where there was poetry, singing, flowers... everybody was wonderful.

I attended every event and will in the future. That is so helpful because you create a place where we can trust and feel safe and everyone is compassionate.

Your institution is extremely important in Mississauga and all of Ontario and I am only upset that there is only one HHH. You reach lots of clients, probably much more people need your help.

You are an angel organization !

# Governance Committee Report

The Governance Committee of Heart House Hospice continues to oversee the functioning of the Board through the following:

- Reviewing bylaws and policies
- Assessing the current board profile and targeting the recruitment and orientation of new members
- Developing an annual work plan
- Planning engagement in strategic planning
- Ensuring an annual self-evaluation of the Board.

The work of this year has focused on the above listed responsibilities and the following will describe some of the initiatives and mandates required through our major funding organization, the MHLHIN (Mississauga Halton Local Health Integrated Network).

## Accreditation

As mentioned in last year's report, Heart House Hospice staff, clients, caregivers, volunteers and board members participated in the CARF (Commission on Accreditation of Rehabilitation Facilities) International Accreditation. In July, we were notified that our organization was successful in receiving a 3 year award with CARF. Heart House Hospice continues to work on quality improvement strategies that align to the recommendation and strengthen the quality agenda as outlined by the LHIN priorities. Level II Accreditation with Hospice Palliative Care Ontario was completed in September. We are extremely thankful for the continued work of the Metamorphosis Group in their assistance in obtaining funding for the Accreditation process from the MHLHIN for Health Service Providers.

## Board Policies and Updates

In meeting our Governance obligations, the Conflict of Interest, Confidentiality agreement and Code of Conduct policies were approved and /or reinforced for all Board members.

## Governance and MHLHIN

June 2011-Since Heart House Hospice had been a strong attendee over the previous 4 years, Board representation was invited to a Think Tank session to discuss the evolution of the LHIN Governance to Governance (G2G) engagement strategy. The themes centred around those items that were working well and the most challenging as well as possible improvements that would be most valuable. It remained clear that the MHLHIN's investments in governance engagement have been valuable to the Community sector.

November 2011- Bill MacLeod, CEO and Graeme Goebelle, Chair of the Board from the MHLHIN attended our Board meeting and focused on the MOHLTC priorities as well as the MHLHIN priorities: Implementing Quality agenda, providing programs within Communities to reduce institutionalization, improving patient/client flow process and Health equity. January 2012, the MHLHIN G2G meeting requested that agencies have a discussion with their Board to offer suggestions for assisting in the transitioning of clients from hospital to home and helping avoid unnecessary visits to Emergency departments. A few of the suggestions are listed:

- Recognizing Heart House Hospice volunteers as a vital part of the team and to feel empowered to make contact with nursing services or CCAC when they see situations in the home that are changing and assistance is required
- Early referrals
- Direct admit from community to Palliative units by passing Emergency

- Possible palliative clinics across the LHIN
- Nurses and personal support workers with the required skill sets to meet the need of palliative clients
- Residential hospice beds in the communities of Mississauga and Brampton.

The Board President, Executive Director and Chair of Governance attended the Metamorphosis conference November 17 and 18 on "Effective Governance for Quality and Client Safety Education". This set the agenda for the importance of quality and client safety as well as highlighting the current state of the changing health care environment and its impact on the Board's role for implementation.

## Board Sustainability

This has been a year of change within the Board profile with the recruitment of 4 new members from the business and financial worlds. Their talents offer skill sets that challenge the Board to continually seek opportunities for improvement.

It is always a mixed message to say goodbye to committed members of our Board. Currently two experienced Board members are resigning to seek other ambitions in their retirement. We are extremely grateful for their years of service, time and willingness to share their gifts of dedication and commitment.

Recruitment of new Board members will be an ongoing objective to ensure sustainability and identify candidates with a passion to meet the challenges of our ever changing environment.

## Self-Evaluation

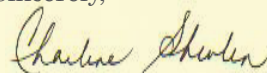
The annual self-evaluation process was completed in March 2012. Valuable information has surfaced around education, orientation and structure that will form the development of a work plan for the next year. It remains apparent that fund raising for operations, residential and capital is a major component of our responsibilities, since greater than 50% of our budget must be achieved through events and donor support to fulfill our vision and make a difference in someone's end of life journey.

## Strategic Planning

The Governance has been working on a draft plan based on a model of Sustainability that will lead the organization over the next 3 years from 2012 to 2015. The 4 Directives area: Board Sustainability, Financial Growth and Sustainability, Engagement, Integration, Quality and Safety. The goal is to finalize the plan and move forward in September with the Directives.

The Governance Committee is grateful for our Community partners, the MHLHIN and Central West LHIN's and especially the clients and families whom we have the privilege of serving and remains committed to "moving forward" together.

Sincerely,



Charlene (Chuckie) Shevlen  
Chair, Governance Committee

# Community Program Report

## Volunteer Appreciation 2011

We are fortunate to begin each fiscal year with the celebration of Volunteers through National Volunteer Week which is celebrated in April. GlaxoSmithKline was the Volunteer Appreciation Event sponsor and we held our event at their location on Mississauga Road. The contributions of Volunteers was celebrated with an evening of hospitality, a tremendous testimonial of tragedy, courage and overcoming adversity was provided by Anthony Aquan-Assee our keynote speaker and the event was capped off with the annual Awards ceremony. Volunteers were recognized for their years of service to Heart House Hospice and certificates were distributed that ranged from 1 year to 26 years. Thank you to all our volunteers who continue to support our vision of providing services that make a meaningful difference to someone's end of life experience.

### Accreditation

- Successfully achieved the CARF 3 year Accreditation
- Successfully achieved the HPCO Level 2 Accreditation

### Quality Focus

- Committed to quality improvement
- Continually looking to identify efficiencies in our internal processes
- Implemented practices to address the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standards and the Emergency Planning Obligations

### Recruitment & Training

The multi-site recruitment and training strategy has had a successful year. 99 participants were registered in the Client Volunteer Training program with 71 participants successfully completing the screening and training requirements. Volunteer Training was offered in partnership with the Dorothy Ley Hospice and Acclaim Health. Through these training partnerships, volunteers are able to serve with two organizations and are referred to as dual-volunteers who receive volunteer assignments from two organizations.

### Partnerships / Memberships

<ul style="list-style-type: none"> <li>• Chinguacousy Wellspring</li> <li>• Credit Valley Hospital/ Trillium Hospital</li> <li>• Hospice Caledon / Bethell House Hospice</li> <li>• Hospice Managers of Volunteers Network</li> <li>• Hospice Toronto</li> <li>• Mississauga Library</li> <li>• PallCare Network</li> </ul>	<ul style="list-style-type: none"> <li>• Peel Volunteer Administrators Network</li> <li>• Punjabi Community Health Services</li> <li>• William Osler Hospital / Acclaim Health</li> <li>• Brampton Library</li> <li>• Dorothy Ley Hospice</li> <li>• Medigas</li> </ul>	<ul style="list-style-type: none"> <li>• Multicultural Interagency Group (MIAG)</li> <li>• Peel Newcomers Group</li> <li>• Susan Keith</li> <li>• Turner &amp; Porter Funeral Homes</li> <li>• Volunteer Mississauga Caledon Brampton (VMBC)</li> <li>• Wards Funeral Homes</li> </ul>
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### Continuum of Care: Programs & Services

100% of Clients referred to Heart House Hospice receive case management and care coordination support through the work of the Hospice Care Coordinators or the Bereavement & Spiritual Care Coordinator. 37% of all clients served are referred to one or more of our internal programs which include the In-Home Volunteer Program, the Day Program, Spiritual Care Program and Bereavement Support services. All of these programs are primarily delivered by volunteers. Each program has a staff coordinator that provides leadership and support. Each month over 250 clients are served by the organization with over 90 of those clients receiving additional service from the Day Program, In-Home Volunteer Program and Spiritual Care Programs. Heart House Hospice thanks the ongoing commitment and contributions of the dedicated volunteers who are integral to the success of the programs and for providing quality service to those we serve.

### Volunteers & Field Placement Students

Heart House Hospice is committed to providing education opportunities to students who are interested in pursuing a career in community health services. We have had several students this past year who have chosen to complete their field practicum with Hospice. We would like to recognize the following programs for their ongoing partnerships with us: Sheridan College SSW Program, Centennial College RPN Program, Art Therapy Institute and McMaster Health Sciences – Life Sciences Program.

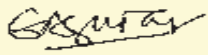
## Professional Development

<ul style="list-style-type: none"><li>• Fall Wellness Day</li><li>• Sharing Circle / Drumming Circle</li><li>• Summer Wellness Day</li></ul>	<ul style="list-style-type: none"><li>• Tuesdays with Morrie Night Out</li><li>• Integrative Wellness Program – various days throughout the year</li></ul>	<ul style="list-style-type: none"><li>• Learn How to Use Social Media</li><li>• Temple Tour</li></ul>
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## Outreach

<ul style="list-style-type: none"><li>• Chinese Community Healthy Expo</li><li>• Indonesian Community Church Presentation</li><li>• Ismaili Community Presentation</li><li>• Leisureworld Community Fair</li><li>• Older Adults Center Community Fair</li><li>• PCHS Focus Groups</li></ul>	<ul style="list-style-type: none"><li>• Presentation at Dixie Gurdwara</li><li>• Rogers TV</li><li>• South Asian Health Mela</li><li>• Armenian Community Presentation</li><li>• Humber College Community Fair</li><li>• Humber College Fair</li></ul>	<ul style="list-style-type: none"><li>• Polish, Spanish and Portuguese Faith Communities and Community Centers</li><li>• Programs &amp; Services Brochure translated into 5 languages: Punjabi, Hindi, Urdu, Tamil and Bengali</li><li>• Trios College - Community Service Worker Program</li></ul>
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Thank you to all our internal and external stakeholders for enabling Heart House Hospice to serve the Brampton and Mississauga communities through the provision of excellent end of life care.



Geraldine Aguiar

Director of Community Programs

## Program Highlights :

- Heart House Hospice had 191 Volunteers contributing service in 2011-2012
- 134 Volunteers provided direct service to clients
- 954 Clients were served
- Over 2,400 home visits were made by staff and volunteers
- 17,495 hours of direct service was provided. This is equivalent to 729 days or 2 years of 24/7 direct service hours provided

## Fund Development Report

The Fund Development Committee of the Board of Directors along with the day to day support of a small energetic and resourceful staff team continues to carve a path that allows donors to have a lasting impact on the clients and families that we care for.

At Heart House Hospice we have created opportunities for all levels of giving in a caring community. Our donors have been an essential part of our success and ongoing philanthropy assures us that we can continue to meet the needs of hospice palliative support in Brampton and Mississauga.

When people think of philanthropy they tend to think of larger gifts, for Heart House Hospice, every size philanthropic gift makes a difference.

As the Chair of the Fund Development Committee we have created a diversified program to engage philanthropy. We held three key events, Hike for Hospice, the Maple Lodge Charity Golf Classic and A Celebration with Heart Soiree. These events combined with numerous third party events held in the community, offered a wide variety of engagement for all ages and Heart House Hospice is thankful for this continued support of donors.

We are extremely appreciative of the families and corporation who designated their support through grants of public and private foundations.

Our "In Memorium Program" has been a way for families that access program and services to give back to Heart House Hospice and we are always grateful to those that chose Heart House Hospice in memory of a loved one.

Philanthropy is the only realistic source of funds to keep pace with the demands for hospice services. We know we can't stand still if we are to continue our work of transforming lives. It takes all of us working together to make things happen and I would like to express my gratitude to all the corporations, small businesses, faith organizations, service clubs, individuals, families, funders and volunteers that believe in the mission of Heart House Hospice and are walking the path with us to educate, support and comfort those on their end of life journey.

To meet the emerging needs for service we will be expanding on all areas of fundraising and looking to add experienced, passionate and resourceful people that care about making a difference.

Sincerely,



Paul Flewwelling  
Chair, Resource Development