

# Financial Summary

Heart House Hospice Inc – Statement of Financial Position as at March 31, 2013

	2013	2012
<b>Assets</b>		
Current assets	2,359,640	2,325,862
Capital assets	1640	0
<b>Total Assets</b>	<b>\$2,361,280</b>	<b>\$2,325,862</b>
<b>Liabilities and Fund Balances</b>		
Current liabilities	184,177	111,393
<b>Fund balances</b>		
Reserve for operating costs	435,655	425,552
Reserve for capital project fund	1,390,775	1,456,244
Operating fund	332,673	332,673
<b>Total Equity and Fund Balances</b>	<b>2,177,103</b>	<b>2,214,469</b>
<b>Total Liabilities and Fund Balances</b>	<b>\$2,361,280</b>	<b>\$2,325,862</b>

Statement of Operations and Fund Balances for the year ended March 31, 2013

	2013	2012
<b>Revenue</b>		
Fundraising events	268,759	674,589
Bequests	0	100,188
Donations	140,512	137,945
Grants - United Way	126,723	126,723
- LHIN	514,553	514,553
- LHIN - Aging at Home	270,262	262,262
- LHIN - Metamorphosis	0	154,780
- LHIN one-Time Funding	1,911	8,041
- Trillium	40,000	0
Interest income	27,119	28,954
Other income	14,094	18,384
	<b>\$1,403,933</b>	<b>\$2,026,419</b>
Deferred revenue adjustments	-45,739	8,373
	<b>\$1,358,194</b>	<b>\$2,034,792</b>

	2013	2012
<b>Expenditures</b>		
Salaries and employee benefits	987,097	1,010,092
Administration, bldg occupancy, other	157,894	134,412
Website development	3,424	2,558
Communications	12,644	13,803
Public relations and fundraising	81,770	233,352
Volunteer Training & Education	5,702	12,327
Consulting fees	100	1,414
Bereavement program	1,347	1,431
Day program	4,155	2,040
Other program expenses	8,901	8,041
Aging At Home	125,559	132,211
Metamorphosis program	6,147	154,780
Amortization of capital assets	820	2,782
	<b>\$1,395,560</b>	<b>\$1,709,243</b>

Excess of revenue over expenditures	(37,366)	325,549
Contribution to Heart House Hospice Fund	0	0
Fund balances, beginning of year	<b>2,214,469</b>	<b>1,888,920</b>
<b>Fund Balances, end of year</b>	<b>\$2,177,103</b>	<b>\$2,214,469</b>

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

## Board of Directors 2012 - 2013

<b>Cheryl Englander, President</b> Retired Retailer, Active Community Volunteer	<b>Grant Reynolds, Retired Businessman</b>
<b>Colin Campbell, Vice President</b> Information Technology Professional, Collabora Consulting	<b>Joan Ramsay, Director of Marketing and Recruitment,</b> George Brown College
<b>Charlene (Chuckie) Shevlen, Past President</b> Retired Director of Mission, Vision & Values, St. Michael's Hospital	<b>Dr. Deborah Digges, Internal Medicine and Palliative Physician</b>
<b>Domenic Ruso, Treasurer</b> Partner, Wilson Chartered Accountants	<b>Anil Chawla, Partner, Deloitte</b>
<b>Theresa Greer, Secretary</b> Executive Director, Heart House Hospice	<b>David Rubin, Sales Development Manager, BMO Nesbitt Burns</b>
<b>Dr. Alvin Kelly, Family Physician</b>	<b>Charles (Randy) Wright, Superintendent/Controller, Planning and Accommodation, Peel Board of Education</b>
<b>Dr. Asha Gupta, Palliative Care Physician</b>	<b>Aimee Gauthier, Paul Flewwelling, Joanna Saar</b> Resigned during the year :

## Staff of Heart House Hospice 2012- 2013

<b>Theresa Greer</b>	Executive Director
<b>Jodi Periera</b>	Director of Community Programs
<b>Cheryl Taylor</b>	Director of Resource Development
<b>Pearl Sluman</b>	Director of Finance & Administration
<b>Debbie Abate</b>	Hospice Care Coordinator
<b>Jane Latham</b>	Hospice Care Coordinator
<b>Leora Kleynhans</b>	Hospice Care Coordinator
<b>Patricia McFalls</b>	Hospice Care Coordinator
<b>Anna Lewyckyj</b>	Hospice Care Coordinator
<b>Nichol Guerra</b>	Coordinator of Day Hospice
<b>Alexandra McKenna</b>	Coordinator of Volunteers
<b>Carmen Kee</b>	Intake & Administrative Assistant
<b>Jamie Lee Roche</b>	Intake & Administrative Assistant - Contract
<b>Kathy Ratchford</b>	Coordinator of Recruitment & Training
<b>Lisa Hoekstra</b>	Manager of Special Events & Annual Giving
<b>Peggy Moore</b>	Coordinator of Bereavement & Spiritual Care
<b>Asma Khan</b>	Coordinator, Community Education and Outreach



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www.hearthousehospice.com

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  
Charitable Registration # 13215 5011 RR0001



A Special Kind of Caring Since 1985

# 12 - 13

## Annual Report



## Board Report 2012-2013

It has been a busy, exciting and challenging year for the Board of Heart House Hospice.

We have continued to focus our efforts on the four pillars outlined in our Strategic Plan – Board Sustainability; Financial Sustainability; Building a Residential Hospice; and Community Engagement, Integration, Quality and Safety.

In continuing our efforts to ensure Board Sustainability, we welcomed two new individuals to our Board. Joan Ramsay and Randy Wright have added their talents to our team and have enhanced our collective skill set. It is wonderful to have them on board.

We are also delighted that Anil Chawla will rejoin us after a leave of absence.

The Board had a special in service training session this past winter that helped us focus the strategies that we need to adopt to function more efficiently and creatively in a changing not for profit world.

We have concentrated on our fiscal challenges. With less than fifty percent of our funding coming from government sources we have been torn between providing valued services to our clients and maintaining the balanced budget required by the LHIN(S) and the Ministry.

Due to a loss of a significant amount of funding by a community agency in 2013-2014, we were put in the position of having to suspend our day program and reorganize

our approach to fund development for the coming fiscal year. The Board envisions the suspension of the day program as a temporary measure. There are many challenges that lie ahead. We must ensure that despite financial constraints, we continue to flourish as an organization.

One factor that has given the Board the confidence to meet these challenges is our extraordinary staff, who continue to provide the highest quality of care and service to our clients, even as their workload mounts and demands on their time increases. Without them and our esteemed Executive Director, Theresa Greer, our community would be without many valuable resources. Thank you.

We have maintained an open dialogue with our LHIN(S) and are grateful for their support. We have participated in the MHLHIN's Governance to Governance sessions and sit on the G to G Consultation Committee.

Much of the Board's time and effort this year have been spent on the acquisition of land on which to build our hospice. I am very happy to announce that we have signed a Memorandum of Understanding with the city of Mississauga to purchase the Pheasant Run School Site. We hope that a beautiful new building will grace the property before too long. Special thanks to Grant Reynolds for all his efforts on our behalf. Thanks also go to the City of Mississauga for providing this opportunity to Heart House Hospice.



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As I finish my term as President of Heart House Hospice, I am once again amazed at how quickly the time has passed. Working on the Board has been stimulating, educational and very fulfilling. I have a deep respect and admiration for all involved in Heart House Hospice's work. The competent and compassionate staff, the dedicated volunteers, and of course, my fellow board members, all who have been a pleasure to work with.

Once again, a special thanks goes to Theresa, whose ever positive outlook is amazing. Theresa never gives up! She always finds another way to look at a situation and to craft new directions. Theresa makes our position as Board Members clearer and more manageable.



## Residential Committee Report

This past year the City of Mississauga made a decision that a property Heart House Hospice was considering would not be suitable for a residential hospice. The City then identified three alternative properties in the late spring and summer of 2012. For various reasons two of the three properties were inappropriate. However, one of these properties was attractive to us. It is the land on which the Pheasant Run School sits. The property, just over five acres, is in the city's north-west sector in a quiet suburban setting. It is well positioned for access for both residents and medical professionals of Mississauga and Peel Region generally. The school is scheduled for closing at the end of the current school year.

The Peel Board of Education owns the school and the property and wishes to sell. We are interested in approximately two of the five acres. The city is willing to purchase the entire property and sell Heart House Hospice two of the five acres at a price relative to the price of the entire property. We are being asked to participate in acquisition of the two acre parcel coincident with the city's purchase of the entire property.

### New Building vs. Renovation of Existing School Building

The school consists of the original building in an approximate L shape, with typical school portables at either end of the L shape. The buildings are well maintained, so much so that considerable thought was given to renovating the original 24,000 sq. ft. core building for residential hospice use as

The work of hospice is sacred. Everyone involved with our agency walks a special path and touches the lives of clients in a unique and profound way.

May you continue to bring comfort to the lives you touch and may we all go from strength to strength.

Respectfully Submitted,

Cheryl Englander  
President, Heart House Hospice Board



opposed to creating a new building.

In order to come to a decision, two steps were undertaken:

- 1) A design for renovation was commissioned and
- 2) A cost analysis between renovation and building anew was also commissioned. (The new building plans are the same new building plans that Orlando Corporation created for us when a previous property was under consideration.)

As a result of these projects a decision was taken to demolish the existing school and create a new building.

### Timing

The school is scheduled to close at the end of the current school year. Heart House Hospice has agreed to acquire the approximate two acre property at the same time the City purchases the land from the Peel Board of Education. We have also agreed to demolish the school building immediately upon closing and to put our parcel into a condition which is compatible with the surrounding park. Our first choice of course would be to start construction of the new building immediately. However, a major capital campaign must be undertaken to make that happen. We are looking forward to this campaign.

*Grant Reynolds*  
Grant Reynolds  
Chair, Residential Committee

## Governance Committee Report

The Governance Committee of the Board has continued to focus on their duties to remain current on legislation changes and external requirements in order to fulfill their governance responsibilities.

The following will highlight some of the activities of Governance in the past year:

- **Strategic Plan:** The final version of the strategic plan covering objectives for 2012 to 2015 was approved by the Board membership in September. The four pillars of the plan (1. Building a Residential Hospice, 2. Community Engagement, Integration, Quality and Safety, 3. Board Sustainability and 4. Financial Growth and Sustainability) will provide ongoing opportunities and the foundations for growth and sustainability of our programs and services. Our clients and their families are the central focus of all of our programs as we move towards our vision.
- **Board Membership:** It is always at this time of year that we take time to reflect on changes within the Board membership. In the past year we have had three resignations: Joanna Saar, Aimee Gauthier, and Paul Flewwelling. Each of these individuals provided expertise and skills to promote our Mission and Vision. Unfortunately, we will have another resignation at the end of June of a long time member, Dr. Alvin Kelly, whose compassion, empathy and clear thinking have been of tremendous value to the Board and most especially to our patient population.

The Self Evaluations that were completed by Board members have identified the commitment and understanding of the Directors and input will be the basis for our work plan for the next year.

- **External Participation:** As Chair of Governance and accompanied by our Board President, we have participated in the Governance to Governance sessions sponsored by the Mississauga- Halton Local Health Integrated Network (LHIN). These meetings have allowed our agency to have a voice on issues facing our community and to collaborate with other agencies within the LHIN to develop strategies to meet the ever changing needs within our community. At the fall conference sponsored by the Metamorphosis Group in Mississauga, we were educated on Ethical Decision Making Frameworks that would assist agencies and provide a consistent approach for application.
- **Policy Review and Development:** Terms of Reference for the Residential Committee were revised to ensure that the committee would be responsible for the planning and development of a Residential Hospice but would have a different focus when the physical structure has been completed and functional plans implemented. The role for Strategic Advisors was developed and submitted to the current advisors for their agreement and understanding of the role.
- **Legislation Review:** The new Ontario Not for Profit Corporations Act expected to be enacted in January 2014 has been reviewed and the necessary changes to our By Laws have been developed for approval. The major components within the legislation apply to membership and terms of office. The Letters Patent section had been reviewed and approved by the Board in March 2013. Subsequent to the enactment Heart House Hospice will apply for an Article of Continuance administered through our legal advisors. The following are some of the amendment changes to our current by laws:

**Article 3:** The affairs of the Corporation shall be managed by a board of no less than nine and no greater than fifteen elected members, each of whom at the time of his/her election, or within 10 days thereafter, and throughout his/her term of office shall be a member of the Corporation...Extension of Board terms can be made at the discretion of the Board of Directors.

**Article 16:** Membership. Membership in the Corporation is limited to the Board of Directors. The members shall be entitled to one vote per member at all meetings of the Corporation; and they shall pay annual membership dues as the same may be fixed by unanimous vote of the board of directors of the Corporation from time to time.

**Article 17:** Supporters. Supporters of the Corporation will include General Supporters, Strategic Advisors and Honourary Advisors. Supporters will include individuals within the community who share the same Mission and Values as Heart House Hospice based on a common set of beliefs designed to enhance the experience of clients and their families facing end of life journeys.

Strategic and Honourary Advisors shall provide the board with expertise, advice and support which will enable Heart House Hospice to further the achievement of its goals.

Amend the remaining numbering of the bylaws to reflect the insertion of the New Article 17.



Submitted by:

Charlene (Chuckie) Shevlen, Chair of Governance

# Fund Development Report

*“True philanthropy requires a disruptive mindset, innovative thinking and a philosophy driven by entrepreneurial insights and creative opportunities.”*

~ Naveen Jain

It has been a very busy and productive year for the Fund Development Committee of the Board of Directors along with the daily support of a small energetic and resourceful staff team. Our commitment to excellence and innovation helped blaze a trail while inspiring donors to make a lasting impact on the lives of the clients and families we care for.

It has been a year of connecting to the business community, government leaders, and individuals to share the impact of the daily work of Heart House Hospice. From a tremendous Golf Classic to a cycling team in the Healing Cycle, to hiking the trails in Mississauga for Hike for Hospice, dedicated volunteers, staff and donors raised much needed funds and raised the profile of Heart House Hospice. These events and the many events organized in the community on our behalf engaged a wide range of participants of all ages. Heart House Hospice cannot say thank you enough for the continued support of donors.



On March 23rd, Heart House Hospice hosted “A Night in Roma” Gala. Guests were enthralled by the music of Emilio Fina, a finalist of Canada’s Got Talent and now a Sony Recording Artist. Anne-Marie Mediwake of CBC News Toronto, brought grace and dignity as our very talented emcee. The icing on the cake was the presentation of Lily Cheng whose Mom, affectionately known as “Mama Cheng”, participated in Heart House Hospice programs. During her presentation, Lily spoke of the impact of Heart House Hospice on her family...”Throughout these critical years, Heart House Hospice has been there for my family. It’s not just an organization or a community service to us. They have woven themselves into the fabric of our story. They provide a beacon for families on the most difficult journey of their lives.” Heart

House Hospice continues to journey with Lily and her family. As it turns out the gala was the first time that Lily could perform publicly after her mother’s death. It is another milestone on her journey.



This year, we were excited to launch an “In Memory Of” page on our website for families who designated Heart House Hospice as their charity of choice in honour of their loved one. It is a wonderful way for families who access programs and services to give back, hear from the family members and friends – both near and far - with special loving messages of love and encouragement.

We truly appreciate all of the families and corporations who designated their support through grants of public and private foundations.

Raising funds for Heart House Hospice could not be done without the support of a tremendous volunteer team. For all those who gave of their time, talent, energy and passion, we thank you with all of our hearts.

In the words of Charles Dickens, “no one is useless in this world who lightens the burdens of another.” Philanthropy remains the only realistic source of funding to keep up with the demand for hospice services. Together, we can continue to transform lives, lighten the burdens of our neighbours, family and friends, and provide the education, tools, support and comfort to those on their end of life journey.

We continue to seek to add experienced, passionate and resourceful people who care about making a difference to assist us in meeting the emerging needs of our community.

Submitted by:

David Rubin

David Rubin  
Chair of the Fund Development Committee

# Executive Director’s Message

Martin Luther King Jr. said, “The ultimate measure of a man is not where he stands in moments of comfort, but where he stands at times of challenge and controversy.” I am going to take the liberty to rework Dr. King’s phrase from an agency point of view, “The ultimate measure of an agency is not where it stands in moments of prosperity, but how it stands in times of challenge and austerity.”

The 2012 -2013 fiscal year has been a year of challenge and austerity for Heart House Hospice. The economic realities have put increased pressure on our organization to do ‘more with less’. The United Way of Peel Region announced new funding priorities and in the Fall of 2012 Heart House Hospice was advised that our programs and services do not fit within the new priority areas. This is a loss of over \$127,000 annually. Transitional funding for the 2013/2014 fiscal year equivalent to less than 50% of the total allocation has been granted to help Heart House Hospice transition through the loss of funding.

Recognizing the challenges faced by the agency, a review of all services, programs and activities has been undertaken. Efforts have begun to reshape the fund raising activities to enhance the return on the efforts of our volunteers and staff.

Providing quality care to the clients served in our programs remains priority number one. The direct service staff has been looking at the service delivery model to identify levels of care meeting the level of need. This will assist us to ensure service is available to those who require it. I want to acknowledge the commitment and professionalism of our staff during these challenging times. Again and again they put the clients’ needs first; they are the true anchors for our agency. Our staff

continues to provide compassionate support to their many clients and the families that love them. They frequently make themselves available on weekends and evenings to meet with clients and their families. Provision of a quality service is not just a cliché to our staff and volunteers, it means putting in that extra effort, advocating on our clients’ behalf with other services and listening to the unique needs expressed by each individual. We know that while our goal is to expand to include residential hospice as part of the services we provide we recognize we will always serve more people in our community programs.

Our volunteers continue to be the ‘heart’ and ‘soul’ of our agency providing comfort, care, support and assistance at all levels of the organization from front line in-home support, assistance with program delivery, reception, assisting with fundraising and governance. We are very fortunate to have the diversity of talents in our volunteers.

Heart House Hospice received an average of 48 referrals per month in 2012/2013 and we had on average 33 deaths per month. There were 910 clients served by the Care Coordinators plus many family caregivers; 26 people attended our Day Hospice Program, 95 people received Spiritual Support, 156 received bereavement support and 348 received a ten month monthly bereavement support mailer. 47% of clients are referred by the hospitals, 22% from the Central West and Mississauga Halton Community

Care Access Centres, 10% come from doctors outside of hospital and 5% come directly from family members and 1% from the client themselves. The top five referring sources are: Trillium Health Partners (Mississauga site), Trillium Health Partners (Credit Valley site), Central West CCAC, Mississauga Halton CCAC and Brampton Civic Hospital.

Of concern to us, is the increase in the late referrals. The average length of involvement with clients who died in 2012/2013 was 7 weeks. The decrease in average length of involvement has been consistent over the last five years. 2008/2009 the average was 27 weeks, 2009/2010 22 weeks, 2010/2011 20 weeks, 2011/2012 13 weeks to the current 7 weeks. We will be working with our referring partners to look at this trend in an effort to address it. Early referrals mean that clients and their families have a greater opportunity to get supports earlier in their journey.

We were successful in receiving a grant from the Ontario Trillium Foundation to allow us to do some outreach work into the South Asian community. We are working to identify ways to introduce and communicate hospice services to the community as well as striving to make our services more responsive and accessible to the South Asian community. This project will set a direction for future work in our community.

Our agency continues to provide quality services in our community and continues to seek ways to deliver services that meet the growing needs in our community. We know that as our community ages, there will be additional supports required. We continue to look for ways to partner with our community colleagues and we are very proud of the work we jointly do with Dorothy Ley Hospice and Acclaim Health in the joint delivery of volunteer training across the Mississauga Halton LHIN.

I want to thank our Board of Directors and in particular the leadership provided by Cheryl Englander over the past two years. As she moves into the role of Past President, I want to acknowledge the time, effort and support she has provided to Heart House Hospice. The diverse talents and skills of the individual board members ensure that we have fulsome discussions and many perspectives to consider. We know we have challenges ahead but we also know we have opportunities as well. Together with our volunteers, staff and board, support of the community and the commitment to make “a meaningful difference in someone’s end-of-life experience” we will face the challenges to live our vision and achieve our mission.

Respectfully,

Theresa Greer, Executive Director

### Executive Director Expenses

Education and Training	396.51
Travel Expense (Mileage and Parking)	1,304.97
Cell Phone	480.00
Other Meeting Expenses	<u>334.04</u>
<b>Total</b>	<b><u>2,515.52</u></b>

## Community Program Report

What a year we have had here at Heart House Hospice! We have experienced a lot of changes, one moment, one person, one program at a time. For us, each change has been an opportunity to reflect on our vision and think about how Heart House Hospice makes a meaningful difference in someone's end of life experience: An opportunity to reflect on where and how we want to provide service.

My name is Jodi Pereira. I am the Director of Community Programs at Heart House Hospice. I replaced Geraldine Aguiar in February of this year. I have been part of the change.

The Director of Community Programs role changed to include all direct service programs. The areas that fall under my responsibility include Care Coordination, Day program, Spiritual Care, Bereavement Care and Volunteer Services.



The Day Program that we have been offering for a number of years is wrapping up in July. We are in talks with the individuals and families that use our services, the day program volunteers and some of our community partners to determine how and what services we could or should consider going forward. We are also actively (and busily) looking for other opportunities to secure funding that would help us increase and enhance the services we offer to the individuals and families that use our service. We wish a fond farewell to Nichol Guerra who has been with us since July 2010. Nichol and her volunteers brought smiles, laughter and activity to the office every Wednesday afternoon.

Thank you to a grant through the Ontario Trillium Foundation, Asma Khan has been working diligently for Heart House Hospice to recruit South Asian volunteers and identify the Hospice/Palliative needs of this community. Radio, television and community events are a few of the vehicles Asma has been using to build awareness of Heart House Hospice.

Alexandra McKenna and Kathy Ratchford are working collaboratively to grow and enhance our voluntary capacity at Heart House Hospice. It is thanks to Alexandra and our many reception volunteers that you hear a voice on the other end of the phone when you call. Alex can also be applauded for her role in helping orchestrate over 100 volunteers to provide over 1,974 volunteer visits last year.

Since beginning with us in December 2012, Kathy has been responsible for training over 50 volunteers for Heart House Hospice, Dorothy Ley and Acclaim

Health. Kathy has also been out in the Community attending events (over 20) to build awareness about Heart House Hospice and our community hospice partners. These events have helped us educate 100's of people about the programs and services of Heart House Hospice.

Our care coordination team followed up on 579 referrals from hospitals, CCAC, community and other sources in the community. The Care Coordination team served over 910 persons, making over 965 visits and 6860 telephone calls. Can you imagine how much time these staff spend on the phone referring, connecting, supporting and advocating to make a difference in people's end of life experience. Spiritual care and bereavement are an entity of their own. Combined Spiritual care and bereavement received 477 referrals, served 428 persons and made 550 visits. The question is does Peggy ever sleep? On top of all that Anna, Jane, Leora, Trish, Peggy and I have been very busy reviewing processes and looking at how we can do things in a way that will help us serve YOU better! We are in the midst of looking at position and people as Trish McFalls prepares to leave us at the end of June after 7 ½ years. Trish decided to make a change and we certainly wish her well. Trish's dedication to the families, her charisma and candor will be missed!

Excellence can only be achieved through an understanding of need and for that we rely on the people we serve, individuals with a palliative illness and their families. We are looking to build on the opportunities we have to communicate with you. If you have thoughts and ideas that will help us develop Heart House Hospice and hospice care, then we look forward to an opportunity to talk to you. You are what makes good – GREAT. I challenge (in a nice way) you to share your ideas with us. Whether you call me to introduce yourself or share your thoughts and ideas I look forward to hearing from you at 905-792-8119 ext. 224.

*Jodi Pereira*

Director of Community Programs

"We are very grateful for the support from hospice. My mother has a special connection with the volunteers who come into our home, both for therapeutic touch and for spiritual care. Our family is grateful to have such dedicated volunteers involved in my mom's care at this time in our lives. Their presence has allowed us the comfort of knowing that people care."



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



*"When someone in your family has a terminal illness, it's like being in a slow motion car crash. You brace yourself for impact as you watch everything unfold yet you are powerless to change anything. It happens so slowly, yet so quickly. This is how the last 7 years have been for my family and me."*

*"For 7 years my family has walked through one wave of grief to the next as my Mom lost the ability to walk, then to eat, then to speak, and finally to breathe. Each loss brought on new challenges and new fears. Amidst all of this, Leora and the people who she helped to bring into our care team, brought a sense of normal to the abnormal. We didn't have to walk this difficult journey alone. It was a great comfort to always have Leora advocating for us, most importantly advocating for my Mom. Sometimes Leora had to advocate for my Mom to us, her family."*  
*Lily Cheng*

*"My mother's face and her spirit light up each time Angela visits! I appreciate everything that Angela does for Mum – playing music, talking with her, holding her hand, just being there. Angela's visits give me the chance to go out and also attend my own medical appointments. Thank you, Angela, for being so understanding and flexible. I know Mum is safe and happy with you!"*

*"Our experience with Heart House Hospice was brief yet instrumental in accessing care and support for our father. We had an unusual situation. Dad arrived at my home in Mississauga for a 2 week visit and in that time, he was diagnosed with a terminal illness a short prognosis and was unable to return to his home in BC. After a hospital stay, we learned of Heart House through a social worker and this connection enabled us to navigate a very challenging time. Dad was not a resident of Ontario, therefore had limited support for palliative health care. I met with Heart House (Jane) and she introduced me to the CCAC and the palliative care web of services and support that were available to us, including accessing the necessary forms and legal documents for health and end of life care. This was a world I knew nothing about!*

*From that point on, I had the confidence to support my Dad and my family in the face of adversity. Heart House (Jane) came to our house and spoke with my young adult children and visiting family about end of life care, but more importantly, they (Jane) spoke with Dad and helped him feel at ease with the situation. Although Dad's rapid journey to end of life was at times overwhelming, I had the faith that 'someone was watching my back' and that was Heart House, who called to check in frequently to ensure we were alright.*

*Dad passed away within a month of his arrival here. In that short time, I learned many valuable lessons, one of them being the importance of community support from people who understand the situation. Our family thanks Heart House for guiding us along Dad's journey."*

*"Hi Theresa - a quick note, ...I ran across a person who had been a client of HH when her husband died a number of years ago - she was effusive in her praise of HH and talked about how much your organization had helped her and her son with grief counseling. Good work!"*

*"I just wanted to thank you (Anna) for everything you have done for my mom. You are my magic person. You came to see my mom, you looked at her and said she will be ok... and you were able to connect us with the right people. When we went to Dr. King, he already had all the paper work prepared for CCAC because you have called him prior to our visit. It was so quick. You made it happen so quickly... and we were calling for months for services for mom with no result. Mom now has a nurse who visits and she is well looked after. This took a load of me...I can't thank you enough. I made a donation to hospice because I am so grateful. Thank you."*

*I can hardly find the words to thank Brenda for her visits to 'our daughter' for Therapeutic Touch. Because we never know hour to hour, day to day how she will feel, I really appreciate how understanding and flexible Brenda is when she calls us each week to see if 'our daughter' is well enough for her visit. Brenda is kind, compassionate and extremely sensitive to all that 'our daughter' is going through. Thank you, Brenda, for being so supportive to us both." (name replaced by our daughter)*

*"Dear Anna,*

*It was a pleasure to meet you at my mother's memorial service. HEARTHOUSE HOSPICE has been an invaluable help to my mother for many years. Debbie Abate had always shown compassion and warmth and Cameron Muir is a volunteer that all others should be measured against. He has always gone beyond what one would expect from a volunteer and we would like to show, once again, our appreciation for everything he and HeartHouse has done for us. It is difficult to measure the time, commitment and human touch, but enclosed please find our token of appreciation, ... With many thanks."*