

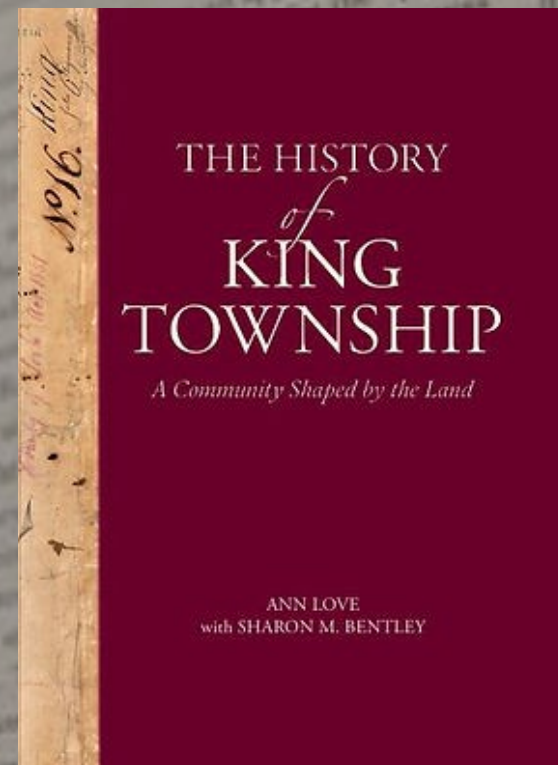


2024-2025 Annual Report





Susan & Philomena



With our roots firmly planted in King Township over 42 years ago, Hope House was pleased to be included in the Township's 175th Anniversary book "**The History of King Township**" by Ann Love with Sharon M. Bentley.

Our amazing volunteers (and Hope House historians), Susan and Philomena wrote the vignette "Hospice King" which was included in this very special publication. Thank you both for helping to keep us all connected to our origin story.

Front cover: Legacy hand mold created by a family working with HUUG Counsellor, Julia. A meaningful keepsake for children, youth and families who are navigating serious illness, end-of-life and grief. We thank Canadian Dental Supplies for donating the materials for this program.

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This Annual Report covers the Fiscal Year April 1, 2024 to March 31, 2025. 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 —

When I reflect on this past year, words like collaboration, team work, innovation...and amazement come to mind. It's so great when our talented team members work together to develop innovative programming which highlight their individual skills and hit the mark in terms of client needs.

Some examples...Lilly proposed an 8-week psycho-educational program for bereaved clients. She and Pat worked together to create **Transitions** which will be offered throughout the year. Lilly and Nicki collaborated to rework **Resilient Writers** and co-facilitated a new wellness program for bereaved clients called **Positivi-tea**. Nicki and Julia honed their creative wizardry to remind us of the positive effects of gathering and "making" through the **Crafting Wellbeing** program. Our wellness facilitators and Nicki create unique offerings such as the **Soulful Sunday** Painting Program and **Joy in Movement**. Julia and Gwendolyn created a Family Yoga program called **Feel & Flow**.

A fabulous example of teamwork was the **12 Days of Hope**. An idea dropped by Lilly and picked up and executed by the team while she was on her education leave. All team members contributed to &/or facilitated a gathering which spanned a wide variety of content. From Author readings, to Volunteer Cultural Nights, to Candlelight Yoga, to card and ornament making, clients, volunteers and the community joined staff to celebrate, reflect, create, relax, express & more!



Volunteer Ivy on Cultural Night



Volunteer Arlene & her mom Miriam on Cultural Night

We also work to find ways to build community both within and outside of the organization.

Our volunteer program now includes **Peer Mentors** and **Volunteer Ambassadors** along with the **Volunteer Advisory Committee**. Each team works to build capacity, strengthen our ability to support and helps us widen our reach.



Participants from the Soulful Sunday Painting Program

Our close partnerships with the school boards has Julia supporting grieving children and teens during the school day.

Our connections with community organizations has resulted in presentations being made, new volunteers coming through our doors, referrals and donations being received.

Regionally we are now connected with the **Western York Region Ontario Health Team** through my membership on the Palliative

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2024/2025 HIGHLIGHTS

Care Steering & Advisory Committee. We are working with **Dorothy Ley Hospice** and **GPS Health Navigators** on their initiative to support refugees within the GTHA needing palliative support.

With the confirmation of our 3-year Accreditation with **Hospice Palliative Care Ontario**, our commitment to delivering consistent high quality home-based volunteer hospice support has been achieved. We continue to learn, to improve our processes and focus on client-centered care.

As the fiscal year draws to a close, excitement is in the air as we prepare to embark on a new adventure. During the summer of 2025, we'll be closing our Richmond Hill and Industrial Parkway S. offices and relocating to a beautiful new location in the heart of Aurora. Change is never easy, but we are looking forward to our fresh start in September!

An enormous thank you to all who contribute to make Hope House such an amazing organization!

With affection

Heidi Bonner, Executive Director



608 Clients Supported



12,421 Client Interactions



over
5,200 Volunteer/Facilitator Hours



Finding our new home at
15105 Yonge Street, Aurora



2 Year Grant over 24 months from
Ontario Trillium Foundation for our
HUUG "Help Us Understand Grief"
Program for children, teens & families

MESSAGE FROM THE CHAIR

MICHAEL WHITE, MBA MTS, P.ENG



Dear Friends,

As I reflect on this past year at Hope House Community Hospice, I am filled with gratitude for the resilience, generosity, and compassion that define our community. Together, we have continued to grow in strength and service, ensuring that no one journeys alone through illness or loss.

This year has been marked by remarkable milestones. Our fundraising efforts – from the Hike for Hope and Smile Cookie campaign to our holiday auction and community events – were met with extraordinary support. These gifts of time, energy, and resources sustain our programs and open new doors for service. We also welcomed new volunteers and deepened partnerships across York Region and beyond, strengthening our voice within Ontario's hospice network.

Our programs have flourished with creativity and care. New bereavement and caregiver supports, children's activities, and wellness initiatives reflect our commitment to meeting the diverse needs of those we serve. Through "12 Days of Hope" and other community outreach, we have extended compassion in tangible and meaningful ways.

Behind the scenes, our Board and staff have worked diligently to strengthen our governance, financial stewardship, and long-term planning. With accreditation secured, new policies in place, and a strategic plan refresh ahead, we are positioning Hope House for a vibrant and sustainable future.

None of this would be possible without you – our donors, partners, volunteers, and friends. Your belief in our

mission gives us the courage to innovate and the stability to serve with compassion. Thank you for journeying with us.

With gratitude and hope,



Smile Cookie Week at Tim Hortons with Mayor Pellegrini

— CLIENT SERVICES... —

A client's journey begins by connecting with our Intake Coordinator **Stephanie**. Along with opening the door for those seeking support from Hope House, Stephanie connects callers to community resources, provides assistance to professionals seeking help for those in their care, and is the liaison between new clients and our program coordinators.

IN-HOME VOLUNTEER VISITING PROGRAM

With a 19% increase in client-volunteer matches this fiscal year, Hope House's foundational program continues to grow after halting during the pandemic years. Staff members **Kathy** and **Maria** work closely together to ensure that clients are provided with the support they need including companionship, assistance with errands, caregiver respite, practical assistance and an opportunity to explore legacy projects and more. We have noticed an increase in clients with financial struggles and work hard to connect them with

community resources, government funding and transportation services. Hope House will be setting up a small benevolent fund to assist clients when needs are urgent.

BEREAVEMENT SERVICES

With a focus on providing connection, community and resources, our bereavement programs continue to grow under the supervision of **Lilly**. The Friday morning peer-support drop-in **Bereavement Bistro** moved to a "hybrid" model to provide opportunity for clients to attend in person or via Zoom. A new staff-facilitated eight-week group called, **Transitions** started in April 2024 to provide newly bereaved with an opportunity to learn about grief and support each other on their journeys. This popular program will continue to run throughout the year, co-facilitated by **Pat** and one of our fabulous volunteers. Our biggest news is the birth of our **HUUG (Help Us Understand Grief) Program** to support children, teens and

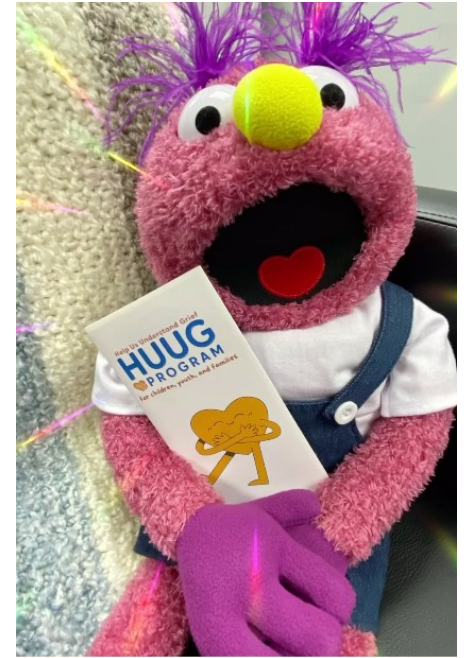
families who are:

- experiencing a serious illness
- anticipating a death
- or grieving a death

The program aims to normalize feelings, thoughts and experiences related to illness, dying, death and grief using play, conversation, activities and group support. We're thrilled that **Julia Zinn** (*Certified Child Life Specialist & Certified in Thanatology*) joined our team in April and jumped right into creating and facilitating a five-day **HUUG Summer Camp** in July. Julia worked with our wellness facilitator Gwendolyn to create a four-week program Family Yoga: **Feel & Flow** which provided an opportunity for families to relax and learn together. The teen bereavement group provides opportunity for youth to develop tools for self-care and coping.

We are so very grateful for the two-year grant provided by Ontario Trillium Foundation which made this

program development possible.



Sunny with our HUUG brochure!

In all, 95 bereavement group sessions were offered throughout the year.

Many of our bereaved clients appreciate the opportunity to speak with someone who has "been there". This is where our **Bereavement Companionship** program comes in. Our highly trained and professionally

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...CLIENT SERVICES...continued

222 Clients diagnosed with a life-threatening illness

supported volunteers are matched with clients to provide connection and support. With a 41% increase in matches this year, the program continues to be a priority in terms of recruiting volunteers who have experienced the death of someone close to them.

1:1 Counselling was available for a portion of the year due to staffing challenges. **Andrew Welch**, longtime Hope House volunteer and Registered Psychotherapist, was hired in January 2025 to provide sessions to clients. Our Counselling program will be expanding to a full-time position in 2025/26 thanks to our successful Request for Proposals to Ontario Health for dedicated professional level grief & bereavement funding.

The annual **Healing for the Holidays** was incorporated into our "12 Days of Hope" program

schedule and provided opportunity for those experiencing a holiday season without their loved one to feel connection and support.

CAREGIVERS A new monthly virtual caregiver support group called **Compassionate Caregivers** has provided opportunity to link those caring for a loved one and remind them of the value of self-care and wellbeing. Volunteers also provide caregivers with visits via telephone and in-person and caregivers continue to be supported through our Wellness Programs.

WELLNESS A total of 191 wellness group sessions were provided through 19 different wellness programs this year. Weekly programs **Permission to Pause Yoga, Joy in Movement, Qigong** and **Tranquil Moments Yoga** were complemented by monthly and

117 Caregiver Clients

limited-time offerings such as **Creating a Contemplative Practice, Qigong for Rest & Sleep, Calm Cool & Connected, Mindful Movement, Aromatherapy, Wellness Wednesday-Planting Hope, ArtCare (offered in morning and afternoon), Zen with Gwen, Soulful Sunday Painting Program** and **Mindful Movement**. The popular 9-week post cancer support group **Picking Up the Pieces (PUP)** was provided in the spring and fall. Two programs **Spirit & Soul** and **Hope Huddle** provided targeted support for those navigating cancer.

47 editions of Nicki's charming and supportive weekly **Wellness News** emails were sent out throughout the year to over 352 clients and volunteers and included information on programs and wellness

269 Bereavement Clients

practices provided by our professional facilitators.

Our **Complementary Therapy** volunteers provided 165 1:1 sessions which included La Trame, Attunement and Reiki. Our sincere thanks to David, Nancy and Shani for providing such compassionate care to our clients.

Hope House HUB – our "mini day hospice" program provided monthly gatherings for those diagnosed with, or caring for someone, with a life-threatening illness.

Nutrition Care Meal Program Thanks to funding obtained through **Petro Canada Caremakers Fund, RBC Dominion Securities** and a private donor, we continued our collaboration with **York Region Food Network** to provide delicious and nutritious meals for our clients. Thank you to our

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...CLIENT SERVICES

10 fabulous Hope House volunteers for delivering the 1350 meals and checking in on our clients. Thank you to our Coordinator of Volunteers, Kathy and our lead meals volunteer, Linda for coordinating this program.



HUUG Summer Camp



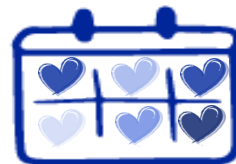
191 Wellness Groups



95 Bereavement Groups



189 Complementary Therapy Sessions



47 editions of the
Wellness News
eNewsletter

VOLUNTEERS



over
5,200 Volunteer &
Facilitator Hours



99 Volunteers
& Facilitators



13 New Volunteers



A huge thank you to our volunteers for assisting us every day with client care, events, fundraising, outreach, administrative tasks, maintenance, driving, leadership and governance! They are truly inspiring members of the community who generously give their time and compassion to support our clients and help us function efficiently and effectively. Under the leadership

of Coordinator of Volunteers, **Kathy Powers**, our volunteers continue to jump in and provide support wherever and whenever needed.

Our client volunteers are among the most highly trained and screened in the healthcare sector. Each commits to a 24-hour professionally facilitated training program and bereavement volunteers are

required to complete an additional 18 hours for grief and group facilitation training. Hope House offers ongoing education and connection opportunities and encourages volunteers to participate in outside workshops.

was inducted into the **June Callwood Circle of Outstanding Volunteers** and attended the Hospice Palliative Care Ontario conference in June to accept this honour.

We are forever grateful to our committed team of volunteers.

We congratulated three volunteers for receiving the 2024 Ontario Volunteer Service Award—**Karen Brooks** for 15 years and **Catherine Flear** and **Hong Gao** for 10 years each. As well, volunteer **Carolynn Schiller**



June Callwood winner Carolynn Schiller (2nd from left) with Kathy, Michael, Susan, Vilma & Heidi

— PROFESSIONAL STAFF —

as of March 31, 2025

Nicki Auclair | *Coordinator of Wellness Programs*

Maria Carbajal | *Coordinator Palliative, LTI & Caregiver*

Rhonda Flanagan | *Director of Development*

Kathy Powers | *Coordinator of Volunteers*

Pat Richards | *Bereavement Group Facilitator*

Lilly Singh | *Coordinator of Bereavement Programs*

Stephanie Walling | *Intake & Admin Coordinator*

Andrew Welch | *Hospice Counsellor*

Julia Zinn | *Counsellor—HUUG Program*

Heidi Bonner | *Executive Director*

Highlights this year include the addition of three team members. **Julia Zinn**, Certified Child Life Specialist was hired in April as our first full-time HUUG Counsellor. Julia is also Certified in Thanatology and brings creativity and energy to all she does. **Maria Carbajal** and **Andrew Welch** both transitioned from their volunteer roles to our professional team. Maria took over as our Coordinator-Palliative, Life-Threatening Illness & Caregiver when **Vilma** resigned and

Andrew was our Interim Coordinator of Bereavement Programs during Lilly's 4-month education leave (for her MSW field placement). Andrew stayed on as our Hospice Counsellor. We were happy to transition **Stephanie** from a 6-month contract to a permanent part-time staff position.

Our students play a

very important role at Hope House. Our former BSW placement student, **Taylor Mack** returned for the 9-week **Canada Summer Jobs** position and stayed on until the beginning of September to provide support to the team during Vilma's leave of absence.

After 13 years of providing compassionate bereavement support to our clients, **Pat Richards** will be retiring in June.

We are so thankful for Pat's innovative program development and for her thoughts and contributions over the years.



Catering for a Cause (May 2024): Rhonda, Taylor, Vilma, Lilly, Nicki, Julia, Stephanie, Kathy, Pat & Heidi

— BOARD OF DIRECTORS

The Board of Directors is made up of members of the community with a willingness to share their expertise and a passion for making a difference.

The Board is accountable to the Hope House membership and oversees the organization's governance, risk management, strategic planning and financial accountability.

At the 2024 Annual Meeting, we welcomed

Olga Morawczynski and **Richard Farmer** (until March 2025) to the Board. In December 2024, we thanked **Andrew Hsi** for serving five years on the Board, the last four as Treasurer.

Along with the **Standing Committees**: Executive, Finance and Governance, we continued with the operational level Revenue Generation Committee. When notice regarding the

sale of our Aurora office was received, a "New Home Task Force" was set up and a new location secured. After our strategic planning refresh meeting in February, we added a Strategic Advancement Committee chaired by Olga.

The Board will be completing the 2025-2028 Strategic Plan in the coming months.

BOARD OF DIRECTORS as of March 31, 2025

CHAIR	Michael White , MBA, MTS, P.Eng
VICE CHAIR & TREASURER	Bryna Rabishaw , RN, MBA, CHE
DIRECTORS:	Laurie Calvert
	Hong Gao , MHI, M.A.Sc.
	Michele Cole
	Olga Morawczynski



Volunteers assembling Wellbeing Kits for Visiting Clients & their Caregivers



Kevin Butterworth with final total from Butterball Golf Classic! Pictured with Julia, Heidi & Rhonda

REVENUE GENERATION

GOVERNMENT FUNDING Historically, Hope House has received provincial government funding for only visiting hospice and caregiver support. For the first time ever, bereavement service funding has started flowing to help cover a portion of the costs related to this ever-growing program. Hope House was also provided with one-time funding to assist with professional-level grief and bereavement support. In April 2025, Hope House submitted an RFP to Ontario Health and has been successful at securing two years of funding for professional-level grief and bereavement programming.

GRANTS Our Director of Development, Rhonda was successful at securing over \$235,337 in grants. We received a 2-year Resilient Communities Grant through **Ontario Trillium Foundation** to fund grief support for children, teens and families through the HUUG (Help Us Understand Grief) Program.

To complement this programming curated Emotional Wellness Kits were distributed to 50 bereaved children and teens thanks to a grant from The **Children's Grief Foundation of Canada**. A **New Horizons for**

Seniors grant funded 12 community outreach initiatives for (and by) seniors and 80 specially curated wellbeing kits for visiting and caregiver clients.

We received **Canada Summer Jobs** funding and a **King Township Community Grant** provided funds to support our Blue Butterfly Tea for Children Grief Awareness. The **Petro Canada Caremakers Foundation** contributed almost \$7,000 towards our Nutrition Care Meals Program. A generous grant from **RBC Dominion Securities** helped to extend our meal delivery program.

Thank you to Rhonda for the incredible efforts made to secure grant funding that directly impacts our community.

DONATIONS We are so thankful to those who choose Hope House for annual, memorial and in-honour donations.

The **Dunin Foundation** generously supported our programs and we were thrilled to receive donations from **The**



Emotional Wellness Kits for grieving kids & teens

Awesome Foundation and **Canadian Federation of University Women** for our HUUG Program. The **Aurora Lions** provided funding for art supplies and **Temperanceville United Church, Aurora United Church Women and the Catholic Women's League of Sacred Heart**

Parish and **Aurora Seniors Centre** also made donations.

FUNDRAISING Third party fundraisers are a fabulous way to support our programs and we are very thanks to two groups for choosing to support the HUUG Program as the recipient of their members' donations: **Friends of Sonny** in Richmond Hill and the **100 Men Who Give a Damn Newmarket-Aurora**.

We are thankful to our supporters who nominated us as a finalist for **Catering for a Cause**—it was such a fun event with great community support. This year marked our third **Tim Hortons Smile Cookie** experience at two King locations. Over \$13,000 was raised thanks to the generosity of

the community and to the Mizzoni family for choosing Hope House to benefit at their King City and Nobleton stores.

Kevin Butterworth's **10th Annual Butterball Golf Classic** was the most successful year yet with almost \$24,000 raised. We are so grateful to Kevin and his team for creating such an amazing event.

The weather for our **Hike for Hope** made for a beautiful stroll through Lambert Willson Park and thanks to the generosity of our community over \$23,000 was raised.

Almost \$10,000 was raised at our **Online Holiday Auction** in November. We are very grateful to those who donated to this fundraiser and to everyone with successful bids (and early holiday shopping done)!

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

—TREASURER'S REPORT

BRYNA RABISHAW, RN, MBA, CHE



As Treasurer of Hope House Community Hospice (HHCH), I am pleased to present the annual financial report for the fiscal year ending March 31, 2025. During the past fiscal year, HHCH maintained a stable financial position, continuing to support its programs and services while adhering to responsible budgeting and stewardship. All financial records have been reviewed and reconciled, and the organization remains in good standing with its financial obligations.

HHCH is fortunate to have Executive Director, **Heidi Bonner** who leads the organization with compassion and commitment to the mission and values. All the staff and volunteers are equally generous with their time and dedication.

This year, the goal of the organization has been to increase public awareness to encourage more donations and interest in programs and services. With the addition of **Rhonda Flanagan**, Director of Development, the Board adjusted committees to include the Revenue Generation Committee as an Operational Committee with Board involvement. This

has been instrumental in diversifying revenue streams. The details of which are available in the Revenue Generation section of this report. In the summer of 2025, HHCH will relocate to Yonge Street in Aurora, consolidating two locations, which will give more exposure. Both initiatives have been strategically planned to place us in a strong financial position and leader in hospice care.

As of March 31, 2025, the organization reported a shortfall of \$11,560 primarily due to the timing of expanding programs and services and startup of some of the revenue generation initiatives. However, this is expected to be improved in the next fiscal year with the revised revenue generation plan, the recent announcement of \$50,000 annual funding to support Grief and Bereavement programs and small increase in core funding.

Net assets at end of this fiscal year are \$1,077,919 of which the majority is invested in GICs. There are sufficient reserves (\$360,000) to meet 6 months of obligations and support future initiatives. The Board

continues to monitor cash flow and investment opportunities to ensure long-term sustainability.

In the coming year, the organization will continue to seek new funding sources, manage expenditures prudently, and invest in programs that align with our mission. I would like to thank our volunteer bookkeeper, **Wendy Brogan**, for her many years of dedication to Hope House. In the next fiscal year, we will transition to hire a part-time bookkeeper. The Treasurer will continue to work closely with the Board to evaluate financial strategies and report regularly on our progress.

On behalf of the Board of Directors, I would like to thank all donors, volunteers, and staff for their ongoing support and commitment. Our financial health enables us to make a meaningful impact in the community, and we look forward to another successful year.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'B. Rabishaw', written in a cursive style.

STATEMENT OF FINANCIAL POSITION

As at March 31, 2025

	2025	2024
ASSETS		
Current		
Cash (Note 3)	\$ 197,525	\$ 191,860
Short-term investments (Note 3)	518,121	494,391
Accounts receivable	71,991	43,410
Prepaid expenses (Note 4)	273,809	16,648
	<u>1,061,446</u>	<u>746,309</u>
Property & equipment (Notes 5&6)	16,473	22,998
	<u>1,077,919</u>	<u>769,307</u>
LIABILITIES		
Current		
Accounts payable & accrued liabilities	\$ 20,529	\$ 18,293
Current portion of capital lease obligation (Note 6)	2,793	2,484
Deferred contributions (Notes 3, 4 & 7)	385,920	65,500
	<u>409,242</u>	<u>86,277</u>
Capital Lease Obligation (Note 6)	4,855	7,648
	<u>414,097</u>	<u>93,925</u>
NET ASSETS		
Contingency reserve (Note 3)	360,000	360,000
Unrestricted	303,822	315,382
	<u>663,822</u>	<u>675,382</u>
	1,077,919	769,307

STATEMENT OF OPERATIONS

Year Ended March 31, 2025

	2025	2024
REVENUES		
Government Funding (Note 9)	\$ 461,392	\$ 283,842
Donations & other fundraising (Note 10)	151,666	275,936
Charity Gaming (Note 11)	79,028	88,558
Investment & other income	23,605	20,895
Total Revenue	715,691	669,231
EXPENSES		
Personnel	513,941	\$ 413,189
Administration	60,669	38,686
Rental	60,389	73,439
Program related	50,691	34,965
Special events & other fundraising	12,683	23,405
Professional fees	11,337	21,376
Amortization of property & equipment	9,010	8,807
Promotion and outreach	8,531	3,862
Total Expenses	727,251	617,729
Excess (deficiency) of revenue over expenses	(11,560)	51,502

STATEMENT OF CHANGES IN NET ASSETS

Year Ended March 31, 2025

	Unrestricted	Contingency Reserve	2025	2024
NET ASSETS - BEGINNING OF YEAR	\$ 315,382	\$ 360,000	\$ 675,382	\$ 623,880
Excess (deficiency) of revenues over expenses	(11,560)	—	(11,560)	51,502
Transfers	—	—	—	—
NET ASSETS - END OF YEAR	\$ 303,822	\$360,000	\$ 663,822	\$ 675,382

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/

HOPE HOUSE COMMUNITY HOSPICE

VISION

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

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

Funded by generous donations from our community & The Ministry of Health through Purchase of service agreement with Better Living Health & Community Services

Grateful to:



Proud to be:



New Address starting Aug 2025:
105-15105 Yonge St. Aurora, ON L4G 1M3

Phone: 905-727-6815

Email: info@hopehousehospice.com

www.hopehousehospice.com

Charitable Registration #:13451 7820 RR0001