

# Financial Summary

Heart House Hospice Inc – Statement of Financial Position as at March 31, 2014

	2014	2013
<b>Assets</b>		
Current assets	937,625	1,709,301
Long Term Assets	1,035,625	674,500
Capital assets	<u>2,584,871</u>	<u>1640</u>
Total Assets	<u>\$4,558,121</u>	<u>\$2,385,441</u>
<b>Liabilities and Fund Balances</b>		
Current liabilities	710,937	208,338
Long Term Capital Lease	<u>1,748,874</u>	<u>0</u>
Total Liabilities	<u>2,459,811</u>	<u>208,338</u>
<b>Fund balances</b>		
Reserve for operating costs	453,655	453,655
Reserve for capital project fund	1,289,317	1,390,775
Operating fund	355,338	332,673
Total Equity and Fund Balances	<u>2,098,310</u>	<u>2,177,103</u>
Total Liabilities and Fund Balances	<u>\$4,558,121</u>	<u>\$2,385,441</u>

Statement of Operations and Fund Balances for the year ended March 31, 2014

	2014	2013
<b>Revenue</b>		
Fundraising events	259,074	268,759
Donations	201,779	140,512
Grants - United Way	61,076	126,723
- LHIN	514,554	514,553
- LHIN - Aging at Home	270,262	263,990
- LHIN one-Time Funding	20,529	1,911
- Trillium	28,750	40,000
- Other	6,164	4,055
Interest income	39,866	27,119
Other income	7,238	10,039
	<u>\$1,409,292</u>	<u>\$1,397,661</u>
Deferred revenue adjustments	-18,793	-45,739
	<u>\$1,390,499</u>	<u>\$1,351,922</u>
<b>Expenditures</b>		
Salaries and employee benefits	913,526	987,097
Administration, bldg occupancy, other	222,051	157,894
Website development	15,650	3,424
Communications	15,697	12,644
Public relations and fundraising	116,611	81,770
Volunteer Training & Education	4,121	5,702
Consulting fees	0	100
Bereavement program	575	1,347
Day program	2,871	4,155
Other program expenses	31,918	8,901
Aging At Home	125,057	119,287
Metamorphosis program	1,542	6,147
Interest on Capital Lease	18,853	0
Amortization of capital assets	820	820
	<u>\$1,469,292</u>	<u>\$1,389,288</u>
Excess of revenue over expenditures	(78,793)	(37,366)
Contribution to Heart House Hospice Fund	0	0
Fund balances, beginning of year	<u>2,177,103</u>	<u>2,214,469</u>
Fund Balances, end of year	<u>\$2,098,310</u>	<u>\$2,177,103</u>

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

## Board of Directors 2013 - 2014

Colin Campbell, President Vice President of Business Development for Infinite Media	Dr. Deborah Digges, Internal Medicine and Palliative Physician
Charles (Randy) Wright, Vice President, Superintendent/ Controller, Planning and Accommodation, Peel Board of Education	Dr. Asha Gupta, Palliative Care Physician
Cheryl Englander, Past President, Retired Retailer, Active Community Volunteer	Deborah Pecoskie, Teacher
Domenic Ruso, Treasurer, Partner, Wilson Chartered Accountants	Joan Ramsay, Director of Marketing and Recruitment, George Brown College
Theresa Greer, Secretary Executive Director, Heart House Hospice	Grant Reynolds, Retired Businessman
	Charlene (Chuckie) Shevlen, Retired Director of Mission, Vision & Values, St. Michael's Hospital
	Resigned during the year :
	Anil Chawla, David Rubin

## Staff of Heart House Hospice 2013- 2014

Theresa Greer	Executive Director
Jodi Pereira	Director of Community Programs
Pearl Sluman	Director of Finance & Administration
Lisa Hoekstra	Manager of Special Events & Annual Giving
Debbie Abate	Hospice Counselor
Harprit Gill	Hospice Counselor
Leora Kleynhans	Hospice Counselor
Anna Lewyckyj	Hospice Counselor
Mudiha Sheikh	Hospice Counselor
Karen Danard	Engagement Coordinator
Carmen Kee	Intake & Administrative Assistant
Peter Mathewson	Intake & Administrative Assistant
Kathy Ratchford	Coordinator of Recruitment & Training
Peggy Moore	Coordinator of Bereavement & Spiritual Care
Asma Khan	Coordinator, Community Outreach
Deborah Carrick	Coordinator, Health and Wellness



Hospice staff



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

# 13 - 14 Annual Report



## Board Report 2013-2014

As my first term as President of the Board of Directors comes to a close and I reflect on the past year, I am truly amazed at what a highly engaged organization, such as Heart House Hospice, can do. Just when it seems we are at the limits of our capabilities, the staff and volunteers find new ways to do more. Again this year we have served our community with exceptional service and quality of care. In this past year we supported 1,027 palliative individuals and their families in their time of need. I am so proud of the work done at Heart House Hospice.

This past year, we have also had some very significant milestones, again we were accredited by Hospice Palliative Care Ontario, not an easy undertaking. We also have come closer to our dream of building a residential hospice in the Region of Peel. Last year, under the direction of Grant Reynolds, and the financial stewardship of Domenic Ruso and the support of the Board of Directors, we secured a site for the future home of Heart House Hospice. It has been many years coming, with previous starts and stops. The site is the former home of Pheasant Run School, which by the way is now gone! We have purchased the land from the city, under a lease to buy agreement. There were many hours dedicated by Board members and staff in order to make this happen.

to reality, we also have kicked off our Bring It Home Capital Campaign. Like an iceberg, these milestones do not reveal the amount of work and effort required to get to this point. To that end, we engaged the services of Frank Cerisano Management INC to help us develop our capital fundraising strategy and help us execute it. We now have our marketing campaign ready to go, we have our case for support, and have begun to execute against the plan. I can assure you that we have been very thoughtful in the development of the fundraising requirements. We have gone to great lengths to ensure we are setting the right goals. We won't put a shovel in the ground until the funding is secured, and we will have all the funds necessary to complete the project and operate it for five years.

The coming year looks to be as exciting as the past year. I am so thrilled to be a part of this great organization and look forward to this next year. I must thank Theresa Greer and her team as well as my fellow Board members for all their support and efforts over the past year, together we do make a difference, and together we will Bring It Home!

Respectfully Submitted,

Colin Campbell  
President, Heart House Hospice Board



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

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## Executive Director's Message

Caroline Young and Cyndie Doopsen, quote Huelat, Neumann & Mensik in their book, Spirituality, Health, and Healing:

*"Healthcare delivery is experiencing a paradigm shift from a focus on sickness to a focus on wellness and from a focus on curing to a focus on healing. This trend is revolutionizing the design and function of today's healthcare facilities so that the future will see patient-friendly, sacred environments that support healing."* (Page 208)

They go on to say that putting 'humanness' into the environment is very important. One might argue that hospices always strive to focus on the person as a whole, understanding that when working with people at the end of their life, we cannot change the outcome but we can recognize the individual at each and every step of that journey; by providing service that is individualized, recognizing their dignity and that they are to be honoured throughout their journey. Nothing drives this home more than sitting in my office hearing the participants in our day program sing a song or when we join them for an afternoon tea; when I read a thank you note from a family member; when I meet people who come for bereavement support or for one of our wellness programs; when I listen to the stories of the people we come to know on their final journey of life. After ten years I never tire of listening and learning from the individuals we are honoured to meet. It makes me advocate for more humane service delivery to ensure in the words frequently heard at Heart House Hospice, keeping the 'person' in service delivery.



Heart House Hospice continues to strive to provide excellence in the services and care provided by our staff and volunteers. Toward this end, we engage in many opportunities in the community that will enhance service provision. Our Director of Community Programs grounds us frequently by simply asking, 'does this make a meaningful difference and is it person centred?'

2013/2014 ends with many achievements, some hard fought due to the economic constraints we have faced. For the third year in a row, Heart House Hospice government funds saw no increases. Together with the announcement from United Way of Peel Region that Heart House Hospice no longer fits within their new funding priorities resulting in the loss of \$126,000 effective September 30, 2013, our agency had some very challenging decisions to make. One full time Hospice Counsellor position was lost and the staff position supporting the Day Program was eliminated. Thanks to the amazing volunteers and staff, the Day Program has continued, managed by volunteers, students and support from the Hospice Counsellors. These losses came despite referrals increasing 11% and number of people served increasing 12.8%. Our agency served 1027 persons who had a palliative prognosis of less than a year, 21 people attended our Day Program, 334 people received bereavement support and 202 people received spiritual support. Our volunteers speak 18 languages and our client population speaks 41 languages.

In order to grow and strengthen our services, Heart House Hospice has had to be strategic in looking for funds. Unlike many other Ministry of Health and Long-Term Care (LHIN) programs, hospices are not fully funded, nor funded largely by government funds. It means that for nearly 30 years, our boards, staff and volunteers have not only had to oversee governance and service provision but also ever increasingly been responsible for almost 50% of the operating funds. In so doing we have had to be constantly looking for new avenues for raising funds in a market/community that has seen a growth in charities asking for support.

This past year we added a new event, Handbags for Hospice. The new initiative was a great success thanks to the support of the community and the commitment and dedication of the volunteers and staff who worked to deliver a fun experience for all attendees. We are fortunate to have a supportive community and volunteers to support all of our events ~ Golf and Gala. Many thanks also to those who participated in the Healing Cycle and Mississauga Marathon in support of Heart House Hospice. Each of these events along with the sponsorship included and the donations received throughout the year from service clubs, foundations, businesses and many individuals help us reach our target. More importantly these donations help us to provide person centred care for individuals and their families at end-of-life. This past year we received three grants that have allowed us to grow and develop our services. Many Thanks to our friends at Enersource, Baxter Foundation and the Ontario Trillium Foundation.

The Ontario Trillium Foundation grant enabled us to partner with the Punjabi Community Health Services, India Rainbow, Aurat Health Services, William Osler (Brampton Civic), Bethell Hospice, Central West Palliative Care Network and the Mississauga Halton Regional Palliative Steering Committee on a project to look at the needs of the South Asian Community. The funds resulted in the translation of our information into Hindi, Punjabi, Urdu and Tamil. We had a 400% increase in number of people who came forth and indicated an interest in volunteering with HHH. We experienced a 10% increase in referrals from the South Asian community. We had 14 radio broadcasts, 3 commercials on radio, and 4 articles in 6 South Asian newspapers in English, Urdu, Hindi and Punjabi. There were 7 information sessions held in the community with over 200 participants. What we learned is that people did not understand the difference between hospice and hospital; that there was a great need for support in the community as the community is changing due to economic needs; more adult family members are working outside the home and caregiving is a strain and a growing concern. We learned that we need to continue to develop a presence in the community. We learned that the community is open to support. (con't next page)



## Fund Development Report

*"How wonderful that no one need to wait a single moment to improve the world."*  
~ Anne Frank ~

I always say that I have the best job in the world. I have the wonderful opportunity to work with amazing families, donors, sponsors, fundraising event committee members – all of which are community champions, and I also get to see the powerful impact that these dollars have in the lives of the people and families we serve.

Theodore Levitt said it best: *"Creativity is thinking up new things. Innovation is about doing new things."* There have been a number of innovative firsts in our events this past year. These firsts have helped us to further develop our network of supports, increase our profile, all the while providing meaningful experiences for our guests.

300 women descended onto our Handbags for Hospice in April 2013. This inaugural event showcased a designer purse auction, a paper bag princess draw, penny raffle, and a live auction. Ladies enjoyed an evening of delectable desserts and light refreshments and left with a night of fun memories with friends and for many, a designer purse in tow. A special thanks to our Handbags for Hospice committee who worked diligently to make this event a tremendous success. Your hard work paid off in spades, ladies!



Our Golf Tournament went through a rebrand this past year including a new name, new date and new venue. Golf Fore Hospice took place at Brampton Golf Club, a members only club. Golfers experienced a day of camaraderie, great golf and raised funds for a great cause. A special thanks to Martha Turnbull from RBC Insurance and Grant Reynolds who co-chaired the tournament.

One of literatures most famous adventures came to life at Heart House Hospice's A Night in Wonderland Gala this year. Guests were transported to Wonderland and enjoyed an evening of enchantment and intrigue featuring Raman Sharma, an Illusionist, and our amazing emcee Anne-Marie Mediwake, Co-Host of CBC News Toronto. The audience was spellbound when they

heard from Marjann Lyn about her hospice experiences with her mother, Gloria.



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

Thanks to the generous support of Enersource, a new website is being developed for our hospice, a doctors outreach package is in the process of being made, and vital documents will be translated.

Thanks to a 2 year grant from the Baxter International Foundation, the Community Health and Wellness Program was born. There are 3 goals associated with this new program: enhancing in-home services through complementary therapies to palliative individuals that would support them with pain management and in their efforts to die at home, to provide respite and complementary therapies to address caregiver stress, and to provide education to terminally ill individuals and caregivers through group support.

We are thrilled to receive the support of the Ontario Trillium Foundation for a 3 year grant to hire volunteer and outreach education coordinators to meet the cultural and linguistic needs of the South Asian community in Peel requiring palliative care supports and services. These funds will also be used to support an annual community forum on cultural considerations for end-of-life care.

Together we make the impossible possible for those who are facing their end of life journey and families who love them. Your support helps people who have received a life threatening diagnosis to navigate new and uncharted waters with dignity and respect. The need is great and your help made all the difference. We simply cannot say thank you enough.

I look forward to a new year with new challenges and opportunities.

**Lisa Hoekstra**

Lisa Hoekstra

Manager, Special Events & Annual Giving



Heart House Hospice is grateful to our Gala's Platinum Sponsors



# Residential Report

Much has transpired since last year's Annual General Meeting: Heart House has acquired a two acre site on which a new residential hospice will be built!

The address is 4140 Pheasant Run, the site of the former Pheasant Run School. This property is in the north-west sector of Mississauga, not far from the intersection of Winston Churchill Boulevard and Burnhamtorpe Road West. It sits amidst several acres of the beautiful Pheasant Run Park. The park itself is surrounded by a quiet suburban neighborhood. Perfect for our needs!

The two acres we have acquired are part of a five acre parcel which was owned by the Peel Board of Education. During this past winter Peel Board sold the five acre parcel to the City of Mississauga and our two acre hospice portion of that parcel was then promptly made available to Heart House Hospice.

Part of our parcel included the actual Pheasant Run School building, which finished educational service this past June. We recently demolished the building and property plans are now being prepared for grading, laying of topsoil and seeding for grass.

The site will therefore appear as part of the Pheasant Run Park until we are in a position to commence building. We would like nothing better than to start immediate construction of our new residential hospice. However, we face two challenges, both of them monetary. We must first pay the City of Mississauga the \$2.6 million cost of the property in a lease-to-buy arrangement. That cost is currently being paid in quarterly installments. Secondly, once the property is ours, the funding for the construction of the residential hospice must be mostly in our hands before construction begins.

As far as we have come in the last year, we still have a ways to go before those two challenges are met. Progress on both those fronts is a function of our ability to raise funds over the next years. We are optimistic about our prospects. Peel Region is prosperous and we are optimistic that Peel's citizens, both private and corporate, will realize the importance of accomplishing our goal.

*Grant Reynolds*

Grant Reynolds

Chair, Residential Committee



Purchased School on Lease to own December 2013



Demolished School April 2014



Seeded for parkland until ready to build



Artist's concept of planned Residential Hospice

# GOVERNANCE COMMITTEE

The Governance Committee has continued to focus its' work in four main areas.

1. Board Membership
2. Strategic Planning
3. Ongoing Board Education
4. Remaining up to date and current in regards to legislation that affects the stewardship of our agency

The Governance Committee, on behalf of the Board, strives to maintain board membership that represents a well balanced set of skills and expertise to promote the Mission and Vision of our agency. This past year, due to time constraints and work commitments, Anil Chalwa resigned from the Board. We thank him for the time and effort he put in on behalf of Heart House Hospice. We are delighted to welcome Deborah Pecoskie to the Board team and know that her vast board experience and knowledge of governance issues will be a huge asset to us.

Our Strategic Plan provides the foundation for the sustainability of our organization. The current plan takes us in to 2015 and we have begun to work on re-crafting and updating a plan that will set our goals for the coming years ahead. As we head into a new phase in the life of Heart House Hospice, we know we have an important task ahead.

The Governance Committee sets the work plan of the Board and organizes the educational component of our Board meetings.

This year we were privileged to have both Peggy Moore and Leora Kleynhans present to us an overview of their work here at Heart House Hospice. Both presentations were excellent and provided the Board with much insight (and admiration!) into the complex, skilled and much needed services that Heart House Hospice provides to the community.

Chuckie Shevlen, the past Governance chair, has taken on the task of reviewing a number of our current policies and bringing them forward to the committee for updating and discussion. We are grateful to Chuckie for her efforts in this area.

The Board Self Evaluation was completed this Spring and will serve to further guide the Governance Committee.

With Accreditation through CARF coming up for renewal, the Governance Committee is busy looking at current practices, strategies and policies. We owe much thanks to Jodi Pereira and Theresa Greer for their help with this important task.

Respectfully submitted,

Cheryl Englander, Governance Committee Chair



## Executive Director's Message (con't)

As a result of this one year project, we applied to Trillium for a three year project to expand our caregiver and bereavement support in the South Asian Community. Together with Bethell Hospice, volunteer recruitment and training will be expanded to look at the broad support needs in this community.

We are very aware that these project funds help us to continue our reach in our community but we are also cognizant that these funds are time limited. Heart House Hospice will continue to advocate for sustainable funding.

All these developments have taken place at the same time that another major project is consuming our senior staff and board – the development of our new hospice centre to include a 10-bed residential program. We are thrilled that a location at 4140 Pheasant Run through a 'least to own' arrangement with the City of Mississauga has been found. Our task now is to raise the funds to develop this project. Thanks to the tremendous support from Orlando Corporation, we have a design for our new facility. Glen Broll from Glen Schnarr and Associates is assisting us with the zoning and planning issues. His expertise has realized excellent results for which we are most grateful.

I would like to thank our many volunteers, more than 150, who provide support at reception, program support and 'hands-on' support. Volunteers remain the heart and soul of hospice work. Our agency is strong and responsive due to the caring and commitment of our staff. Despite the reduction in the staff complement, our staff have embraced a new service delivery model always keeping in mind that what we do must make a difference to the person served; must address service excellence and a constant endeavour to that end.

I want to thank our Board of Directors for their vision and commitment to the vision. Our goals are daunting but realization of that 'sacred' environment is our driving force.

Respectfully submit

Theresa Greer,  
Executive Director

Executive Director Expenses	
Education and Training	1,198
Travel Expense (Mileage and Parking)	1,798
Cell Phone	480
Other Meeting Expenses	570
<b>Total</b>	<b>\$4,043</b>

## Community Program Report

Starting with a quote seems to be a theme for this year's annual report so I will share the philosophy that I have learned and adopted in working with individuals and families addressing end of life.

*"Begin each day with an attitude of gratitude. When you are grateful, fear disappears and abundance appears."*

*Anthony Robbins*

Our team is truly grateful to be invited into the lives of every family we encounter and I am truly grateful to be part of Heart House Hospice and such an incredible team of staff and volunteers.

**This has been a very exciting year for Heart House Hospice, the individuals and families that use our services and our community team!**

**Baxter International Foundation** announced in August of 2013 that they were giving Heart House Hospice \$100,000 dollars over 2 years to support and build our Health and Wellness program. The funds enabled us to hire Deborah Carrick in late November. Deborah has training in a whole range of naturopathic and therapeutic modalities. Our health and wellness program to date has significantly increased the number of Therapeutic Touch (TT) volunteers Heart House Hospice has. We have enhanced the complementary therapy training included in our 30 hour palliative training program. We have added aromatherapy and massage to the list of therapies we are able to offer and have trained 16 volunteers. We are offering regular TT, Reiki as well as aromatherapy practice sessions for our volunteers to develop their expertise. In April 2014 we started our "Spa" program which offers all of our therapies to individuals and families who require our service including individuals with a palliative diagnosis, their caregivers and individuals who have recently experienced the loss of a loved one. Since April, the in-office Spa program, has offered complementary therapies to over 30 people. The next steps for this program are to continue to increase our volunteers, continue to develop the Spa and build our capacity to offer in home complementary therapies to support families and individuals to address pain and symptom management with non-medical interventions, especially those in the last months of life.

51% of the residents of the Region of Peel are immigrants with a significant percentage being South Asian. Last year the **Ontario Trillium Foundation** gave us the funds to assess the needs of the South Asian Community. Now the **Ontario Trillium Foundation** has provided their support for the next stage of this collaborative 3 year project with Punjabi Community Health (PCHS), Bethell Hospice and Heart House Hospice. Asma Khan has returned to Heart House Hospice to lead this project focusing on extending caregiver support, education and bereavement to the South Asian Community.

The people and faces of Heart House Hospice include our strong and committed volunteers. Volunteers truly make our mission possible. Volunteers are woven into everything we do at Heart House Hospice. Volunteers are the back bone of hospice services. They are our ability to support and companion individuals with a palliative diagnosis in

home and provide respite to their caregivers. Volunteer are the hands that provide T.T., Reiki and Aromatherapy & massage. In 2014 **Volunteers spent 2942 hours, providing 1294 visits to 542 families.** It is only because of an amazing group of volunteers that our office is filled with activity and laughter every Wednesday afternoon as we provide day program members opportunities to meet and socialize during planned activities. Volunteers are the smiles and faces that welcome you through our door. They are behind the scenes supporting events, fundraising and information gathering. They are our board and leadership. Students also contribute to our volunteer team.

Kathy is our Coordinator of Training and Recruitment. This year Kathy trained **over 98 volunteers** for Heart House Hospice, Dorothy Ley Hospice and Acclaim Health. Kathy is the face of our 30 hour training and she constantly changes it to accommodate new information and the feedback and ideas from the participants. Kathy goes out into 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.

The year the care coordination team welcomed Karen Danard, Harprit Gill and Mudiha Sheik to our team and celebrated Jane Latham's retirement after almost 11 years with hospice. Our care coordination team followed up on **643 referrals** from hospitals, CCAC, community and other sources in the community. Our team of Hospice Counsellors served over **1027 persons**, making over **877 visits** and over **6000 telephone calls**. Can you imagine how much time this team spends on the phone referring, connecting, supporting and advocating to make a difference in someone's end of life experience. Thank you very much Anna, Leora, Harprit, Mudiha and Karen for your compassion and care. Spiritual Care and bereavement are an entity of their own astounding provider by one person. Peggy received **487 referrals, 536 served persons and 526 personal visits and 719 phone visits**. Each one of these visits, calls and connections help make a **meaningful difference in someone's end of life experience!**

Heart House Hospice has embarked upon a Path to Excellence. In the fall of this year we will undergo our second accreditation with CARF. Excellence however is more than accreditation, it is a continuous pursuit. In order to achieve excellence we need regular input and feedback from the people we serve and have served; those who have experienced loss, the individuals with a palliative illness and their families. If you have feedback to share, input to give or ideas to grow, please know that you will always be welcomed and afforded an ear and time.

Thank you for a great year & for your contributions to Heart House Hospice! Each one of you helps make our mission possible.

*Jodi Pereira*

Director of Community Programs

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



### Comments from Clients:

*"My volunteer has a beautiful disposition. She talks the same things I talk. I was very depressed the other day, and she brought me out of my depression- she even spent an extra half an hour with me. She is very straightforward with me, but is very careful with me about how she talks to me about my illness. She knows exactly what to say so as not to upset me. She is very respectful. She and I have the same priest. I can't get out to church, and she tells me many stories about the church and the priest. I love all her stories. Each time she leaves here, she leaves me with a prayer."*

**"The volunteer's work is PRICELESS. She is not doing it for any reason other than the goodness of her heart. Angelo pays the volunteer in six figures by S-M-I-L-E-S (6 figures)!"**

*"We would like to extend our appreciation for all the people that Heart House Hospice sent to me and Fran over years. We thank everyone and your fine organization for your support and I wish you all well!"*

### New Wellness Program

*'My head was very busy before my treatment and less afterward. My breathing slowed down and I found relief in my lower body and was suspended in calm. It was beautiful.'* (Bereavement Individual)

*'I would like to have Reiki, Aromatherapy & Therapeutic Touch as often as possible. I didn't want it to end and asked for another 15 minutes which my volunteer was able to give me. Weekly sessions would be great! It calmed me and benefited me in every way: physically, emotionally, spiritually and mentally. I am booking my next treatment.'* (Palliative Individual)

### Day Program Volunteer Tributes

*" Hey Guys! Just wanted to say Thank you very much for all the hard work you do for us. I really appreciate it so much. Look forward to coming here on Wednesday because you make it so enjoyable for me." Kim*

*" All the volunteers are great. When I'm down and I feel upset they know and always cheer me up. I go home feeling very happy. Some days I don't want to do anything and I force myself to come here and when I come here I feel better. Every day here is just great. The volunteers make me feel wanted. I was scared when I first came because I didn't know anyone but now I'm not because I get to meet people." Susan*

*"I like the volunteers very much. They pick me up and bring me here. We have conversations which is very nice. We have coffee which is also nice. They bring me home which I appreciate very much." Jan*



First Aromatherapy Training Session

