

Annual REPORT



2023-2024

HopeHouse 
COMMUNITY HOSPICE

Hope House has always prided itself on being a place of comfort, warmth, compassion, tradition and beauty.



↑ Volunteer Evert shared his remarkable craftsmanship by transforming our cherished Hospice King-Aurora road sign into a stunning new table. The sign holds sentimental value as it was originally crafted by Evert and Jean's company Whippletree Kitchens years ago when we resided at 155 King Road. Now this piece of history adorns our office greeting room filling it with warmth and nostalgia.

→ We're so grateful to artist Darlene Winfield for so generously donating three large-scale oil paintings to brighten up our space and welcome our clients back. Two of the paintings feature water and trees and adorn our large group room space and a floral painting warmly welcomes all to our reception area



CELEBRATING 40 Years OF HOPE

HOPE HOUSE COMMUNITY HOSPICE

Vision

A Community where no one journeys alone through illness or loss.

Mission

Our professional staff and dedicated volunteers provide innovative, personalized compassionate support - at no cost - to people diagnosed with a life-threatening illness, their families and caregivers and those who are bereaved.

Values

Compassion • We support individuals with care, kindness & acceptance

Collaboration • We work together to advance and innovate hospice palliative care

Inclusivity • We strive to create safe spaces, seek to support equality and belonging

Integrity • We are honest and fair in all we do

Respect • We appreciate and embrace the unique perspectives of all individuals and cultures

July 2021

Table of Contents

Introduction	3
2023/24 Highlights.....	4
Message from the Chair.....	5
Client Services.....	6-8
Volunteers	9
Professional Staff.....	10
Board of Directors.....	11
Revenue Generation	12
Treasurer's Report.....	13
Statement of Financial Position.....	14
Statement of Operations & Changes in Net Assets.....	14

This Annual Report covers the Fiscal Year April 1, 2023 to March 31, 2024.
Comments, concerns or clarification questions related to information published in this Annual Report or its Financial statements may be addressed to the Executive Director at 905-727-6815 x222 or h.bonner@hopehousehospice.com

INTRODUCTION

FISCAL 2023-2024

After a Coordinator's Meeting in early 2024, the staff shared that "E- words" started popping into their conversations. In an effort to move away from the nautical-based themes of the last three annual report introductions, I'm borrowing their discovery for this one.

excite | energy | engage | evolve | empower | equity

There is definitely **excitement** in the air when the team comes together at the office to collaborate, brainstorm and plan. The **energy** is optimistic and fruitful discussions have led to positive results.

With the restrictions of the pandemic lifted, we have been able to take a good look at how we support our community as a whole and ask ourselves whether we're hitting the mark. The team has been working hard to establish programs and supports that **engage** and connect and also recognize the importance of **engaging** with our volunteers and with the wider community.

We have been **evolving** our programming in this changing post-pandemic landscape, trying to find a balance of in-person and virtual supports and also exploring hybrid programs and meetings. We have



Taylor, Nicki, Vilma (on screen), Lilly & Kathy at a monthly Coordinator's Meeting

tried different options taking into account the time of year and weather conditions, client mobility, the

importance of connection but also keeping in mind the fears some still have about being around others. We're focusing on a model that **empowers** our clients by providing them with tools and skills to help them

cope with change and provide support as they navigate through their challenges.

We've been thinking about **equitable** access—supporting the whole family and considering factors such as the time of day programs are offered, the location, access to technology, ability to travel when planning programming.

We're excited to launch our specialized family-focused grief programming starting in April 2024.

We have been providing support in the community for 40 years. The founders of our organization certainly

embraced the "e words" back in 1983 when they worked tirelessly to make access to palliative care available at home. We're grateful to them and excited to see where the next years take us.

Heidi

Heidi Bonner, Executive Director



Sandy Sheridan with Louise Walter (Board Chair 1992-1998) at the 40 Years of Hope Celebration

One more "E-word" ... **EXCELLENCE**. Hope House has been working toward renewing our Accreditation with Hospice Palliative Care Ontario this fiscal year. Word was received in August 2024 that Hope House has been successful in receiving accreditation demonstrating excellence in the delivery of consistent, high quality hospice palliative care services - a provincial benchmark for Ontario's hospices.

2023/2024 HIGHLIGHTS



Volunteers (and Hope House "historians") Susan & Philomena sorting through archive photos for the 40 Years of Hope



(front): Richmond Hill Mayor David West, Aurora Councillor Rachel Gilliland, Aurora Mayor Tom Mrakas and King Mayor Steve Pellegrini (back): Hope House's Laurie Calvert, Heidi Bonner and Sandy Sheridan at the 40 Years of Hope Celebration (photo credit: Brock Weir, Auroran)



40

Years of Hope Celebrated



602

Clients Supported



10,957 Client Interactions

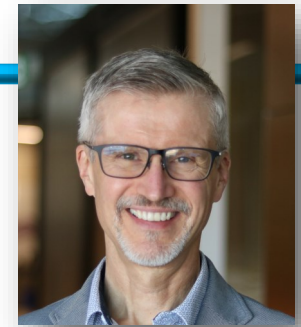


over 9,000

Volunteer & Facilitator Hours

MESSAGE FROM THE CHAIR

MICHAEL WHITE, MBA MTS, P.ENG



I am proud and honoured to share the annual report for our 2023/2024 fiscal year – you can be pleased of all we have been able to accomplish together. This report is a testament to the personalized compassionate support that defines our hospice and the unwavering commitment of our team of staff, volunteers, donors and supporters to provide exceptional care and support to our community to realize our vision that no one journeys alone through illness or loss.

Our 2022 - 2025 strategic plan, “Our Journey of Compassion” is comprised of three areas of focus:

Strengthening our Sustainability, Building for our Future, and to Engage. Here is how we have moved forward in each of these areas this past year.

Strengthening our Sustainability is a priority: we are pleased with the continued progress in our fundraising efforts, the successes of which include grants from Trillium - Resilient Communities Fund, New Horizons for Seniors, Canada Summer Jobs and the Children’s Grief Foundation as well as fundraising through the Butterball Golf Classic; the Holiday Online Auction; Cobbs Bread Aurora Doughnation Day; the Tim Horton’s Smile Cookie campaign (King City and Nobleton

locations), Charitable Gaming and Market Brewing Bingo to name a few. These revenue sources have set us on a sound financial footing and enabled us to replace the government grants received during COVID while ending the year with strong reserves and an excess of \$51,502. For this upcoming year we expect to return to a break-even operating position. We extend our deepest gratitude to our donors and partners whose generosity fuels our mission. Your unwavering support ensures that we can continue to provide care with compassion and dignity, at no cost.

As a board we aspire to sound governance – we responded promptly to the new Ontario Not-for-Profit Corporation Act and updated our key governance documents to remain compliant. In addition, we have taken steps to enhance our cyber security and mitigate the associated risks that are a reality of operating in this day and age. While complete risk elimination is impossible, we have taken reasonable steps to offset the most common cyber risks.

Building for our Future is a strategic priority. We are proud to have served clients and their families, offering them comfort and dignity in their most vulnerable moments. We were

delighted to have been able to safely return to in-home visiting by our volunteers and proud that one of our volunteers, Evert van den Brink received the June Callwood Circle of Outstanding Volunteers Award at the HPCO conference in June of 2023. In total we served 602 clients with 10,957 visits by staff and volunteers.

We are particularly proud of the initiatives we have launched this year, aimed at enhancing the quality of care and expanding our reach to underserved populations. Help Us Understand Grief (HUUG) is a program launching in April 2024 to enhance our programming for children, youth and families. We have initiated work to create emotional wellness kits for grieving children, re-started the meals program through grant funding and will be creating legacy kits for our clients and caregivers. These efforts would not have been possible without the collaboration and support of our entire hospice family.

As we look ahead, we seek to **Engage.** We strive to create and support a culture that fully embraces and celebrates diversity, equity and inclusion. We remain committed to expanding our services and deepening our impact. With your continued

support, we will strive to reach even more individuals and families, ensuring that everyone in our community has access to the care and compassion they deserve. If you don’t already volunteer or financially support our work, please consider one of our uplifting opportunities – it will enrich your life as well as that of those your support.

As you review this report, I hope you are inspired by the progress we have made together. Your trust and partnership are what make our work possible, and we look forward to continuing this journey with you in the years to come. I am particularly grateful for the wonderful leadership of our Executive Director Heidi Bonner and her compassionate staff. Thank you for being a vital part of our hospice community, together, we are making a profound difference in the lives of those we serve.

Respectfully Submitted

CLIENT SERVICES...



IN-HOME VISITING PROGRAM

Much to the relief of clients and volunteers, in-person volunteer visiting returned after three years of virtual and telephone support. Staff members Kathy and Vilma provided volunteers with intensive training and specialized kits to ensure the safety of all. Vilma visited clients in their homes to re-acquaint them with the program and create a collaborative care plan. We now have a record number of volunteer-client matches which provide support including companionship, legacy projects, assistance with errands and groceries and caregiver respite

BEREAVEMENT SERVICES

This year efforts were made to explore our “new normal”. When Coordinator of Bereavement Programs, Lilly joined the team in October a plan was put forward to provide diversity in terms of program offerings and scheduling. The Friday morning drop-in group

Bereavement Bistro moved to in-person at the Richmond Hill office, but returned to online format due to challenges with

attendance. A virtual evening group **Moonlight Mourning** was offered in the new year for those who were unavailable during the day. The second day-time drop-in group **Comfort Café** continued to run until the end of February and a Comfort Care “grad” group ran for four sessions concluding in January. A new staff-facilitated 8-week closed group program, **Transitions** will run starting in April 2024 to provide those newly bereaved with an opportunity to learn about grief and support each other on their journeys. The **Grief Busters Camp** returned as an in-person 3-day format bringing together eight children to explore ways to cope with the death of a significant person. The campers visited Cold Creek for some outdoor activities, participated in a Dream

Catcher Workshop with Jake from First Nation Cultural Tours, visited an indoor trampoline park and spent the day preparing food with the York

Region Food Network. It was so nice to hear the young voices in the office again after several years of offering this program online. All in, 97 bereavement group sessions were offered throughout the year.

1:1 **Counselling** continued to be offered via telephone, Zoom and in-person. Our Masters of Arts in Counselling Psychology Student, Terri MacLean provided support to our clients until her placement finished in August. Counselling support was also provided by staff.

Since the pandemic, our clients have expressed a growing interest in our

Bereavement Companioning program in which specially trained and professionally supported volunteers provide connection and support to bereaved clients. We have a record number of 1:1 client volunteer matches this year and the program continues to be a priority in terms of recruiting volunteers who have experienced the death of someone close to them.

The annual **Healing for the Holidays** featured musical and poetic contributions from staff, clients and volunteers to provide comfort to those experiencing a holiday season without their loved one.

Support to **CAREGIVERS** continues to be provided via 1:1 supportive counselling, volunteer visits via telephone and in-person as well as through our Wellness Programs.

WELLNESS

Hope House provided 183 sessions through 17 different wellness programs this year. Weekly programs **Permission to Pause Yoga**, **Qigong** and **Yoga in King City** were complemented by monthly and limited-time offerings such as **Becoming Mindful**, **Qigong for Rest & Sleep**, **Calm Cool & Connected**, **Movement for**



Grief Busters 2023

...continued on next page

220 Clients diagnosed with a life-threatening illness

Health, It's a Stretch, Aromatherapy, Wellness Wednesday and Tuesday Yoga in Aurora. Two new programs offered this year **Resilient Writers** and **Walk & Talk for Wellbeing** were very well attended. The popular 9-week post cancer support group **Picking Up the Pieces (PUP)** was provided in the spring and fall and two cancer-focused programs **Spirit & Soul** and **How Our Plans Evolve: Mindset & Movement** provided targeted support for those facing cancer.

We are grateful to the Township of King who provided funding to support the "Staying Strong Living Well" series which included several of our wellness programs.

Wellness News emails were sent out 36 times throughout the year to over 230 clients and volunteers and included information on Wellness Program offerings as well as contributions from our professional facilitators.

Journeys Program facilitated by

Mark Silverstein, RP, was offered in the fall to support those in our community living with advanced/metastatic cancer.

Our Wellness Coordinator Nicki made a concerted effort this year to focus on providing unique support for our clients diagnosed with a life-threatening illness. Our **Complementary Therapy** volunteers provided 158 1:1 sessions which included La Trame, Attunement and Yoga Therapy. Our sincere thanks to David, Nancy and Gwendolyn for providing such compassionate care to our vulnerable clients.

We were thrilled to premiere **Hope House HUB** - our "mini day hospice" program which provided an opportunity to connect with others diagnosed with, or caring for someone, with a life-threatening illness.

Nutrition Care Meal Program A specialized grant was obtained through Petro-Canada CareMakers and the meal program resumed in

382 Bereavement & Caregiver Clients



2023 Grief Buster Camp Facilitators:
Lilly, Carolynn, Emery, Suzie & Christian



Nutrition Care Meal Driver Margaret
& Lead Volunteer Linda

...CLIENT SERVICES



Complementary Therapy volunteer Nancy preparing for client Attunement Session



Self-Care Collage Workshop—honouring emotions and nurturing spirits



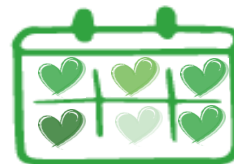
183 Wellness
Group Sessions
In person & virtual



97 Bereavement
Group Sessions
In person & virtual



158 Complementary
Therapy Sessions
In-person



36 editions of the
Wellness News
eNewsletter

VOLUNTEERS

 over
9,000 Volunteer & Facilitator Hours

 **104** Volunteers & Facilitators

 **15** New Volunteers

Our volunteers are truly amazing community members who give so generously and compassionately to Hope House. Under the leadership of Kathy Powers, Coordinator of Volunteers, our volunteers continue to provide support wherever and whenever needed.

Among the most highly trained and screened in the healthcare sector, our client volunteers commit to a professionally facilitated training program and bereavement volunteers attend an additional 18 hours for grief and group facilitation training. Ongoing education opportunities offered both in the community and through Hope House continue to be shared with our volunteers. Our in-house Boundaries workshop was created to remind our volunteers of the importance of recognizing the limitations of their role as a way to protect both the client and themselves.

Opportunities for connection were made possible through the welcome to summer "Nurture & Nosh" workshop creating Hope Touchstone bracelets, Espresso Yourself drop-in, Holly Jolly Holiday Drop-in and a special opportunity to create through

watercolours with volunteer Marlene. Return to in-person client support was initiated after three years of telephone, virtual and distance interactions. Protocols were put into place which emphasized safety first. All volunteers received training and visiting "kits" to ensure they had the tools necessary.

We congratulated three volunteers for receiving the 2023 Ontario Volunteer Service Award. Accepting posthumously on Trevor Lennon's behalf was his wife Gerri, for Trevor's 10 years of support to hospice. Rosemary Bellefontaine also received a 10 year award and Blair Day received a 20 year volunteer award. As well, volunteer Evert van den Brink was inducted into the June Callwood Circle of Outstanding Volunteers and attended the Hospice Palliative Care Ontario conference in June to accept this honour.

Huge thanks is extended to our 40 Years of Hope Committee who worked very hard to create a beautiful and memorable event in May 2023. It was our first large event in five years so the "buzz" in the

room was amazing as friends reconnected after such a long time. Thank you also to the volunteers who assisted at the event.

We're thankful to our volunteers who assist us every day with client care, events, fundraising, outreach, administrative tasks, maintenance, driving, leadership and governance.



Evert & his wife Jean with HPCO June Callwood Award



Linda & Neil having fun decorating Tims Smile Cookies



Gerri Lennon (centre), wife of Trevor accepting the Ontario Volunteer Service Award posthumously for Trevor

PROFESSIONAL STAFF

It has been a year of transition for the professional staff as we navigate the post-pandemic environment and changes in team composition. With the resignations of Annette, Suzie and Georgina, we were thrilled to welcome Rhonda Flanagan Director Development and happy with Lilly Singh's change in role from volunteer to Coordinator of Bereavement Programs in October 2023. Stephanie Walling returned to Hope House in January in the role of Admin and Intake Coordinator. Stephanie was formerly our Care Coordinator from 1999 to 2021 and we're so pleased to be working with her once again.

The team continues to work both at the office and from home and we've settled on a schedule that permits focused time as well as opportunity for team-building and collaboration. With the expanding team, and regular days in the office, we've re-organized our physical space to accommodate more desks for the days when we are all on site. Everyone works exceptionally hard to provide an environment of care and compassion, innovative programming, support and a soft place for our clients to land.

As our Hospice Educator, Vilma provided presentations in the community including her continued collaborations with the Aurora Public Library: Grief 101 presentation and Death Cafes; York Region District

School Board: Loss, Grief and Mental Health for parents and students, National Peer Support Group for Lung Health: Advance Care Planning and her presentation "Culturally Sensitive Communication in Palliative Care" for PALLCHASE (Palliative Care in Humanitarian Aid Situations and Emergencies). Executive Director, Heidi presented at the Hospice Palliative Care (HPCO) Conference "Advancing Quality through the HPCO Hospice Standards & Accreditation Program" related to her role on the Accreditation Review Panel for HPCO.

Our students play a very important role at Hope House and we all learn from their ideas and enthusiasm. Terri Maclean was an amazing addition to our team as she completed her Masters of Arts in Counselling Psychology. Terri provided counselling support under the supervision of Suzie.

Taylor Mack joined us for her BSW placement from September 2023 to April 2024 under the supervision of Kathy. Taylor continued on as our Canada Summer Job student and casual staff throughout the summer of 2024. She has been an amazing addition to our team and is always willing to step in to help with client, admin and fundraising tasks. We wish her well as she continues in her 4th year at TMU.

In March 2024, Hospice Mississauga team members Alexx and Jacki along



Team April 2024: (back) Pat, Nicki, (front) Vilma, Stephanie, Heidi, Taylor, Julia, Kathy, Lilly & Rhonda

with their intern Julia provided two days of training for the HUUG (Help Us Understand Grief) program for six staff and one student. This training forms the foundation of our child/youth/family programming. The two days were fun as we learned, played, created and experienced the HUUG Program.

Sneak peek for next fiscal: though she is "technically" starting in the 2024/2025 fiscal, we are thrilled to have Julia Zinn, Child Life Specialist and her puppet Smooch join the Hope House team to develop and head up our HUUG Program. This position has been made

possible through Ontario Trillium Foundation's Resilient Communities Fund. More updates next year



Smooch & Julia (Child Life Intern at Hospice Mississauga) at the March 2024 HUUG Training for Hope House staff

BOARD OF DIRECTORS

The Board of Directors is made up of members of the community with a passion for making a difference. The Board is accountable to the Hope House membership and oversees governance, risk management, strategic planning and ensures financial accountability for the organization.

We welcomed Michele Cole to the Board at the 2023 Annual & Special Meeting of Members and thanked Sandy Sheridan for her many years on the

Board including 3 years as Chair. We're grateful that Sandy agreed to stay on as Past Chair for the 2023/2024 fiscal.

With the hiring of Rhonda, our Director of Development, the Revenue Generation Committee moved from a Board Committee to an Operational Committee, chaired by Rhonda with Laurie and Sandy as members. The Revenue Generation Committee reports to the Executive Director.

Board of Directors as of March 31, 2024

CHAIR: Michael White, MBA, MTS, P.Eng
VICE CHAIR: Bryna Rabishaw, RN, MBA, CHE
TREASURER: Andrew Hsi, MBA
DIRECTORS: Laurie Calvert
Hong Gao
Michele Cole
PAST CHAIR: Sandra Sheridan, BSc., MRTNM

Board Committees

GOVERNANCE: Bryna (Chair), Hong & Michele
FINANCE: Andrew (Chair), Michael
EXECUTIVE: Michael, Bryna & Andrew



Board Members: Michael, Sandy, Laurie, Bryna, Michele, Hong & Andrew



40 Years of Hope Committee Members
Susy, Suzanne, Joy & Karen beautifying the venue

Thank you to **40 Years of Hope Co-Chairs** Laurie & Sandy and to **Committee Members** Bryna Rabishaw, Cheryl Teasdale, Joy Rudyk, Karen Reider, Lorie Sikura, Rebecca Whelan-Martin, Regina Seidel, Sandi Kinzinger, Sue Carter, Susy Payne, Suzanne Millar, Sarah Dame, Rhonda Flanagan & Michael White

Revenue Generation

A diversified and balanced approach to revenue generation continues to be the focus.

Government Funding

Hope House receives funding from the Ministry of Health through a purchase of services agreement with Better Living Health & Community Services. A 5% cost of living increase was provided this year for our Visiting Hospice and Caregiver Programming. Also, we were thrilled with the June 2023 announcement that for first time ever, the provincial government is providing funding for bereavement services. The amount for the 2023/2024 fiscal year is \$12,500, with \$50,000 coming for the 2024/2025 fiscal year.

Grants

Great news came at the end of the 2022/23 fiscal year, when we received confirmation of a \$24,000 grant from the Ontario Trillium Foundation Resilient Communities Fund to help us re-build our programs and services by providing funds to replace furniture and purchase audio/visual equipment. This funding was incredibly helpful as we returned to in-person programming and provided the option for hybrid groups and meetings to take place.

We are once again grateful to The Township of King for providing

funding through their Community Grant Program to support our "Staying Strong Living Well" wellness initiatives. As well, a Canada Summer Jobs grant provided us with a hospice assistant, Emery, who assisted staff with many projects.

With thanks to Rhonda's incredible efforts, the 2024/2025 fiscal year will benefit from a large influx of grant funding.

Donations

We are so grateful to the Dunin Foundation for the very generous donations which directly support client care. For those who choose Hope House for memorial and in-honour donations and to the many community organizations who provide annual contributions, we thank you.

It's always so great to have community groups and businesses fundraise and support Hope House. We are grateful to Thompson Funeral Home not only for joining our Charitable Gaming Volunteer team, but for once again collecting donations for Hope House at the Aurora Street Festival. We were thrilled to receive a donation from the Queen's York Rangers Army Cadet Core of surplus funds acquired through Charitable Gaming. These funds directly supported our Volunteer Program.

Fundraising & Charitable Gaming (Bingo)

This year we held our first in-person event in six years – it was a very special celebration "40 Years of Hope" which brought together community members, supporters, volunteers, clients and our three mayors to celebrate the impact HHCH has made since 1983. Thank you to Laurie and Sandy for Co-Chairing a committee of amazing women who poured creativity, thoughtfulness, beauty and fun into making it an evening to remember and a very successful fundraiser.

We held our first ever online auction in November and were thrilled to provide an opportunity for some early holiday gift shopping and to support Hope House. We are grateful to all who donated to this fundraiser and to those with successful bids!

Third party fundraisers are a fabulous

way to support our programs and services. We participated in some new initiatives including Cobbs Bread Doughnation Day and Market Brewing Bingo. Once again, we were thrilled to benefit from Tim Horton's Smile Cookie campaign and are thankful to the Mizzoni family for choosing Hope House for their King City and Nobleton stores. The coming



Kevin at the 2023 Butterball Golf Classic

of the fall, also signals Kevin Butterworth's Annual Butterball Golf Classic. The weather was absolutely beautiful when golfers took to the greens and we are so grateful to Kevin and his team for a very successful tournament. York North Basketball Association also

sent a donation from their annual golf tournament. We are grateful for this community support.

Revenues generated through Charitable Gaming at Bingo World Richmond Hill reached an all-time high. As always, we are so VERY GRATEFUL to the volunteers who make this possible!

TREASURER'S REPORT

ANDREW HSI, MBA



We are grateful for the tens of thousands of steps

made by our Charitable Gaming Volunteers Andrea, Betty, Peggy, Chelsea, Jill, Denny, Nayna and a special shout-out to the team from Thompson Funeral Home: Ashley, Amy, Marianne, Wayne & Cheryl!!!

The volunteers each "earned" more than \$700/hour at Bingo World Richmond Hill for a total of over \$88,000 to directly support Hope House programs & services. This is such an important revenue stream and great opportunity for community outreach!!

Thank you from the bottom of our soles!!



Tims Smile Cookies: Len Mizzoni (owner), Heidi, Danielle (Volunteer), Henrietta (General Manager)

It is my privilege and honour to present the 2023/2024 Treasurer's Report for Hope House Community Hospice (HHCH).

HHCH is continuously expanding services and the staff are dedicated to being fiscally responsible and diversifying/increasing our revenue streams going forward.

The hiring of Rhonda Flanagan as Director of Development has allowed HHCH to diversify revenue streams, showcased in the form of an online auction, grants, and outreach towards our past donors.

Our 40th year celebration - 40 Years of Hope, co-chaired by Board Members Sandy Sheridan and Laurie Calvert, was a large contribution to this year, having successfully raised \$147,876. The government funding through the purchase of service agreement with Better Living Health & Community Services went from \$223,536 to \$253,165 year over year.

Because of the 40 Years of Hope event and an increase in

government funding, I am happy to report an excess of \$51,502 for the 2023/2024 fiscal year.

Net assets at the end of this fiscal year are in excess of \$769,000, of which a majority is invested in GICs. We have kept a 6-month reserve as per our finance policy and increased the amount from \$250,000 to \$360,000 given the increase in staffing and operational expenses.

Our 2025 projections look promising as our Director of Development will help us create new revenue streams and increase our regular revenue going forward. One of the main concerns that we are unable to account for is our main Aurora location is currently undergoing a potential sale - this may create a larger than anticipated rental expense going forward.

This will be my 4th and final year as Treasurer of HHCH, and I would

like to continually thank our Executive Director, Heidi Bonner for her professionalism and hard work in always keeping the finances in order and helping me with any questions I have asked along the way. I would also like to thank our volunteer bookkeeper Wendy Brogan for her dedication and expertise throughout these

past 11 years. Wendy will continue for this new year and we will be preparing to transition to a part-time bookkeeper going forward.

As we continue providing exceptional in-person services, I want to thank the staff and volunteers for their openness to truly helping the

communities that we serve.

Respectfully submitted,



Our fabulous volunteer bookkeeper Wendy Brogan!

STATEMENT OF FINANCIAL POSITION

As at March 31, 2024

	2024	2023
ASSETS		
Current		
Cash	\$ 191,860	\$ 201,031
Short-term investments	494,391	474,804
Accounts receivable	43,410	26,404
Prepaid expenses	16,648	16,373
	<u>769,307</u>	<u>718,612</u>
Property & equipment	22,998	20,333
	<u>769,307</u>	<u>738,945</u>
LIABILITIES		
Current		
Accounts payable & accrued liabilities	\$ 18,293	\$ 13,759
Current portion of capital lease obligation	2,484	2,209
Deferred contributions	65,500	88,965
	<u>86,277</u>	<u>104,933</u>
Capital Lease Obligation	7,648	10,132
	<u>93,925</u>	<u>115,065</u>
NET ASSETS		
Contingency reserve	360,000	250,000
Unrestricted	315,382	373,880
	<u>675,382</u>	<u>623,880</u>
	769,307	738,945

STATEMENT OF OPERATIONS

Year Ended March 31, 2024

	2024	2023
REVENUES		
Government Funding	\$ 283,842	\$ 245,127
Donations & other fundraising	275,936	133,229
Charity Gaming	88,558	86,351
Investment & other income	20,895	11,946
Government assistance		2,850
Total Revenue	669,231	479,503
EXPENSES		
Personnel	413,189	\$ 376,847
Rental	73,439	57,494
Administration	38,686	42,447
Program related	34,965	32,447
Special events & other fundraising	23,405	392
Professional fees	21,376	21,547
Amortization of property & equ't	8,807	11,348
Promotion and outreach	3,862	8,611
Total Expenses	617,729	551,602
Excess of deficiency of revenue/ revenues over expenses	51,502	(72,099)

STATEMENT OF CHANGES IN NET ASSETS

Year Ended March 31, 2024

	Unrestricted	Contingency Reserve	2024	2023
NET ASSETS - BEGINNING OF YEAR	\$ 373,880	\$ 250,000	\$ 623,880	\$ 695,979
Excess (deficiency) of revenues over expenses	51,502	--	51,502	(72,099)
Transfers	(110,000)	110,000		
NET ASSETS - END OF YEAR	\$ 315,382	\$360,000	\$ 675,382	\$ 623,880

The Statements of Financial Position, Operations and Changes in Net Assets are reproduced in the Annual Report as they appear in the audited financial statements. To view the complete audited statements and accompanying notes visit www.hopehousehospice.com/

Funded by:
generous donations from our community
& The Ministry of Health through
Better Living Health & Community Services

Grateful to:



THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
TRILLIUM
DE L'ONTARIO

Proud to be:



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CHARITABLE REGISTRATION #: 13451 7820 RR0001
