

Financial Summary

Statement of Financial Position as at March 31, 2016

| | 2016 | 2015 |
|--------------------------------------|--------------------|--------------------|
| Assets | | |
| Current assets | 951,720 | 321,980 |
| Long Term Assets | 426,559 | 1,123,823 |
| Capital assets | <u>2,757,807</u> | <u>2,760,691</u> |
| Total Assets | <u>\$4,136,086</u> | <u>\$4,206,494</u> |
| Liabilities and Fund Balances | | |
| Current liabilities | 752,529 | 251,447 |
| Long Term Capital Lease | <u>1,313,945</u> | <u>1,859,757</u> |
| Total Liabilities | <u>2,066,474</u> | <u>2,111,204</u> |
| Fund balances | | |
| Internally Restricted Funds | 453,655 | 453,655 |
| Residential Hospice Fund | 1,222,993 | 1,250,370 |
| Surplus Operating fund | 392,964 | 391,265 |
| Total Liabilities and Fund Balances | <u>\$4,136,086</u> | <u>\$4,206,494</u> |

Statement of Operations and Fund Balances for the year ended March 31, 2016

| | 2016 | 2015 |
|---|--------------------|--------------------|
| Revenue | | |
| Fundraising events | 271,507 | 252,725 |
| Donations - Operating Fund | 213,324 | 245,518 |
| Donations - Residential Hospice Fund | 97,287 | 67,893 |
| Grants - LHIN | 558,660 | 514,554 |
| - LHIN - Aging at Home | 270,262 | 270,262 |
| - LHIN one-Time Funding | | 23,000 |
| - Ontario Trillium Foundation | 71,000 | 73,000 |
| - Federal Funding-Summer Student | 2,759 | 3,008 |
| Interest income | 17,609 | 28,020 |
| Other income | 15,173 | 24,874 |
| | <u>\$1,517,581</u> | <u>\$1,502,584</u> |
| Deferred revenue adjustments | 54,239 | (34,990) |
| | <u>\$1,571,820</u> | <u>\$1,467,864</u> |
| Expenditures | | |
| Salaries and employee benefits | 962,725 | 848,691 |
| Administration - Operating Fund | 199,524 | 205,125 |
| Administration-Residential Hospice Fund | 79,706 | 64,516 |
| Aging At Home | 124,764 | 127,054 |
| Fundraising | 100,095 | 86,489 |
| Other programs | 32,886 | 58,807 |
| Public Relations | 35,357 | 13,467 |
| Volunteer Training and Education | 3,031 | 5,466 |
| Website Development and Data Services | 5,846 | 5,185 |
| Day program | 4,186 | 3,384 |
| Amortization of capital assets | 2,884 | 2,716 |
| Interest on Capital Lease | 46,494 | 49,984 |
| | <u>\$1,597,498</u> | <u>\$1,470,884</u> |
| Excess of revenue over expenditures | (25,678) | (3,020) |
| Fund balances, beginning of year | 2,095,290 | 2,098,310 |
| Fund Balances, end of year | <u>\$2,069,612</u> | <u>\$2,095,290</u> |

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

Board of Directors 2015 - 2016

| | |
|---|---|
| Colin Campbell, President Regional Sales Executive for Canada, Digital Guardian | Dr. Asha Gupta, Palliative Care Physician, Palliative Division Lead at Trillium Health Partners |
| Dr. Deborah Digges, Vice President, Internal Medicine and Palliative Physician | Joan Ramsay, Director of Marketing, The Royal Conservatory of Music |
| Cheryl Englander, Past President Retired Retailer, Active Community Volunteer | Domenic Ruso, Treasurer Partner, Wilson Chartered Accountants |
| Joanne Rogers, Treasurer Retired Partner Grant Thornton LLP | Charlene (Chuckie) Shevlen, Retired Director of Mission, Vision & Values, St. Michael's Hospital |
| Theresa Greer, Secretary Executive Director, Heart House Hospice | Marc Whiteley, Associate Litigation Lawyer, Pallett Valo LLP |
| Doris DeAngelis, Account Executive, Manulife Financial | Charles (Randy) Wright, Superintendent/Controller, Planning and Accommodation, Peel Board of Education |
| Sally Dobie, Retired, Fundraising Executive | |

Staff of Heart House Hospice 2015- 2016

| | |
|--------------------|---|
| Theresa Greer | Executive Director |
| Jodi Pereira | Director of Community Programs |
| Pearl Sluman | Director of Finance & Administration |
| Lisa Hoekstra | Director of Development |
| Shelley Maynard | Coordinator of Fundraising |
| Debbie Abate | Hospice Counsellor |
| Leora Kleynhans | Hospice Counsellor |
| Anna Lewyckij | Hospice Counsellor |
| Karen Danard | Engagement Coordinator |
| Peter Mathewson | Intake & Administrative Assistant |
| Kathy Ratchford | Coordinator of Recruitment & Training |
| Kelly McLaughlin | Coordinator of Volunteers |
| Peggy Moore | Coordinator of Bereavement & Spiritual Care |
| Asma Khan | Community Outreach Coordinator |
| Kimberly Blackmore | HUUG Program Counsellor |
| Nicholas Mann | Bereavement Counsellor |
| Frank Cerisano | Campaign Director - Consultant |



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Heart House Hospice is partially funded by Mississauga Halton LHIN .
The remaining 50% comes from generous individuals, groups, corporations and foundations
Charitable Registration # 13215 5011 RR0001



A Special Kind of Caring Since 1985



Board Report 2015-2016

Another year has come and gone. This year seems to have passed very quickly. First I want to thank each and every one of my fellow Board members for their continued service to our community. Each and every one of them give a great deal of their time to support Hospice. They also give much more than time, they give their hearts to this organization that does so much for our community, with little fanfare or recognition.

We have made some great leaps forward in the past twelve months. We have formed a great Capital Campaign Cabinet, under the leadership of John Snobelen and his honorary Co-Chair Mayor Bonnie Crombie. To John and the cabinet, thank you for sharing in the dream of opening a residential hospice in Canada's 6th largest city, Mississauga. Thank you to Mayor Bonnie Crombie for her continued support and sage advice over the last year.

One of our goals has been to raise awareness in our community of hospice and of Heart House Hospice. I can tell you that our referrals are up significantly this last 6 months, which is the very best indicator that our efforts are working. This however does put a strain on our employees and volunteers who are already beyond busy, so to you, thank you for all you do. Without

you, there would be no heart in Heart House Hospice.

We are now seeing greater emphasis on Hospice and Palliative care in Canada and Ontario. There is now more funding available, and the need for more beds is being acknowledged. This means our jobs get tougher, and the need to finish the residential project even more important. Theresa works very closely with a variety of organizations to ensure our voice is heard and our community needs are understood. As a result of her efforts and the great work of our employees and volunteers we are now viewed as leaders for Hospice and Palliative Care. As we are pressured to find ways to work closer with similar organizations, Theresa and the Board will work to ensure the needs of our community are met through greater collaboration with other agencies and organizations.

I am very proud of the work we have done this year and of the work ahead of us. Once again thank you to my fellow Board members for their continued support.

Colin Campbell
President, Heart House Hospice Board

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Executive Director's Message

This is our Moment

The focus of this past year was on the development of our strategic plan for the next three years. Many things have transpired to seemingly converge into what I like to refer to as 'our moment':

- MH LHIN Integrated Health Services Plan: Partnering for a Healthier Tomorrow
- The MH LHIN recognition for the psychosocial needs with the funding of the .6 FTE Bereavement support
- Federal Government increased Compassionate Leave
- Provincial Government announcement of the investment of \$750 Million in Palliative care
- Creation of the Ontario Palliative Care Network
- John Snobelen agreed to be the Chair of the Bring It Home Campaign
- Patients First: A Proposal to Strengthen Patient Centred Care in Ontario released by the Provincial Government
- Presentations to John Fraser's round table community discussions
- John Fraser's report on Hospice Palliative Care in Ontario
- Supreme Court judgement on Physician Assisted Death
- Budget submission and presentation to Finance Minister Charles Sousa
- Development of the Heart House Hospice Strategic Plan for 2016 – 2019
- Management Team visit to Hospice Windsor Essex to review programs and services offered.

Heart House Hospice continues to be dependent on short term grants from Foundations and our own fundraising. Sustainability is a key theme for Heart House Hospice as we move forward. We have big goals to build the residential hospice while providing our very busy and large community programs. With all these considerations in mind, our Strategic Priorities for the next three years are:

Maintain Current Program offerings

Goals:

- Work with partners to develop program models that would maximize existing resources. The model would include an estimate of costs
- Research and identify other government funding pots that may be available for any of the at-risk programs
- Source new grant and foundation revenues: minimum needed for three years until operating fundraising reached new levels and/or endowment from capital campaign is available.

Position Agency for Sustainability when New Facility is Built

- Work with partners to develop sustainable business model through strategic partnerships to achieve synergies

- Build fundraising capacity to meet fundraising targets
- Keep staff and volunteers informed and engaged throughout

Heart House Hospice is on its way to being recognized as a Centre of Excellence for End of Life Care.

- Information management that provides timely and accurate information for planning, reporting and evaluation purposes
- Recruit and retain excellent staff/and volunteers
- Offer a complete range of services with seamless continuity of care

I would like to thank all of our Board Members who donate their time, talent and skills for the leadership of our agency. I would like to recognize Colin Campbell for his leadership and commitment to our agency.

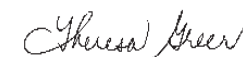
I would like to recognize our many volunteers – 257 - who provide support at every level of the organization. Volunteers are involved in all of our programs – providing drives to day program, supporting day program, in-home volunteer support, bereavement and spiritual support, complementary therapies both in the home and at our 'spa days', reception, fundraising and governance. Every volunteer is important and hospice could not function without their support.

I would also like to recognize all of our staff, who give of themselves each and every day. They make every effort to find resources, stretch resources, advocate and support the individuals served and their families. They flex their time to meet the needs of the people they serve. They have had to respond to a 43% increase in referrals over the last six months of the fiscal year. Responding with limited resources and no additional staffing has required everyone to be innovative and for the organization to make difficult decisions. To make that meaningful difference we need to have the ability to respond to the needs of individuals and their families. We will continue to work with our partners in the provision of hospice palliative care to address the increasing referrals.

I am fortunate to have an excellent Leadership Team; Pearl Sluman (Director of Finance and Administration), Jodi Pereira (Director of Community Programs) and Lisa Hoekstra (Director of Development) who provide leadership, planning, forward and creative thinking to the situations that arise.

With all the attention that is being focused on hospice palliative care, we have the team, the public interest and the opportunity to truly make this 'our moment'.

Respectfully,



Theresa Greer

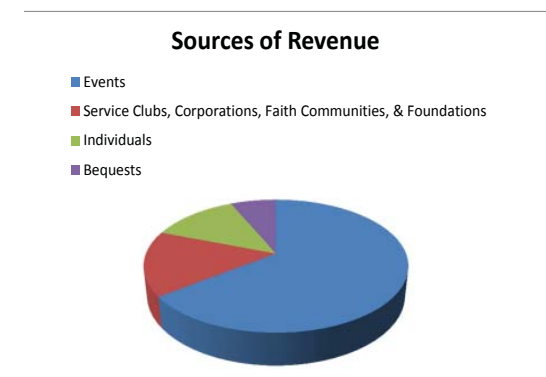
Executive Director



Fund Development Report

Annual Giving: A Year in Review

Now more than ever, hospice palliative care is being brought to the forefront. We are hearing it on the news, at the government level and beyond. The demands for our hospice programs are growing at a rapid rate. Last year the annual giving program raised \$437,646, an increase of 12.6% over the previous year. To meet the growing demands of our hospice programs, our goal for the upcoming year is \$595,000, a 36% increase over last year.



I wish to especially acknowledge the generous support of the following donors who gave \$5,000 or more: Enterprise Holdings, Enterprise Holdings Foundation, Gear Foundation, John Brooks Company Ltd., Mabel & Gordon McMillen Foundation, The Ontario Trillium Foundation, Orlando Corporation Ltd., Marie José Overweel, Streetsville Overseas Veteran Club RCL Branch 139 and Turner & Porter. This past year, we launched a marketing plan to raise awareness and understanding about Heart House Hospice. We launched an ad campaign in the Mississauga News and Brampton Guardian to promote our signature events and a new 30 second video located on our home page of our website. I'd like to specifically thank Joan Ramsay for her expertise and continued guidance in all things marketing.

Heart House Hospice was profiled on national television. I was

interviewed by Global National News in response to the recent study put out by the Canadian Cancer Society that cancers will go up by 40% in the next 15 years and how that would impact our programs. Viewers caught a glimpse of our day program in action. If you were not able to see it live, you can go to our News page of our website (<http://hearthousehospice.com/news/>).

The Fund Development Committee, chaired by Sally Dobie, helped to establish our fundraising plan to move us forward in the years to come. Out of this work, we have hired Shelley Maynard, our new Coordinator of Fundraising, whose main focus will be on the special events program. This year, more focus will be placed on broadening our fundraising base. A special thanks to Sally Dobie, Doris DeAngelis, and Dr. Asha Gupta for lending their time, expertise, and resources to this critical endeavour.

As I reflect on the past year, I am overwhelmed with gratitude for all the volunteers, sponsors, and donors who have supported Heart House Hospice events. The incredible force of fundraising volunteers who give countless hours to ensure that we raise the money we need is truly inspiring. We simply cannot say thank you enough.

We look forward to building on our success in fundraising to ensure the sustainability and growth of Heart House Hospice for years to come.

Thank you for joining with me on this incredible journey.

Lisa Hoekstra

Director of Development

lhoekstra@hearthousehospice.com

905-712-8119 x 234

p.s. Don't forget to follow us on Twitter (@HeartHouseHosp), Like Us on Facebook, and Follow us on Instagram (@hearthousehospice). We would love to stay connected through these social media

Heart House Hospice would like to acknowledge the following Bring It Home cabinet volunteers for their support and hard work:

Chair: John Snobelen, President, Beyond Consensus Inc.

Honourary Chair: Her Worship, Mayor Bonnie Crombie, City of Mississauga

Cabinet Members:

Saverio DiMondo, Senior Financial Advisor, Manulife Securities
Rabbi Lawrence Englander, Rabbi Emeritus, Solel Congregation
Paul Fletcher, Retired, General Manager, Turner & Porter Funeral Directors

Doug Kilner, Vice Chairman, Orlando Corporation

Todd Ladner, Owner, Ladner Clothiers

Norm Loberg, Chairman Enersource; Chairman Quadra Bay Inc.

Jim Murray, Senior Vice President, Director of Business Development, Cushman & Wakefield

Myles Robinson, President, Centura Brands Inc.; Chairman, Canadian Cosmetics

Kirin Singh, Broker of Record, ROI Realty Inc.

Colin Campbell, President of the Board of Directors, Heart House Hospice

Cheryl Englander, Past President of the Board of Directors, Heart House Hospice

Domenic Ruso, Principal, Wilson Chartered Accountants, Board Member, Heart House Hospice

Charlene Shevlen, Board Member, Heart House Hospice

Randy Wright, Board Member, Heart House Hospice

Theresa Greer, Executive Director, Heart House Hospice

Lisa Hoekstra, Director of Development, Heart House Hospice

Frank Cerisano, Campaign Director, Heart House Hospice

Residential Report

Recently, Wynne's Liberal government announced plans to invest an additional \$75 million in community-based residential hospice and palliative care, for a total investment of about \$155 million. This is great news for Heart House Hospice as plans for our new facility are moving ahead.

On October 23rd the "Bring It Home" campaign made a huge leap forward by officially announcing John Snobelen, the former Mississauga North MPP and Education and Natural Resources Minister in the Mike Harris government as our Campaign Chair. Mr. Snobelen and his cabinet have accepted the challenge of raising \$18 million in pledged, one time and gift in kind contributions. Under the leadership of Mr. Snobelen, the Honourary Chair Her Worship Bonnie Crombie and the enthusiasm of our wonderful cabinet, the "Bring It Home" campaign has all the ingredients to finally bring the vision home.

The 10- room hospice is going to be a place where life ends. But, everyone involved in the project is committed to making sure the setting is also a reminder of all that is good in life. The new building will have a residential feel, with low, sloping roofs and big windows. At the entrance, one will walk into what is essentially a great room, a foyer with high ceilings and a common room where volunteers may be training or day-use activities may be underway in a place that will be constantly in motion. The new hospice will have

functional areas, such as the kitchen, that are tucked away at one side or the back of the building. The residential wing of 10 rooms will feature large windows and sliding doors designed to bring the outside in. The wide doors will allow a bed to be moved to the edge of the playground, and outside, so the sights and sounds of children playing soccer or baseball can be experienced first hand. The new hospice will focus on the palliative individual, but it is largely a support system for the family members going through the journey with their loved one.

The cabinet has had some success this past year with some great gifts from a number of corporations and individuals, some of those include \$100,000 gift pledges from CIBC, TD Financial Group, BMO Financial Group and Turner and Porter. In addition, we have received 100 percent support from our Board of Directors and staff. Our cabinet volunteers have been actively out in the community and working with members of the community to ensure they build awareness of the importance of hospice care in the Peel Region. There is great momentum and wonderful conversations happening in the community around the "Bring It Home" campaign. Again under the hard work of our cabinet leadership the new facility will be brought home, and will serve the citizens of Peel region for many years to come.

Frank Cerisano, Campaign Director

End-of-life decisions the hardest

BY JOHN SNOBELEN, TORONTO SUN
FIRST POSTED: FRIDAY, OCTOBER 23, 2015 08:00 PM EDT

We all love beginnings and hate endings.

We enjoy the excitement of starting a new job or a new relationship. We jump in, dreams first, loving every minute.

But endings are all about stress and anxiety.

This is particularly true when we are forced to deal with the end of time. Our time.

Generally we try to avoid thinking much about how or when our time might end.

Death isn't invigorating conversation material.

But time ends for everyone.

Nothing better illustrates our collective awkwardness with death than the way we provide palliative care and support for end-of-life decisions.

Prime Minister-designate Justin Trudeau will face some interesting choices as his government inherits the recent unanimous decision of the Supreme Court of Canada that the legal ban on assisted suicide is unconstitutional.

In opposition, Trudeau was an advocate for right-to-die legislation, citing the suffering of his father, former prime minister Pierre Trudeau, before his death in 2000.

Trudeau said his father wished to die with dignity.

Don't we all.

While a relatively small number of people will be directly impacted by the court ruling, all of us will deal with end-of-life decisions and the struggle for dignity and compassion.

For lots of families, these final days are filled with terrific strain.

The medical community is rightly focused on healing.

But when healing is no longer an option and the emphasis shifts to managing pain and expectations, our system is not at its best.

Patients who have spent months or years in intensive treatment cycles suddenly find themselves at the end of the health care conveyor belt. They feel lost.

Their families are not sure what to pray for.

Most of us have brushed up against end-of-life challenges.

My mother passed away a few years ago.

Luckily, I was able to spend a lot of time with her in her last few years.

Her amazing sense of humour helped all of us as her time grew short.

She slipped from this world with a grace that continues to inspire.

My great friend, the late John Weir, also left us with grace and dignity, but his passing was all too soon.

Fortunately his family was close and loving. They made it through the heart wrenching final days together.

Not everyone is so fortunate.

My neighborhood includes people from around the world. Every culture and faith. Every possible combination of family.

We have much that separates us but we are bound together in the human journey that includes the end of life.

Families that need support in the final days turn to a remarkable network of volunteers from the community.

Heart House Hospice in Peel Region links over 150 trained volunteers with people who need support during life's hardest days.

They offer in-home visits, hospice counseling and bereavement support.

This week, I was honoured to join Mississauga Mayor Bonnie Crombie and a stellar group of citizens to kick off a fundraising project to finally build a home for Heart House.

The media release talked about the number of hospice beds (10) and the elegance of the building's design, but those things were not top of mind for me.

I was more focused on the simple notion that the heart needs a home.

We are not great at endings but we can all get behind the wonderful people who help fill our final days with dignity.

GOVERNANCE COMMITTEE

Last year, the Governance Committee made a recommendation to the Board to hire Catherine Pead, of CMP Consulting to help us craft our Strategic Plan. That work has been completed. Guided by Catherine's expertise, the Board went through a planning process that will guide us and focus our efforts for the next three years. Our work will revolve around three main strategic goals. The first is to maintain our current programming; the second is to position Heart House Hospice for sustainability now and when our new facility is built and the third is to become a centre for excellence in hospice care. Many thanks to Catherine for all her hard work!

In setting the Board's work for the year, the Governance Committee included an educational component at many of our Board meetings. This year we were pleased to welcome Trish Flanagan to a meeting to present an overview of the HUUG (Help Us Understand Grief) program. Other presentations included recent trends in governance, a in depth look at our new marketing strategy and of course, updates on our 'Bring It Home' campaign.

The Governance Committee has reviewed and revised our Policy and Procedure Manual this year. We are continuing to work on Board recruitment and refining our Board Orientation process.

With new provincial legislation in regards to patient care in Ontario and increased expectations on Boards, the Governance Committee has recommended to the Board the establishment of a Quality and Safety Committee. This committee will be

comprised of Board members, staff and community volunteers. The Governance Committee is in the midst of developing the parameters and terms of reference for this committee. Thanks go to staff member Jodi Pereira for help with this important task.

The Governance Committee could not carry out its work without the help of many groups and individuals. The Board of Heart House Hospice, committed to the Mission and Vision of our agency. Our Heart House Hospice staff, an amazing group of dedicated and talented people who deliver such a high level of expert and compassionate service to our community. The many caring volunteers, who give so much of their time and their hearts to our clients and their families. And of course to our tireless Executive Director, Theresa Greer, whose abundant creative efforts have set Heart House Hospice on its sacred path.

On behalf of the Governance Committee, thanks to all!



Cheryl Englander, Governance Committee Chair

Executive Director Expenses

| | |
|--------------------------------------|----------------|
| Education and Training | 921 |
| Travel Expense (Mileage and Parking) | 1,996 |
| Cell Phone | 960 |
| Other Meeting Expenses | <u>390</u> |
| Total | <u>\$4,267</u> |



Community Program Report

Challenges are what make life interesting; overcoming them is what makes life meaningful.

Heart House Hospice (HHH) is a not for profit organization with **BIG** ideas and aspirations. In our efforts to realize these aspirations we have had a **challenging** and *interesting* year. This quote seemed perfect as our vision has remained steadfast; to make a **meaningful** difference in the end of life experiences of the individuals and families we serve.

This year our two year project with Baxter came to an end. This project resulted in the **beginning of the in-office spa** and **our aromatherapy program** as well as helping us **increase the number of volunteers trained** to provide complementary therapy (CT) by **152%**. In 15-16 our CT volunteers provided **608** in home treatments to individuals with a palliative diagnosis, their caregivers, family members and the bereaved. *The challenge is imagining the end of something that helps so many.*

We continue to train palliative care volunteers from partner organizations across the Region. Our Coordinator of Recruitment and Training, Kathy conducts the 30 hour palliative volunteer training program for Heart House Hospice, Dorothy Ley Hospice and Acclaim Health. This year there were a total of **7 groups** held, **64 – 3 hour sessions**, which resulted in the **99 newly trained volunteers**. We also hosted **29** volunteer events.

Volunteers are the backbone of all our activities. We have **257 volunteers who volunteered a combined total of 12,116 hours**. Our in home volunteers **served 181 individuals** and **completed 961 in home visits**. The volunteers who support the behind the scenes work of Heart House Hospice provided **over 7,662 hours** this year.

The Help Us Understand Grief (HUUG) program started in 2015 with some funding from the Pendle Fund - Community Foundation of Mississauga. This funding enabled us to hire Kimberly our HUUG Counsellor to work with children and youth who are living with the dying or the death of an immediate family member or primary caregiver, or who are facing death themselves. This year the HUUG program had **196 referrals**, provided 201 visits and provided grief education, counselling and service to **81 families and 142 children**. *The challenge is to find the funds to sustain valuable programs.*

Our South Asian project is entering its final year of funding with the focus being on bringing awareness, language specific groups and Hospice/Palliative support to the South Asian community. This has been done through many programs including **3 capacity building workshops** and **2 annual South Asian Forums with 300 people**, **3 wellness groups with 34 participants**, **6 bereavement groups with 58 participants**, **4 death cafes with 60 participants**, **20 community outreach activities** and **training 19 volunteers**. *The challenge is to address a growing need created with community awareness.*

Our team of counsellors were challenged with an extremely busy year seeing a **43%** jump in the number of referrals we were receiving per month starting in October. We were challenged to figure out how to help more people with the same amount of time and staff. Our counsellors followed up on **744 referrals**

from hospitals, CCAC, community and other sources in the community. The care coordination team served over **952 persons**, making over **1043 visits**, **894 referrals to other services** and **7200** communications through calls and emails. *The challenge is to continue to make a meaningful difference.*

The Central West Local Health Integration Network (CW LHIN) provided funding to Bethell Hospice to help build a partnership with HHH, Bethell, Vaughan and Dufferin Hospice to provide spiritual and bereavement care across the CW LHIN in the communities of Brampton, Caledon, Orangeville, Shelburne and Vaughan. The Mississauga Halton Local Health Integration Network (MH LHIN) provided Heart House Hospice, Dorothy Ley Hospice and Acclaim Health funds to provide spiritual and bereavement care in Mississauga Halton. *The challenge is to improve services and the transitions between providers.*

Peggy, Nick and Steven (Bethell) our spiritual and bereavement team followed up on **583 referrals**, **servicing 662 persons** through **591 in person visits** and **1122 phone visits**. We also offered **4 bereavement groups** and piloted a **new 6 week wellness program** for bereaved individuals. *The challenge is to understand and offer the right range of services.*

Through each and every one of these challenges we have learned, gained insight and found meaningful results on our path to excellence. We are **EXCITED** to announce the **Ontario Trillium**

Foundation has made a **HUGE** investment in helping Heart House Hospice continue to make a *meaningful* difference in a persons' end of life experience. Through their support we will build and grow the complementary therapy and HUUG program: Through the support of the Ontario Trillium Foundation we will hire a counsellor who will improve our capacity and ability to serve South Asian families and our community partners.

No truer words have been spoken in describing our experience this year. Challenges have made every day interesting and overcoming them has been, and continues to be, *meaningful* with the ultimate meaning being in our ability to make a **more meaningful** difference in a person's end of life experience and to provide more people access to end of life care.

Heart House Hospice is continuously grateful for the support it receives from so many people, organizations and community partners in the Region of Peel. We are continuously looking for opportunities to hear from and communicate with the people we serve. We aspire to be excellent and know we can only learn and achieve this through the experiences, insight and feedback of the people and families we serve. I **challenge** you to help us find the *meaningful* in your end of life experience. I look forward to hearing from you at 905-792-8119 ext. 224.

Jodi Pereira

Director of Community Programs

Here are just a few things that are being said about HUUG and Heart House Hospice!

"I'm not sure what you have done but he is getting it. He is more understanding of the situation and is able to think things through." *Parent*

Thank you for all you have done for her. She is playing with her friends again and no longer stands alone by the wall at recess. She is also no longer afraid to visit the cemetery and talks about her daddy all the time." *Mom*

Thank you so much for this information- What a great program!! I have forwarded it to all my colleagues and I am sure that you will get phone calls and referrals. I have always said that Heart Hospice has been one of the most helpful agencies I have worked with!! You are truly amazing at helping families in the most difficult of times. *PDSB Social Worker*

When are you coming again? Can you come again tomorrow?" *Child*

"I don't know why my brother and sister don't want to talk about our daddy. They need to spend time with you." *Child*



"Thank you for the kind words from all of you. I am glad I can help. If I do not have to work, I would love to volunteer every day in Heart House Hospice. Volunteering in Heart House, not only rewarding, it is also extremely enjoyable and I learn a lot from Heart House. Every week, I look forward to my shift."

"Volunteering at Heart House Hospice is a very rewarding experience for me! It gives me an opportunity to help an organization which is very dear to me on a personal level, while giving me the opportunity to continue 'working' after retirement. I lost my sense of purpose when my husband died and volunteering has given me sense of purpose again. I am honoured that I was accepted as a volunteer to help such an amazing group."

2015/16 AT A GLANCE

HOSPICE COUNSELLORS & ENGAGEMENT COORDINATOR

... SUPPORTED 952 INDIVIDUALS WITH A PALLIATIVE DIAGNOSIS

... PROVIDED 1,043 VISITS

... 744 REFERRALS

... 1,894 PHONE VISITS

BEREAVEMENT

... 324 PEOPLE SERVED

SPIRITUAL CARE

... 127 PEOPLE SERVED

HELP US UNDERSTAND GRIEF (HUUG)

... 196 HUUG REFERRALS

... 142 CHILDREN SERVED

... 81 FAMILIES SERVED

TRAINING

... 99 VOLUNTEERS TRAINED

VOLUNTEERS

... 12,116 VOLUNTEER HOURS

... 7,552 VOLUNTEER HOURS FOR TRAINING, ADMIN & FUNDRAISING

... 1,046 COMPLEMENTARY THERAPY SESSIONS

... 961 1:1 VISITS

AT DAY PROGRAM,
I FIND I CAN
EXPLORE A PART
OF MYSELF I
WOULDN'T DO ON
MY OWN.

I KNOW YOU
WILL LISTEN
TO ME WHEN
I NEED TO
FEEL BETTER

MY IN-HOME REIKI
TREATMENTS GOT
ME THROUGH
CHEMO

SPA DAYS
WERE MY
LIFELINE