

ANNUAL REPORT 2018-2019



Hope
House
COMMUNITY HOSPICE
Formerly Hospice King-Aurora-Richmond Hill

Hope House Community Hospice 1983-2018

35 YEARS OF HOPE

In 1982, a group of concerned individuals came together to address a need in their community. Together they established Hospice King and began to offer in-home support to those at end of life. It was one of the first community-based hospices in Canada and the first in York Region. In 1999, the name was changed to Hospice King-Aurora to better reflect the area served. Overtime the focus grew to supporting those with life-threatening illness at the time of diagnosis, family caregivers and those who are bereaved. With the addition of Richmond Hill to the service area at the end of 2015, the operating name changed to Hospice King-Aurora-Richmond Hill. In 2017 the name Hope House

Community Hospice was chosen to better reflect the diverse programs offered and the people served.

In the 35-year history, Hope House has been at the forefront of the hospice community with presentations at international conferences and helping to establish the Hospice Association of Ontario (now Hospice Palliative Care Ontario). Hope House has mentored many other hospices along the way, with the documentary "Dying with Dignity" and practical manuals for volunteers. Most importantly, Hope House has provided over 150,000 hours of services

to people in King Township, south Aurora and Richmond Hill.

Hope House continues to provide services at no cost, thanks to the generous support of our community.

Founded in 1983 by Jane Reid, Barb Marshall Houlding, Sally Blaney & Joan Henderson, Hope House (then Hospice King) was the second community-based hospice in Ontario, and one of the first in Canada.



Sally Blaney & Jane Reid (back) Barb Marshall Houlding (front) at the 2007 AGM



Vision

Exceptional care & compassionate support during illness or loss.

Mission

We provide highly-personalized support, at no cost, to those diagnosed with a life-threatening illness, family caregivers and those who are bereaved.

Our professional staff and network of dedicated volunteers provide the community with innovative programs and seamless access to information.

Objectives

1. Build community awareness
2. Develop & retain professional staff & volunteer team
3. Provide a safe & inviting environment
4. Ensure fiscal viability
5. Deliver innovative programs & services at no cost

Approved 2017 10 18

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This Annual Report covers the Fiscal Year April 1, 2018 to March 31, 2019. 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 x22 or h.bonner@hopehousehospice.com

2018/19 Highlights

Programs & Services

- Supported 341 clients diagnosed with a Life Threatening Illness
- Supported 330 Caregivers & Bereavement clients
- Provided 12,374 client visits
- Supported, provided education and team building opportunities for 143 volunteers & facilitators who contributed over 10,500 hours to client care, governance, general administrative & fundraising support.

Operational & Financial

Revenues Projected: \$526,304 Actual: \$782,670

Expenses Projected: \$517,019 Actual: \$538,479

Net surplus Projected: \$9,285 Actual: \$244,191

- Celebrated 35 years of service
- First year of programs at our Richmond Hill location
- Most successful Jitterbug Ball on record

Hospice Palliative Care Sector—Regional & Provincial Involvement

- Joint Management Committee (Better Living Home & Community Care & five Community Hospices) - Co-Chaired by our Executive Director
- Western York Region Health Links Community of Practice, Mackenzie Health, Richmond Hill - Participant Organization
- Integrated Palliative Care Strategy for the Northern York Region Sub-region (Lead: Southlake Regional Health Centre) - Executive Director is member of Integration & Partnerships Committee
- Central Community Support Service Network - Member
- Central LHIN Community of Practice (Community & Residential Hospices) - Member
- Central LHIN Caregiver Framework - Contributed to planning sessions
- Hospice Palliative Care Ontario—Visiting Hospice Interest Group Member, Grief & Bereavement Interest Group Member & Volunteer Management Group Member

Message from the Chair

LESLIE HOBSON



On behalf of the Board of Directors, I am pleased to report that Hope House enjoyed another very strong year of service to our community.

In the face of numerous cutbacks in government funding, the model set up by the Provincial Government through the Local Health Integration Networks (LHINs) continues to recognize the importance to the work we do with small increases in our funding. The benefits of community hospice providing support and care in the home offers the services that people want, and reduces medical costs for the government.

With only nominal government support, we are primarily supported through our own fundraising efforts. Our major fundraiser in October 2018, The Jitterbug Ball, was our most successful in history. Held every other year, these funds provide the bulk of our funding for two years. A second initiative, a Community Tennis Tournament was launched and was a big success.

Other revenue was received from local grants from the Township of King, Aurora Mayor's Golf Tournament, King City Lions, and The Leonard & Gabryela Osin Foundation. We also received many, many other donations including a piano

for our new office facilitated by the "Downsizing Divas" and beautiful handmade quilts from the Moraine Quilters Guild. We are deeply grateful to our community for their ongoing support.

As we continue to grow and expand, our need for more office and program space increases. A New Home Committee was struck with members of our Board and outside professionals to look at options for our future. We have been able to alleviate some of our overcrowding issues in the interim by sub-leasing additional contiguous space from another tenant. Other improvements to our offices and yoga space were completed thanks to our volunteers.

Our new Richmond Hill office is up and running very well. We have made great strides in outreach in the community to reach new clients for our programs. Our next step is to develop commercial, corporate and personal relationships in the City of Richmond Hill in order to begin securing fund generation and Board support from that area.

We were very happy to add Hong Gao to our Board of Directors. A long time Hospice volunteer, Hong is an experienced IT professional in the health care industry. The Board also says goodbye to Julie Symmes. Her efforts and insight will be greatly missed.

Hope House Community Hospice is committed to providing best practices in all our affairs. We are accredited through Hospice Palliative Care Ontario (HPCO), our provincial association. The Chair and Vice-Chair attended the HPCO workshops and our Quality Assurance Committee is committed to the HPCO Metrics Project. This initiative will gather valuable information to demonstrate the impact and outcome of community hospice services.

Hope House staff, under our wonderful Executive Director Heidi Bonner, provide exemplary service to our clients and their families. Our client feedback is stellar and our staff continue to perform beyond all expectations.

Enhancing the work of our staff are our trained volunteers. These 140+ generous and committed individuals work together to allow Hope House to provide thousands of hours of care and support to our community, all at no cost. Whether they are visiting volunteers, fundraisers, Board Members or assisting in the office, our volunteers are the heart of Hope House and we thank them all.

Respectfully submitted,
Leslie Hobson, Board Chair

The Year in Review Snapshot

Programs & Services

671 clients were supported in 2018/19
an increase of almost 3% compared to 2017/18

Clients with a Life-Threatening Illness (LTI)

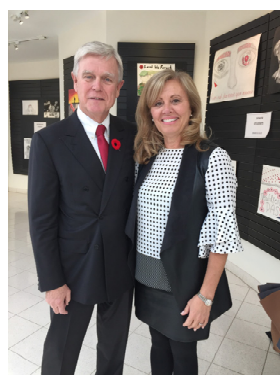
Funding Requirements*: 257 Clients & 4,637 Visits
341 Clients surpassed contract requirement by almost 33%
7,177 Visits surpassed contract requirement by almost 55%
*with pro-rated increase in August 2018

Caregiver & Bereavement Clients

Funding Requirements: 140 clients & 2,976 visits
330 Clients surpassed contract requirements by almost 136%
5,197 Visits surpassed contract requirements by almost 75%



King City Lions Club President Michael Miceli
with Heidi & Leslie



Aurora Mayor Geoff Dawe with Georgina



Preeti Kumar from Home Instead with gifts for clients

What's New...

- Intake Coordinator position for referrals & inquiries
- Bachelor Social Work Student from Ryerson University
- 🎹 Donated piano in Richmond Hill
- New Programs:
 - First year of Day Hospice Program in Richmond Hill
 - Bereavement Bistro in Richmond Hill
 - ArtCares for Caregivers in Richmond Hill
 - Movement & Meditation in Richmond Hill

Community Support

- Incredible support from our Jitterbug Ball Sponsors
- Aurora Lions Club
- Aurora Mayor's Golf Tournament
- Charitable Gaming at Bingo World Richmond Hill
- Downsizing Diva
- Estate of Fredrick Davies
- Home Instead Senior Care
- King City Lions Club
- Moraine Quilters Guild
- The Leonard & Gabryela Osin Foundation
- Richmond Hill Rotary Club
- Township of King

Strategic Plan

STRATEGIC PLANNING BUILDS ON OUR VISION & MISSION & FOCUSES ON FIVE PRIORITY AREAS:

Year Two Progress

1. BUILD COMMUNITY AWARENESS STRATEGIES

- Awareness through rebranding: Signage & all materials updated
- Communicate with & educate stakeholders: Stakeholder-specific information materials created & distributed

2. DEVELOP & RETAIN PROFESSIONAL STAFF & VOLUNTEER TEAM

- Staff Model Revamp: Staff roles were continually monitored and job descriptions adjusted. Program assistants added. Job-share for Visiting & Wellness. Changes to process/protocols made including implementation of intake coordinator role.
- Staff & Volunteer Satisfaction: Staff encouraged to participate in professional development opportunities—registration and paid time provided. Staff trained in Reiki and Aromatherapy for Hospice Palliative Care. Flexibility in schedules including flex-time implemented. Adjustments made to staff work areas to provide more privacy and allow for quiet workspace and welcoming environment for client visits & staff wellbeing. Lighting changed to be softer. Staff wellness initiatives—yoga, aromatherapy, wellness-focused staff retreat. Regular 1:1 meetings between ED and staff members. Volunteer Survey implemented annually, quarterly volunteer meetings/care & shares

3. PROVIDE A SAFE & INVITING ENVIRONMENT

- New Home Search for Main Office: Search committee formed and possibilities explored. Interim measure was to rent additional space from Big Brothers Big Sisters at existing Aurora office.

4. ENSURE FISCAL VIABILITY

- Targeted & rebranded fundraising materials: Because this was a Jitterbug Ball year, relationships with corporations were explored through event sponsorship which was very successful.
- Grant Opportunities: Grant opportunities explored with neighbouring agencies. Will be further expanded in 2019-20 fiscal through Foundation Search membership initiative led by ED and volunteer Susan Deschamps.

5. DELIVER INNOVATIVE PROGRAMS & SERVICES AT NO COST

- Formalized 1:1 Bereavement & Anticipatory Support for Children: Implemented small 1:1 support program for children. To be further expanded, if needed
- Enhanced Wellness Programs: Staff trained and first Chronic Pain Self-Management Program implemented. Wellness group offerings continue to evolve. Aromatherapy offered at the office and as part of programs.

The Year Ahead

1. BUILD COMMUNITY AWARENESS STRATEGIES:

- Enhance social media presence: Facebook, Twitter, Instagram—update via prescribed schedule & increase followers
- Communicate with & educate stakeholders: Community presentations/wellness experiences—5/year. Provide a community &/or professional education event

2. DEVELOP & RETAIN PROFESSIONAL STAFF & VOLUNTEER TEAM

- Staff Model Revamp: Staff roles will continue to be monitored and process/protocols evaluated.
- Staff & Volunteer Satisfaction: Implement revised and relevant Staff satisfaction surveys. Connect with volunteers annually to discuss roles and other possibilities. Hold monthly or Q2 month meetings/care & shares for volunteers. Staff will attend the first 10 minutes of selected Board Meeting to provide front-line perspective.

3. PROVIDE A SAFE & INVITING ENVIRONMENT

- Redesign of Aurora Space: Explore possibilities via design partner/contractor

4. ENSURE FISCAL VIABILITY

- Targeted & rebranded fundraising materials: Create Corporate Outreach Plan independent of Jitterbug Ball sponsors.
- Event Planning: LadyBug 2019
- Grant Opportunities: Expand this area through Foundation Search membership initiative led by ED and volunteer. Explore grant opportunities and partnerships with other organizations.

5. DELIVER INNOVATIVE PROGRAMS & SERVICES AT NO COST

- Enhanced Wellness Programs: Train volunteers in 1:1 modalities

HOPE HOUSE COMMUNITY HOSPICE

Exceptional Care & Compassionate Support During Illness or Loss

...FROM THE TIME OF DIAGNOSIS... .. TO BEREAVEMENT...

Diagnosis
of a
Life-Threatening
Illness

Support for Person Diagnosed

- Wellness Groups
- Complementary Therapies
- Professional Support
- Day Hospice
- Chronic Disease Self-Management

Rehabilitation Survivorship

- Picking Up the Pieces
- Wellness Groups

End-of-Life Care

- Day Hospice
- In-Home Visiting
- Complementary Therapies

Support for Family Caregivers

- Wellness Groups
- Caregiver Groups
- Complementary Therapies
- Counselling
- Chronic Disease Self Management

Bereavement Support

- Bereavement Groups
- Counselling

formerly Hospice King-Aurora-Richmond Hill

www.hopehousehospice.com

Client Services

Hope House supports three types of Clients:

- Life-Threatening Illness (LTI) from diagnosis of LTI to palliative. Clients supported via In-Home Visiting & Wellness Programs
- Caregivers - family/friends of loved-one with LTI. Clients supported via 1:1, Groups & Wellness Programs
- Grief/Bereavement - individuals coping with the death of a loved one. Clients supported via 1:1, groups & Wellness Programs

Clients are referred by Home & Community Care, the Hospice Palliative Care Teams, physicians, other hospices and healthcare professionals. Clients can self-refer and often hear about us from our current clients and volunteers. 226 individuals were referred in 2018/19 - an decrease of about 13% compared to 2017/18. Despite the reduced referrals, our client visits increased 27% compared to 2017/18.

All clients participate in an intake/assessment and work with professional staff to create a care plan based on identified needs.

The In-Home Visiting Program has been offered by Hope House for 35 years and provides support to individuals in their home. Hope House plays an important role on the inter-disciplinary care team which includes nurses, care coordinators, physicians, and other healthcare agencies. We host Inter-disciplinary Rounds and participate in morning huddle calls with palliative care providers.

Our newest service, the Day Hospice Program started in March 2018 at our Richmond Hill site. It provides a weekly opportunity for those diagnosed with a life-threatening illness to meet for support through socialization, learning and growth. The program is off to a great start receiving favourable feedback from clients and their families

Bereavement Programs are available for all ages and include 1:1 supportive counselling and groups. A weekly drop-in program, Comfort Café, is available for adults coping with the death of a loved one and Bereavement Bistro was added to serve the clients of Richmond Hill. Children and teens receive group support through Wings, supportive counselling, 1:1 matches and the Grief Busters summer camp. The parents of children/teens attending Wings participate in a separate group. A December Healing for the

Holidays program led by Pat and volunteers honoured those who have died and supports bereaved family members.

Support to Caregivers is provided via 1:1 supportive counselling and Wellness Programs. We added a new program "ArtCares" in the spring which will be repeated in the future. Caregiver respite is provided through programs such as the Day Hospice and In-Home Visiting.

Wellness Programs such as yoga, Serenity Stroll and complementary therapies (Reiki, Reflexology, etc.) are offered to all three types of clients. A new "Meditation & Movement" program started in Richmond Hill and the bi-monthly program Wellness Wednesday provides clients, volunteers and staff with an opportunity to explore various methods to assist with wellbeing. Our group programming in King City is very successful and focuses on Yoga for Self Care. Aromatherapy is part of this program as well. We continue to offer Picking Up the Pieces a well received post-cancer support program as well as specialized programs such as Mindful Meditation 101.



Celebrating a birthday at the Day Hospice



Kate from York Region Food Network baking cookies with Day Hospice

Volunteers

Volunteers are the backbone of Hope House's success and it is through their commitment and compassion that we continue as a well-respected provider of community hospice care.



Betty, Catherine, Philomena & Carolynn



Susan, Vern & Donna



Homa, Carolynn, Mary, Cora, JoAnne, Denny, Linda & Trevor



2018/19

143 Volunteers & Facilitators - many in multiple roles
Contributed over 10,500 hours

Volunteers provide support to clients, working individually and in groups. There are also a large team of 'behind-the-scenes' volunteers who provide leadership, administrative assistance, fundraising activities and a host of other essential functions that ensure the smooth operation of Hope House.

We had an outstanding team of 30 Jitterbug Ball volunteers who created a spectacular event—our most successful yet!

2018 June Callwood Award
Recipient Nancy Rathlou

Each year, hospice volunteers in communities across Ontario are recognized with the June Callwood Circle of Outstanding Volunteers.

Hope House was pleased to nominate Nancy Rathlou for the 2018 award recognizing her generous offering of "Attunement" complementary therapy for our clients. Nancy brings a sense of calm, comfort and peace to all she meets.



Nancy at the Awards Ceremony

Board of Directors

Board of Directors as of March 31, 2019

CHAIR:	Leslie Hobson
VICE CHAIR:	Sandra Sheridan, BSc., MRTNM
TREASURER:	Heather Boccia, CPA, CMA
DIRECTORS:	Dave Jackson Glenor Pitters, B.Sc., LLB Sarah Powell, CMA(CPA), MBA Teresa van Schaik, B.Sc., B.Ed. Jason Yu, B.Eng, MBA Hong Gao, to be ratified at 2019 AGM
EX OFFICIO:	Heidi Bonner, B.Mus.Hons, BMT, Executive Director

Having an active and supportive Board of Directors has been essential to the success of Hope House. The Board participates in fundraising and outreach. This is directly tied to the present financial health of the organization. The Board is accountable to

the Hope House Membership which includes, volunteers and donors. The Board is responsible for upholding the stated mission of Hope House, overseeing governance and managing risk, strategic planning and ensuring financial accountability to our

community, government and donors.

The Hope House Board of Directors is made up of members of the community interested in supporting hospice, often as a result of their own personal experience. Our

newest Board Member, Hong Gao has been an in-home visiting volunteer for many years—first at Hospice Richmond Hill and now with Hope House.

The term of one of our long-time board members came to an end in September 2018. We thanked Julie Symmes for her eight years of valuable contributions to the Board and as Co-Chair of the Jitterbug Ball.

Board Committees (2018/19):

Executive: Leslie, Sandy, Heather & Heidi
Communications: Leslie, Dave & Heidi
Finance: Heather, Jason & Heidi
Revenue: Teresa, Leslie, Heather, Jason & Sarah
Governance: Sandy, Glenor & Heidi



Mayor Dave Barrow cuts the ribbon at the opening of our Richmond Hill location



Georgina, Hong & Leslie



Farewell to Julie with Leslie & Heidi

Professional Staff

Staff as of March 31, 2019

Heidi Bonner	Executive Director
Georgina Mercouris*	Coordinator of Visiting & Wellness Programs
Suzie Quan, MSW, RSW*	Coordinator of Caregiver & Bereavement Programs
Sheila Darnowski, RN*	Coordinator of Day Hospice Program
Aundrea Larocque*	Coordinator of Volunteers & Intake Coordinator
Pat Richards, RN *	Client Care - Bereavement
Nicki Auclair-Martin*	Program Assistant-Wellness
Trish Seguin, RN °	Relief-Client Care

* Part-Time. Organization's Full-Time Equivalent (FTE) = 4

° Contract employee for relief

Our professional staff work exceptionally hard to provide compassionate support to our clients and volunteers. They build and oversee programs, connect with outside professionals for client advocacy and spread the word about Hope House services. They are a group of caring

individuals who bring with them both professional and personal experience.

Management continues to focus on supporting the team in areas of self-care and awareness of compassion fatigue. A careful

look at workload and responsibilities has been undertaken and a new position "Intake Coordinator" was piloted in an effort to help alleviate the program coordinator's work load and to ensure a timely and accurate intake process. Wellness program opportunities are extended to staff. Flex-time and job-share models are being explored in an effort to assist with staff well-being and retention.

Hope House has a new partnership with Ryerson University's Bachelor Social Work program and were



Heidi, Sheila, Aundrea, Nicki, Pat, Stephanie, Georgina, Trish & Suzie



Heidi & Allie (back), Aundrea, Georgina, Roni & Suzie (front)

fortunate to have Stephanie Walling for the 2018-19 school year. We're pleased that Stephanie joined our staff in April 2019 to job-share with Georgina.

Roni Tobias a Masters of Social Work Student from University of New England was a great addition to our team from January-August 2018 and Allie Raso joined us once again as our Canada Summer Jobs student.

Revenue Generation

Ensuring fiscal viability is a top priority and the Board of Directors continues to seek a diversified and balanced approach to resource development within several areas of existing and potential funding.

Government Funding

In October 2018, the Ministry of Health & Long Term Care (MOHLTC) expanded visiting hospice service capacity across the province. In addition, a 2.4% cost of living increase came into effect for both the visiting hospice service and caregiver funding areas. Consequently our 2018/19 MOHLTC funding increased 16% to \$203,795. This expansion came with additional contract requirements.

We were pleased to once again receive grant funding through Canada Summer Jobs. Our student Allie Raso joined us for eight weeks during the summer to assist with marketing and social media.

Foundation & Corporate Grants

The Leonard & Gabrayela Osin Foundation continues to contribute generously to Hope House. As well, grant requests were approved from The Township of King to fund wellness programs in King and the Aurora Mayor's Golf Tournament to support our Grief Busters Children's Camp. The George Lunan Foundation also contributed to our Children's Camp thanks to a grant application submitted by our student, Allie.

Donations & 3rd Party Fundraising

Our individual donors continue to provide support on an annual basis and we are grateful to those who choose Hope House for Memorial & Honorarium donations. The

wellness programs in King were once again supported by The King City Lions through their Roast Beef Dinner. We are thankful to Richmond Hill Rotary Club for providing support for our new location.

Special Events & Gaming (Bingo)

Our 2018 Jitterbug Ball (JBB) was the most successful fundraising event in Hospice history. An incredible amount of time and effort was put in by the committee of Board Members and Volunteers. We are extremely grateful to the Chairs Julie Symmes, Teresa van Schaik and Leslie Hobson for providing such stellar leadership. A big thank you to our sponsors, donors and guests.



Tim, Patricia, Linda & Joe at the JBB



Deb, Ron, Jackie, Barb & Vern at the JBB



JBB Chairs Teresa, Leslie & Julie



2018 marked the first Community Tennis Tournament which took place on courts in King. It was a successful day of competition with a barbeque and live music to follow.

Hope House is fortunate to receive revenue from Charitable Gaming at Bingo World Richmond Hill. Thanks to the wonderful group of volunteers who make this happen.



Jitterbug Ball

Thank You to our Fabulous Committee

CHAIRS

Leslie Hobson Julie Symmes Teresa van Schaik

Heather Boccia	Wendy Neal
Wendy Brogan	Glenor Pitters
Laurie Calvert	Diane Purser
Margarete Carr	Carolyn Rabbior
Nancy Carswell	Joy Rudyk
Kim Downs	Sandy Sheridan
Sharon Ford	Mehnoosh Sotoadeh
Lisa Gragtmans-Elliott	Lorie Sikura
Charlene Hayes	Cheryl Teasdale
Jenn Hayhoe	Donna Warde
Jill Krstajic	Andrea Webb
Denise MacNeil	Jane White
Rebecca Martin	Janis Zimmerman
Beth Mayo	

Treasurer's Report

HEATHER BOCCIA, B A, CPA, CMA



It is my privilege and honour to present the 2018/2019 Treasurer's Report for Hope House Community Hospice.

This fiscal year reports a strong financial position. The biennial Jitterbug Ball generated record breaking net revenues in the amount of \$357,900. This exceeded the previous event by \$110,000. A strong unrestricted financial cushion in excess of \$505,903 remains to provide protection for services and personnel expenditures going forward. In addition, a contingency reserve of \$250,000 remains to be used in the event of unforeseen expenses and/or reductions of funding.

Operational and program expenses have increased by 13% this fiscal year as this was the first full year providing services in

Richmond Hill. Grant income and donations have increased by 5% from the last year but still do not come close to covering the expenses necessary to run the programs and services. Thus the strong reliance on the biennial Jitterbug Ball to make up for the shortfall.

Special thanks to our Executive Director Heidi Bonner for overseeing the deliverance of exceptional programs, services and the day to day operating expenditures and all the while managing to keep all areas within budget. Thank you to our Auditor Barb Scott of Coperthwaite Mehta Chartered Professional Accountants for her many years of service to Hope House. Barb is retiring this year and we wish her well in her future endeavors. Than you to

our Bookkeeper Wendy for her accuracy, dedication and commitment.

Many thanks to the dedicated Staff, Board of Directors, Jitterbug Ball committee members and volunteers for the incredible amount of hours provided to achieve this continued financial success. The organization remains strong and viable as it continues on as Hope House Community Hospice in the coming years.

Respectfully submitted,
Heather Boccia BA, CPA
CMAsurer



Grief Busters Camp

STATEMENT OF FINANCIAL POSITION			
	2019		2018
ASSETS			
Current assets			
Cash	\$	153,604	\$ 232,694
Short-term investments		555,825	250,219
Accounts receivable		6,720	6,430
Sales tax rebates receivable		5,508	8,858
Prepaid expenses		17,689	14,755
		739,346	512,956
Property & equipment		49,828	62,843
		789,174	575,799
LIABILITIES & NET ASSETS			
Current liabilities			
Accounts payable & accrued liabilities	\$	17,775	\$ 16,952
Current portion of capital lease payments		2,187	2,187
Deferred contributions		4,200	33,700
		24,162	52,839
		9,109	11,248
		33,271	64,087
Net Assets			
Contingency reserve		250,000	250,000
Unrestricted		505,903	261,712
		755,903	511,712
		789,174	\$ 575,799

STATEMENT OF OPERATIONS & CHANGES IN NET ASSETS			
	2019		2018
REVENUE			
Special Events-Jitterbug Ball	\$	479,513	\$ -
Government Funding		209,155	179,132
Charity Gaming (Bingo)		47,831	45,672
Donations and other fundraising		40,074	62,514
Other revenue		6,097	1,923
Total Revenue		782,670	289,241
EXPENDITURES			
Personnel		265,556	235,935
Special events & other fundraising		123,558	4,253
Occupancy		59,819	45,490
Program related		40,425	36,319
Administration		27,809	31,645
Promotion and outreach		5,091	4,437
Amortization		16,221	8,528
Total Expenses		538,479	366,607
Excess (deficiency) of revenue over expenses for the year		244,191	(77,366)
Net assets, beginning of year		511,712	589,078
Net assets, end of year		755,903	\$ 511,712

The Statement of Financial Position and the Statement of 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
1983-2018
35 YEARS OF HOPE

Funded by
generous donations from our community

The Central Local Health Integration Network through
Better Living Health & Community Services



Main Office: 350 INDUSTRIAL PKWY SOUTH, UNIT 4 AURORA, ON L4G 3V7

Second Location: 212-10909 YONGE ST. RICHMOND HILL, ON XL4C 3E3

PHONE: 905-727-6815 EMAIL: info@hopehousehospice.com
hopehousehospice.com

We provide highly-personalized support, at no cost, to those diagnosed with a life-threatening illness, family caregivers and those who are bereaved.

CHARITABLE REGISTRATION #:13451 7820 RR0001