



# HEART HOUSE HOSPICE

## 2016-17 Annual Report



### Board Report

As we close another year at Heart House Hospice I reflect on my years on the Board and my four years as President coming to an end. I personally judge my success on whether the organization is in a better place than when I accepted the role of President. My only regret is that we have not achieved our goal of building a residential hospice for our community. We have come a long way and have been working closely with Trillium Health Partners (THP), I would like to thank the leadership team, specifically Michelle DiEmanuele and Shawn Kerr at THP for seeing how our visions complement each other.

Some of the highlights of recent years at Heart House Hospice include the growing awareness of Hospice in our community which has led to increased referrals. The recognition of the growing needs of Hospice services is reflected in both Federal and Provincial budgets. The growing partnership with the City of Mississauga and Mayor Bonnie Crombie helping us achieve our goals. I want to personally thank Mayor Crombie for always being there whenever I have called upon her.

All of this would not be possible without the tireless dedication of our staff and volunteers, under the leadership of Theresa Greer, with whom we have seen Heart House Hospice become a leader on world class community services. Understand that we have had to ask our team to continuously do more with less, come up with creative solutions to a variety of challenges. Every challenge has been met with professionalism and openness. This community and the Board of Directors owes you all a thank you. When we recognized there was a gap for specialized services for the youth in our community, management created the Help Us Understand Grief (H.U.U.G.) program, to help the young people

and children in our community come to terms with grief and loss. I thank you personally as my family has participated in this program.

Our Board of Directors has also experienced change in the last few years, for those Board members who have departed, thank you so much for your support of this great cause and our wonderful community. The current slate of Directors is a wonderful mix of people with diverse backgrounds that will certainly lead us forward.

I must also recognize the contribution that our partners and funders have made to our organization. Without fundraising we would not exist today. In order to go forward and realize the building of a residential facility in our region we will need to see all levels of government step forward and for us to grow our presence in the minds of those potential donors in our community who share in our vision. I will continue to tell our story to anyone who is willing to listen and always look for those who want to contribute. My one message – don't wait until you need a residential hospice to then wonder what can be done, act today.

Thank You

Colin Campbell

President, Heart House Hospice Board



# Executive Director's Message

Joan Garry writes in her book, *Guide to Nonprofit Leadership*, 'The single most important attribute of a nonprofit leader – board member or staff leader – attribute that is most critical in helping you to untangle knots and the one that can move your organization from good to great – is joy.' When I reflect on the past year, it has been a year of transition. With transition comes 'knots' or what we more commonly call challenges. And if we follow the Chinese proverb that challenge equals opportunity therein lies, I believe, the joy.

Heart House Hospice was the beneficiary of a major three year grant, \$1,029,900 from the Ontario Trillium Foundation. The grants allow us to expand services in three areas: H.U.U.G., a program supporting children and youth living in a home where someone is dying; Health and Wellness trains volunteers to deliver a menu of complementary therapies in home and in the office to people who have a palliative prognosis, people who are caregivers and people who have lost a loved one; and expansion of our reach to the South Asian members of our community.



Our programs saw major increases this past year. We served 1,103 people who had a palliative prognosis. This was a 16% increase over the prior year. Our provision of bereavement services increased by 113% over the prior year with 662 people receiving bereavement support and our H.U.U.G. program had a 36% increase in services, serving 194 children in 2016/2017. Our hearts are gladdened to know that more people have access to hospice services.

The challenges grow when government funding has not increased in more than six years and we continue to become more reliant on fundraising. This year we realized a deficit. Our Board and Fund Development Committee are undertaking a review of our fundraising channels. While we have had tremendous support from our community and our Handbags for Hospice and Gala were successful events, we are competing in a crowded marketplace. With renewed spirit and commitment we have begun a new year recognizing that at our core is the good work that our volunteers and staff do each and every day. Please see the quotes from our families in this Annual Report. For sustainability of our current programs, HeartHouse Hospice recognizes that we need to increase our fundraising base and work with our Mississauga Halton Local Health Integration Network (LHIN) to identify other opportunities.

It is with great joy that I confirm that Heart House Hospice has been awarded a three year Accreditation from CARF. Some of the comments from the final report include:

- The management and staff exhibit exceptional levels of confidence, caring, concern and commitment to the persons served.
- The entire organization functions as one, with each member complementing other members in providing seamless service to the

people they serve.

- The staff at Heart House Hospice demonstrate cohesiveness and focus around the mission and service delivery to the persons served, facilitating serving many persons with limited staff. There is an office culture of acceptance and inclusiveness that is exemplified by a genuine enjoyment of working together to meet the needs of those served.
- Service delivery offerings encompass and reach a culturally diverse community. The organization is cognizant of the cultural makeup of the community and strives to build a volunteer pool and have a staff that are reflective of this diversity.



- The volunteers felt well prepared and supported in their work and have been well affirmed by the organization.
- Heart House Hospice staff and volunteers do an outstanding job of identifying gaps in service delivery to the persons served and are strong advocates for the needs of the persons served.
- Heart House Hospice has a very gentle approach to care. The people they serve told us they listened to their needs and provided just the right thing at just the right time. One person said they felt blessed to have found the organization while another said it was nice to have someone to talk to who has dealt with the same thing. Numerous individuals expressed that Heart House Hospice was responsive to their needs. This is a testament to the commitment to quality that all of our team of staff and volunteers embrace.

This past year we committed to a new path in pursuit of a residential hospice. We have entered into a partnership with Trillium Health Partners to create a Seniors Health Campus. We believe this partnership offers many opportunities for collaboration, integration and innovation while maintaining our separate identities.

At this time I would like to acknowledge and thank Colin Campbell who has been our Board President for the past four years. He took on an extended term with vigor and demonstrated his strong commitment to the work of Hospice. Colin introduced us to new opportunities, new people and has been a champion for Heart House Hospice. We are fortunate to have an outstanding Board and I thank each of them for their leadership and support.

I close with words from Dr. Alan Wolfelt, at hospice we are in the "Hello" business, it is a different take on saying hello. It is allowing ourselves to say hello to the losses we experience in our lives. He also says that you "listen to the past, sing in the present and dance into the future". It is only by the saying 'hello' to the reality of death, learning how to incorporate new realities in our lives that allows us to find joy again for the future.

Respectfully submitted,  
Theresa Greer  
Executive Director

## GOVERNANCE COMMITTEE

It has been a busy year for the Governance Committee this year. We are pleased to formally welcome to our Board, Karen Priest of Diamond Marketing and Communications Inc. and Bill Nixon, Manager of Operations for Turner & Porter Funeral Directors Limited. Both Karen and Bill bring much experience, knowledge and leadership skills to our Board. We are delighted to have them join us.

Sadly, due to time constraints, Randy Wright has stepped down from the Board. We will miss his wisdom and his dedication to Heart House Hospice.

The Governance Committee was pleased to be part of the process that led to another successful Accreditation. Congratulations to the all of the staff who, under the guidance of Theresa Greer and Jodi Pereira, once again achieved this important recognition of their efforts.

We continue to review and update the Board policies and bylaws.

In our ongoing efforts to keep ourselves informed and educated, we have continued to slot educational sessions into our Board meetings. Staff member Kathy Ratchford presented a session on Health and Safety Training and Gina Vergilio presented a session on Succession Planning. We were visited by Michelle D'Emmanuel, President and CEO of Trillium Health Partners and some senior management staff of the hospital to discuss possible ways to partner in the delivery of palliative care to our clients.

Bill MacLeod, CEO of the Mississauga Halton LHIN along with Board Members Neil Skelding (Chair) and Mary Davies (Vice Chair) were recent guests at a board meeting.

It is our goal in the year to work together with Jodi Pereira, Director of Community Programs to establish a Quality and Safety committee composed of both Board and Staff members.

Many thanks to Theresa Greer for her ongoing efforts and participation on our behalf.

Cheryl Englander

Governance Committee Chair

Executive Director Expenses	
Education and Training	\$1,420
Travel Expense (Mileage and Parking)	1,515
Cell Phone	960
Other Meeting Expenses	<u>529</u>
Total	\$4,424

## Financial Summary

### Statement of Financial Position as at March 31, 2017

	2017	2016
<b>Assets</b>		
Current assets	\$2,128,206	\$ 951,720
Long Term Assets	352,100	426,559
Capital assets	<u>10,442</u>	<u>2,757,807</u>
Total Assets	<u>\$2,490,748</u>	<u>\$4,136,086</u>
<b>Liabilities and Fund Balances</b>		
Current liabilities	\$ 570,971	\$ 752,529
Long Term Capital Lease	<u>-</u>	<u>1,313,945</u>
Total Liabilities	<u>570,971</u>	<u>2,066,474</u>
<b>Fund balances</b>		
Internally Restricted Funds	436,655	453,655
Residential Hospice Fund	1,201,363	1,222,993
Surplus Operating fund	<u>281,759</u>	<u>392,964</u>
	<u>1,919,777</u>	<u>2,069,612</u>
Total Liabilities and Fund Balances	<u>\$2,490,748</u>	<u>\$4,136,086</u>

### Statement of Operations and Fund Balances for the year ended March 31, 2017

	2017	2016
<b>Revenue</b>		
Fundraising events	\$ 214,792	\$ 283,827
Donations - Operating Fund	192,222	267,466
Donations - Residential Hospice Fund	69,154	97,287
Grants - LHIN	724,768	706,623
- LHIN - Aging at Home	122,299	122,299
- LHIN one-Time Funding	43,109	
- Ontario Trillium Foundation	279,842	58,777
- Federal Funding-Summer Student	3,560	2,759
Interest income	16,870	17,609
Other income	<u>24,858</u>	<u>15,173</u>
	<u>1,691,474</u>	<u>1,571,820</u>
<b>Expenditures</b>		
Salaries and employee benefits	1,195,823	962,725
Administration - Operating Fund	315,737	237,284
Administration-Residential Hospice Fund	58,009	79,706
Aging At Home	122,299	122,299
Fundraising	60,022	100,095
Public Relations	43,340	37,134
Volunteer Training and Education	6,261	3,031
Software and Data Services	4,810	5,846
Amortization of capital assets	4,012	2,884
Interest on Capital Lease	<u>30,996</u>	<u>46,494</u>
	<u>1,841,309</u>	<u>1,597,498</u>
Deficiency of revenue over expenditures	(149,835)	(25,678)
Fund balances, beginning of year	<u>2,069,612</u>	<u>2,095,290</u>
Fund Balances, end of year	<u>\$1,919,777</u>	<u>\$2,069,612</u>

Extracted from the Audited Financial Statements reported on by Calvin G. Vickery, Chartered Accountant Professional Corporation

# Community Program Report

Do what you love and do it well - that's much more meaningful than any metric.

Kevin Systrom (Instagram Co-Founder)

Now don't get me wrong as a person who truly loves metrics; but doing what we love and doing it well truly summarizes the work of hospice staff and volunteers. This is our aspiration. The reality of course is that metrics matter. The truly awesome thing is that when you do what you love and do it well - the metrics and numbers naturally reflect that. Each and every one of us at Heart House Hospice love being there to make a meaningful difference in the end of life experiences of the individuals and families we serve.

Thanks to the generous 3 year (2016-19) funding provided by the Ontario Trillium Foundation some very special programs including our complementary therapy, H.U.U.G. and our work in the South Asian community continue to flourish and grow the services we provide to palliative individuals, families and the community.

Volunteers are, and continue to be, an integral part of Heart House Hospice. Volunteer training and recruitment continues to be a priority for us. Our Coordinator of Recruitment and Training, Kathy conducts the 30 hour palliative volunteer training program for Heart House Hospice, Dorothy Ley and Acclaim Health. This year there were a total of 8 groups held, 81-3 hour sessions, which resulted in the 84 newly trained volunteers. We also hosted 36 volunteer events attended by 401 people.



Volunteers are the backbone of all our activities. Kelly coordinates Heart House Hospice's Volunteers. This past year, 320 volunteers volunteered a combined total of 11,446 hours. Our in home volunteers served 227 individuals and completed 1,056 in home visits. The volunteers who support the behind the scenes work of Heart House Hospice provided over 6,754 hours this year.

The H.U.U.G. program started in 2015. Our H.U.U.G. Counsellor Kimberly works with children and youth who are living with the dying or the death of an immediate family member or who are facing death themselves. We have just hired Allison, our second H.U.U.G. counsellor to continue the program in the Region of Peel and extend the H.U.U.G. program into Halton. This year the H.U.U.G. program had 271 referrals, provided 278 in person visits and 346 phone visits. We provided grief education, counselling and service to 429 people. 40% of the referrals came from an external partners whereas the other referrals were from the hospice counsellor for a family using another Heart House Hospice service.

Our efforts to make sure that hospice palliative care is accessible to all people in our community continues with us adapting our

programs to demonstrate our commitment to cultural inclusivity. We have hired a South Asian Hospice Counsellor who provides support in another language which represents a significant number of people in our region. Gagandeep is also able to support other providers if translation is required. As part of this project Heart House Hospice will soon be releasing 15 short information videos addressing a number of practical and end of life issues. Each video will be available in English, Punjabi, Urdu and Hindi.

Our team of counsellors, Anna, Leora, Amanda and Karen our Engagement Coordinator were challenged with an extremely busy year seeing a 16% increase in the number of referrals. The funding from the Ontario Trillium Foundation enabled us to hire an additional counsellor which has been a great support with the counsellors balancing an average caseload of 70 palliative individuals. This number doesn't include the support we give to the primary caregiver or other family members. Our counsellors followed up on 744 referrals from hospitals, CCAC, community and other sources in the community. The care coordination team served over 1,103 persons, making over 1,043 visits, 894 referrals for services and 7,200 communications through calls and emails.

Our services are truly about helping people live well. Wellness is defined as the inclusion of the emotional, mental, spiritual, social, psychological, and physical dimensions which can help to expand and improve one's quality of life. Our Wellness Programs coordinated by Nancy include our on-site and community spas, day program, in home treatments and education and outreach helped support many people this year. We had over 100 scheduled sessions utilized by 198 people who received 764 treatments. We conducted 32 outreach and wellness sessions with various community partners, sharing the work of HeartHouse Hospice with over 779 people.

Peggy, Alex and Steven (Bethell Hospice) are our spiritual and bereavement team following up on 853 referrals, serving 662 persons through 640 in person visits and 1,380 phone visits. We also offered a number of bereavement groups which resulted in 44 support sessions and 385 attendees. These sessions include a new 6 week grief theory series for bereaved individuals.

This year we are starting a Quality Council to continue to challenge us on our path to excellence. We are looking for individuals who are using, or have used our services to join this council and be our motivation and inspiration to continue to be visionary and excellent. If you are interested I would love to hear from you at 905-712-8119 ext. 224

The meaning of this message is to share the AWESOME work that is done by Heart House Hospice and our team: A team that includes the many individuals and families that use our services, our volunteers, our staff, our funders, our donors and community partners. We look forward to continuing to do what we love and doing it well!

Jodi Pereira

Director of Community Programs

## What People are Saying about Heart House Hospice Services

"I can't even express to you how special it was for you to have reached out to me while caring for my father in law. You gave me such comfort and support at this time. You are certainly a great listener and very kind and thoughtful." Caregiver

"Thank you for all your kindness, love and opportunities to have wind put back I my sail to get up and start again the next day...Heart felt gratitude for grabbing my hand & my mom's & not letting go. HHH a loving Heart, a Beautiful Spirit... These are the things that last Forever." Caregiver

"God bless you, your family and Heart House Hospice. You responded quickly and cared enough to help. Thank you."

Caregiver and daughter

"Things can change so quickly. Phone calls make me feel special. It is nice to know someone out there is thinking about me and cares."

Individual

"Thank you so much for being there during the most difficult time in my life. I will never forget you." Caregiver

"You are the only person who is listening. You are the only one in this whole story who has taken the time to listen and acknowledge my feelings and me." Bereaved

"Thank you for coming to talk to my kids. You explained it in a way that helped them understand." Mom

" Thank you so much for listening. Talking to you is different than talking to another counsellor. Talking to you is more like talking to family. You understand, you get it and you're good at what you do. I hope when I work with kids one day I can make a difference like you do." Child

"I really appreciated the visits from you and the peace of mind that comes with your promise to continue to support my mom after I die."

Individual



"The training was amazing! I feel ready but need the experience to know I am ready. I can't wait for the experience." Volunteer

"My clients have talked to me about how others in their life have taken a step back, not knowing what to say to them. When I enter their home they know I want to be there asking nothing of them but companionship." Volunteer

"Simply making a difference in someone's life just by being there for them either it's a client or family member is priceless. When you see you can make a difference just by showing that you care is so rewarding." Volunteer

"I feel there is such a positive effect on my body and mind. I feel blessed to have this care by those at Heart House Hospice." Bereaved

"You make me feel better. Can I see you tomorrow instead of next week."

Child

"Please continue spa days. What a blessing they are." Bereaved

### Video Series: How to Support Grieving Students in the Classroom

"I just watched the videos for teachers. They are exceptional. Andrea did a great job of talking in a very interesting way about a complex topic. I watched all four, one just leading right into the next. The writer/producer in me gives you pats on the back for having a clear, lively script and delivering it so well. The mom in me says thanks so much for helping others understand what they can say, and do, to make this bumpy journey more manageable. I will try to promote these videos however I can. I hope the TDSB and other boards make them mandatory viewing."

Mom and Teacher

Cost for providing palliative care in the last month of a patient's life averages about:

- \$1,100 per day in an acute-care hospital bed
- \$630-\$770 per day in a bed in a palliative care unit
- \$460 per day in a hospice bed
- Under \$100 per day where at-home care is provided

Source: 2014 Annual Report  
Office of the Auditor General of Ontario



## CAMERON MUIR

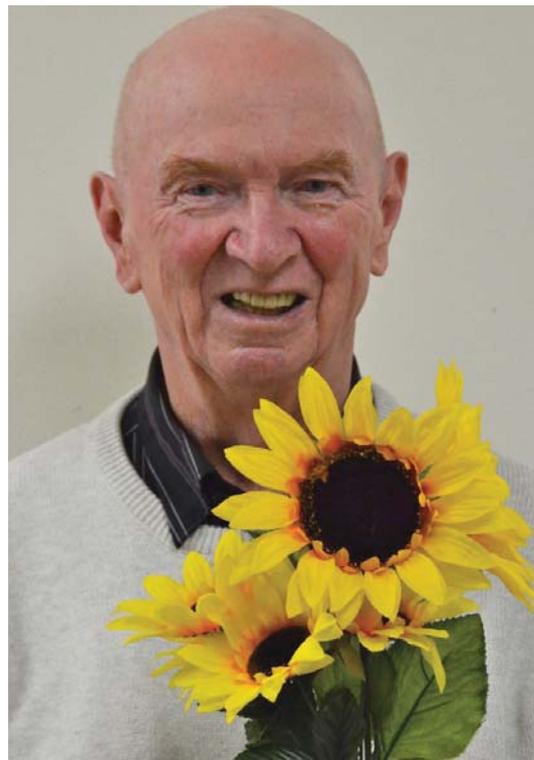
January 24, 1999, was a special day in Heart House Hospice history. That is the exact day Cameron R.M. Muir joined our family. In the 17 years he was with us he became a welcome and familiar face at hospice helping in so many different ways like driving for the day program, fundraising, in-home visiting, helping at spa days to just name a few. Cameron supported many individuals and family members over the years, likely in the hundreds. Cameron spent countless hours companionship the dying and supporting caregivers by providing respite. Families often remarked on how much they appreciated being able to get out while Cameron visited. Cameron would bring poems or information about new countries to discuss. His visits brought meaningful experiences from week to week. Families and volunteers commented over the years about how Cameron sharing the dragonfly story had changed their lives.

Cameron died on February 8, 2017. Carole and their son Cameron mentioned that volunteering at Hospice was the perfect post retirement job for Cameron Sr. Volunteering at Heart House Hospice gave him a purpose which was completely different from his career at CP Rail. Son Cameron said, "I believe that you and your colleagues will agree that my father was suited for this kind of volunteering. He enjoyed helping people and trying to make a difference in their lives." Cameron was an active volunteer visiting palliative individuals and their families until July 2016. Thank you Cameron for all your inspiration, your caring nature, your love of life and your stories.

## BRIAN DODDS

It is impossible to measure the impact that Brian Dodds had on the many, many clients over the years. Brian started his 15 year volunteer service at Heart House Hospice on March 19, 2002. 24 families in just the past few years have come to know Brian's quick wit and eagerness to help.

Brian Dodds started to work as a young teenager in the rail yards in Montreal which quickly motivated him to want to do more so he went back to school and secured a better job. Brian rose up in the ranks. Brian was always looking for innovative ways to improve working conditions and productivity. He did that with imagination and humour and was loved by fellow employees. His wit and wonderful outlook on life got him through many difficult times in his life. When he retired he wanted to do something to give back to the community and found Heart House Hospice to be a place where that could happen. He loved taking on new matches and one particular match for a gentleman named John whom he would take out for rides in the car and sometimes for lunch. John loved fish and chips and also doughnuts. When he got home his lady friend would tell him that he was not supposed to be eating things high in cholesterol! His answer was "I am dying anyway so why worry about cholesterol now!!" Another one of Brian's matches was a man who used to be a singer so Brian got his sheet music and took it over and they would sing together for half an hour or so. He always tried to make the people he visited smile or find some enjoyment while he was there. He was a kind and gentle soul. He brightened every room that he walked into with his smile and wit. He will be missed for many things but certainly for his inherent ability to make others smile.



# Fund Development Report

Thanks to you, our remarkable family of donors, we are able to support individuals living with a life-limiting illness and their families in the comfort of their own homes. Your generosity supports young and old alike whether it's through our in-home programs, our H.U.U.G. program for children and youth, our complementary therapy programs, and our bereavement programs that support those on the grief journey. Because of you, more people have peace of mind, more people feel supported at the most difficult time in their lives, more people feel heard as they experience their end-of-life journeys.

## Fund Development Highlights from 2016 – 2017

- The Fund Development Committee (Doris De Angelis, Sally Dobie, Lisa Hoekstra and Shelley Maynard) met 13 times throughout the 2016/17 fiscal year. A new member, Karen Priest, joined the Committee in November.
- The donations raised totalled: \$370,792. Donations are vital to the ongoing operations of Heart House Hospice. Thirty-six percent of the annual operating budget comes from fundraising.
- Successful events held (An Evening in Vegas Gala, Handbags for Hospice, The Healing Cycle, and the Mississauga Marathon) under the capable leadership of our Coordinator of Fundraising, Shelley Maynard. Our thanks and gratitude to the following major sponsors and donors of these events:

Batesville  
 Etude Architects  
 Heartland Town Centre  
 James Hodgins  
 Mabel and Gordon McMillen Foundation  
 Donna McMillen  
 Orlando Corporation  
 Marie-José Overweel  
 Pallet Valo  
 Remo General Contracting  
 Rogers TV  
 SSK Signs  
 Turner & Porter Funeral Directors



- We missed holding our annual golf tournament but wish to thank RBC Insurance for the 13 years they gave us as the organizer of this annual event.

**We would like to acknowledge the generous support of the following donors who gave \$5,000 or more to Heart House Hospice this year.**

**Gerry Beasley**

**Sharon and Joe Caldarelli**  
 in memory of their daughter, Christi

**John Brooks Company**

**Mabel & Gordon McMillen Foundation**

**Marie-José Overweel**

**MNP LLP - Peel Region**

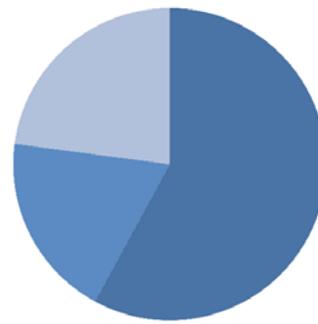
**Ontario Trillium Foundation**

**Orlando Corporation Ltd.**

**Port Credit Community Foundation**

**Rotary Club of Mississauga - Meadowvale**

## Sources of Revenue



- Events: Gala, Handbags for Hospice, Healing Cycle, & Mississauga Marathon
- Service Clubs, Corporations, Faith Communities, & Foundations
- Individuals

- This past year, our holiday appeal consisted of a dove that gave people an opportunity to preserve and celebrate happy memories of a loved one. Seventeen people sent in doves with special messages that we put on display on our trees at the Heart House Hospice office.
- 246 donors made 272 donations in our direct mail program this year.

In these pages, you will find highlights of the past year, stories of person-centred care and examples of how you, our family, have helped us achieve much success that we now celebrate. This report is one way to acknowledge what you have made possible through your philanthropy. Thank you.

Together, we will continue to help people make the most of every moment.

With deepest gratitude and best wishes,  
 Lisa Hoekstra  
 Director of Development  
 lhoekstra@hearthousehospice.com  
 905-712-8119 x 234

Sally Dobie, Chair,  
 Fund Development  
 Committee



## 2016-17 Board of Directors

**Colin Campbell, President**, Regional Sales Executive for Canada, Digital Guardian

**Marc Whiteley, Vice President**, Associate Litigation Lawyer, Pallett Valo LLP

**Cheryl Englander, Past President** Retired Retailer, Active Community Volunteer

**Joanne Rogers, Treasurer**, Retired Partner Grant Thornton LLP

**Theresa Greer, Secretary** Executive Director, Heart House Hospice

**Doris DeAngelis, Account Executive**, Manulife Financial

**Dr. Deborah Digges**, Internal Medicine and Palliative Physician

**Sally Dobie**, Retired, Fundraising Executive

**Dr. Asha Gupta**, Palliative Care Physician, Palliative Division Lead at Trillium Health Partners

**Bill Nixon**, Manager of Operations for Turner and Porter Funeral Directors Limited

**Karen Priest, President**, Diamond Marketing Communications Inc

**Charlene (Chuckie) Shevlen**, Retired Director of Mission, Vision & Values, St. Michael's Hospital

**Charles (Randy) Wright**, Superintendent/ Controller, Planning and Accomodation, Peel Board of Education (resigned during year)



## Our Volunteers

Too Many to Name!!



## Staff of Heart House Hospice 2016- 17

Theresa Greer	Executive Director
Lisa Hoekstra	Director of Development
Jodi Pereira	Director of Community Programs
Pearl Sluman	Director of Finance and Administration
Kimberly Blackmore	H.U.U.G. Program Counsellor
Amanda Clark	Hospice Counsellor
Karen Danard	Engagement Coordinator
Alexandra Horsky	Bereavement Counsellor
Allison Gorloff	H.U.U.G. Program Counsellor
Asma Khan	Community Outreach Coordinator
Gagandeep Kaur	Hospice Counsellor
Leora Kleynhans	Hospice Counsellor
Anna Lewyckj	Hospice Counsellor
Peter Mathewson	Intake & Administrative Assistant
Shelley Maynard	Coordinator of Fundraising
Kelly McLaughlin	Coordinator of Volunteers
Peggy Moore	Coordinator of Bereavement and Spiritual Care
Kathy Ratchford	Coordinator of Recruitment and Training



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 The remaining 50% comes from generous individuals, groups, corporations and foundations  
 Charitable Registration # 13215 5011 RR0001

