

ANNUAL REPORT 2019-2020



They called themselves...

The Rembrandts

Many years ago, four ladies from King gathered on a regular basis to paint.

They called themselves "The Rembrandts".

The four friends, Ronnie Walwyn, Joan Davies, Joan Johnston & Jean Kell began to work together on a huge collaborative landscape project, spanning over twenty feet.

The artwork hung at Ronnie's home up until the summer of 2019 when, thanks to Ronnie's family, it was donated to Hope House Community Hospice.

What makes this art extra special is that all four ladies were great supporters of hospice in the early days when we were known as Hospice King.

We're so happy to have this big piece of history to remind us of our hospice roots and the pioneers from King who dedicated themselves to building the first Community Hospice/Visiting Hospice in the GTA.





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

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This Annual Report covers the Fiscal Year April 1, 2019 to March 31, 2020. 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

Introduction

2019/2020 Fiscal Year: The Calm Before the Storm

Reflecting back, 2019/2020 was a relatively 'quiet' year up until mid-March when the world as we know it, dramatically changed. The calm before the storm.

Providing Support During a Pandemic: Communication & Connection

This Annual Report is being written in the midst of a global pandemic that has completely changed the way we provide care, fundraise, interact within our team and with our community partners.

Immediately following the lockdown in March, we quickly converted to virtual delivery of care, offering both online individual and group support. Providing safe and compassionate care remains our top priority.

Connection between staff, volunteers, community partners and other hospices across the province has become even more important during these times.

Since mid-March, Hospice Palliative Care Ontario (HPCO) provided twice-weekly Zoom calls for hospices across the province to

provide space to support each other, share resources, and make connections. Locally, three groups have met regularly to collaborate on issues closer to home: York Region Hospice Group; Community Support Services Network; and the Central Ontario Hospice Collaborative. Our team members have connected with the staff of other hospices to brainstorm ways to move forward and best support our clients.

It has been an amazing opportunity for collaboration and sharing and these relationships will continue to be mutually beneficial in the years to come as we all work together to support those in need.

Heidi Bonner
Executive Director



Thank you to Febbie from Tim Hortons in Gormley for providing breakfast for the Grief Busters Families

2019/20 Highlights



598

**Clients
Supported**



15,633

**Client
Visits**



almost

9,000

**Volunteer &
Facilitator Hours**



ACCREDITED

Visiting Hospice Service
HOSPICE PALLIATIVE CARE ONTARIO

Message from the Chair

LESLIE HOBSON



On behalf of the Board of Directors, I am pleased to report that Hope House continues to thrive and serve our community.

Community hospices have been proven to deliver cost-effective care with quality and compassion, and help people remain in their home as long as they are able. Hospice care plays a crucial role in the continuum of care.

During the initial part of the year, the renewal of our Accreditation with Hospice Palliative Care Ontario (HPCO) was our focus as we examined our governance, operations, volunteer and program practices to ensure they reached or surpassed the standards established by our provincial association. We were one of the first hospices to undergo the modified process which, among other things, extends the accreditation period from two to three years. With the help of two of our long time volunteers, Trish Seguin and Susan Deschamps, our Accreditation review was successful and our certificate was issued in December 2019.

With the numerous challenges facing everyone in these times of COVID-19, charities and non-profits have been extremely hard hit. Fortunately, Hope House has been both fiscally conservative in our financial management and relentless in our community fundraising efforts and are uniquely positioned to ride out these turbulent times.

Hope House was supported by the Township of King with a \$2,000 donation to assist with the King City Wellness Programming and benefitted from the King Heritage and Cultural Centre's "Trees of Giving" event which ran throughout the Holiday season.

Our 3rd LadyBug Event, held at the beautiful Beswick home in Aurora, was a great success. Guests enjoyed games, a private ice cream truck and dancing the night away under the stars. A fundraiser unto itself, this event also serves as the kickoff for our major fundraiser in October 2020, our 20th Jitterbug Ball.

Hope House continues to reach out into our community from the local level, with events like the Community Volunteer Fair in Laskay Hall to the Provincial level with a presentation at a pre-budget hearing to the Minister of Health Christine Elliott, the Minister of Finance, Dave Philips, our local Minister of Parliament, Michael Parsa and numerous organizations and businesses.

We were greatly honoured to be gifted Landscape Art panels by the family of Ronnie Walwin. These were painted by Ronnie and three other original Hospice King supporters/volunteers: Joan Davies, Joan Johnston, and Jean Kell. We are also grateful to have received a bequest from the estate of Joan Davies, who passed last year in England. We were

also the beneficiaries of six beautiful quilts from the Moraine Quilters Guild, and local donations of Comfort Kits by Nourish My Grief.

Our Executive Director Heidi Bonner continues to provide Hope House with stellar leadership. She is ably assisted by our dedicated part-time staff who have all pulled together to support our clients, and each other, in innovative and compassionate ways.

In March, under the advice of our local governments and health departments, we pivoted our operations to 100% virtual. Our staff worked tirelessly to ensure that our clients continued to receive one-to-one and group support. Our 100+ volunteers stepped up to meet these new challenges with courage and compassion.

On a personal note, I am extremely grateful to my fellow Board members for their support, to our staff for their commitment, and to our volunteers for their dedication. I am stepping down as Chair of the Board of Directors, but will remain on the Board for the 2020-2021 fiscal year.

Respectfully submitted,

Leslie Hobson

Strategic Plan

MISSION & FOCUS ON FIVE PRIORITY AREAS:

BUILD COMMUNITY AWARENESS STRATEGIES

- Enhanced social media presence: Facebook and Instagram. Ryerson Student, Riley increased the quantity and quality of posts
- Community presentations on bereavement for community health providers, staff participating on provincial psychosocial community help line

DEVELOP & RETAIN PROFESSIONAL STAFF & VOLUNTEER TEAM

- Staffing model monitored and adjusted to support staff wellbeing. Staff wellness initiatives: aromatherapy, wellness-focused staff retreat. Staff are encouraged to participate in professional development opportunities including the HPCO Annual Conference. Cloud-based platform and appropriate equipment enabled staff to become fully mobile to work from home without interruption when it became necessary mid-March
- 95% of volunteers agree or strongly agree satisfaction with their volunteer role. Team building and appreciation events included "Nurture & Nosh" session, Appreciation Dinner, and Volunteer Celebration Tea. Volunteers encouraged to attend wellness sessions to promote self-care.

PROVIDE A SAFE & INVITING ENVIRONMENT

- The decision was made to move forward with renovating Aurora location rather than finding a new location. Committee explored options for redesign to make better use of space, increase privacy and flow. The COVID-19 Pandemic has put this planning on hold.

ENSURE FISCAL VIABILITY

- Successful Lady Bug Event in September
- Planning started for Jitterbug Ball 2020 and summer Tennis Tournament

DELIVER INNOVATIVE PROGRAMS & SERVICES AT NO COST

- Introduced new Bereavement & Wellness Programs—Bereavement Bistro in Richmond Hill, Strive & Thrive, Wellness Book Club, etc.

THE COMING YEAR

A new three-year Strategic Plan will be developed in the 2020-2021 Fiscal Year. The arrival of the Pandemic will necessitate a full review of operations, programs and fundraising to ensure that our plan meets the reality of the new world. The future is uncertain, however the need for support by Community Hospices is increasing in light of the huge impact on mental health and difficulties associated with facing a life threatening illness and the death of a loved on in these challenging times.



Grief Busters Bereavement Camp

Client Services



374

**TOTAL Group
Sessions Offered**



234

**Wellness
Group Sessions**



100

**Bereavement
Group Sessions**



40

**Day Hospice
Sessions**



154

**Complementary
Therapy Sessions**



223 Clients diagnosed with a life-threatening illness



375 Bereavement & Caregiver Clients

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

The **In-Home Visiting Program** is the longest-running program 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 professionals.

The **Day Hospice Program** started in March 2018 and provides a weekly opportunity for those diagnosed with a life-threatening illness to meet for support through socialization, learning and growth.

Bereavement Programs are available for all ages and include 1:1 supportive counselling and groups. Two weekly drop-in programs, Comfort Café in Aurora and Bereavement Bistro in Richmond Hill provide support to adults coping with the death of a loved one. 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 honours those who have died and supports bereaved family members.

Note: With the onset of the pandemic, all programs turned virtual—with connections being made via teleconference, telephone, email and text.

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, meditation, Serenity Stroll, Qigong and complementary therapies (Reiki, Reflexology, etc.) are offered to all three types of clients. A bi-monthly program, Wellness Wednesday, provides clients, volunteers and staff with an opportunity to explore various methods to assist with wellbeing. We continue to offer Picking Up the Pieces (PUP) a well received post-cancer support program. Our long-time PUP facilitator, Debbie Homewood is retiring this year and we're pleased to welcome Vicki Cousins to Hope House to this role.



Team work at Grief Busters Day Camp



Herb planting at the Day Hospice

Volunteers

 **113 Volunteers & Facilitators**

 **almost 9,000 Volunteer Hours**

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.

Volunteers provide one-to-one and group support to clients and there is 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.



2019 June Callwood Award Recipient Susan Deschamps

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

Hope House was pleased to nominate Susan Deschamps for the 2019 award recognizing her generous support of Hope House for the past 18+ years!

Congratulations!



Beth Ellis (HPCO Board Member), Susan & John Crain (HPCO Board Chair) at the Awards Ceremony

Professional Staff

Our staff is a group of compassionate professionals who work exceptionally hard to provide support to clients and volunteers. They develop innovative programs, provide direct support to clients, work closely with volunteers and connect with outside professionals.

The new staffing model which includes the intake coordinator role has ensured first contacts with new clients is completed in a timely manner and that connections to program coordinators are smooth.

We extended our partnership with Ryerson University and welcomed our second Bachelor Social Work student—Riley for the 2019-20 school year. We were also pleased to have Laureen, Masters of Arts in Counselling student for the year.



When face-to-face interactions with clients ceased in mid-March, the staff did an amazing job at pivoting their programs and client support to a virtual format. They were already equipped to work remotely and the transition to working from home went smoothly as we modified our processes to fit the new reality.



Stephanie, Georgina, Laureen, Meredith, Nicki, Riley, Pat, Heidi & Suzie—December 2019

Staff as of March 31, 2020

Heidi Bonner B.Mus Hons, BMT

Georgina Mercouris*

Suzie Quan MSW, RSW*

Meredith Morrison MSN, RN (ED)*

Stephanie Walling*

Pat Richards RN *

Nicki Auclair*

EXECUTIVE DIRECTOR

CLIENT CARE-VISITING & LIFE-THREATENING ILLNESS

COUNSELLOR & CLIENT CARE CAREGIVER & BEREAVEMENT

CLIENT CARE-DAY HOSPICE PROGRAM

COORDINATOR OF VOLUNTEERS & INTAKE COORDINATOR

BEREAVEMENT GROUP FACILITATOR

PROGRAMS COORDINATOR - WELLNESS & DAY HOSPICE

* Part-Time. Organization's Full-Time Equivalent (FTE) = 4.4

Board of Directors

Having an active and supportive Board of Directors has been essential to the success of Hope House. The Board participates in fundraising which 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 oversees governance and risk management, strategic planning and ensures financial accountability.

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.

We are very pleased to welcome Janice Lee, Stacey Sutherland and Shekhar Bhalla to our board. Janice is a Paediatric Physiotherapist with experience in community care through her work with the York Region District School Board and the Children's Treatment Network of Simcoe/York. Stacey works in commercial realty and has past experience in finance. She is actively involved in the community organizations and sport. Shekhar came to the Hope House Board through personal experience and has been an excellent addition, combining his first hand hospice experience with a professional career in non-profit management.

We say goodbye to Sarah Powell and Glenor Pitters as they leave the Hope House Board and are very grateful for all of their efforts on our behalf.

Board Committees

Executive: Leslie, Hong, Heather

Communications: Leslie, Dave

Finance: Heather, Jason

Revenue: Teresa, Leslie, Heather, Stacey & Janice

Governance: Sandy, Shekhar, Hong

Board of Directors as of March 31, 2020

CHAIR: Leslie Hobson
VICE CHAIR: Hong Gao, MHI, M.A.Sc.
TREASURER: Heather Boccia, BA, CPA, CMA
DIRECTORS: Sandra Sheridan, BSc., MRTNM
Dave Jackson,
Teresa van Schaik, B.Sc., B.Ed.
Jason Yu, B.Eng, MBA
Stacey Sutherland, BA
Janice Lee, B. Sc., PT
Shekhar Bhalla, CPA, CGA, MBA



Board Members Janice, Stacey, Sandy, Teresa, Leslie & Heather at the LadyBug Event

Revenue Generation

The Board of Directors continue to focus on the goal of ensuring fiscal viability by achieving a diversified and balanced approach to revenue generation. The pandemic has dramatically impacted the ability to fundraise and has given rise to completely re-thinking future revenue generation initiatives.

Government Funding

Hope House receives funding from the Ministry of Health through a purchase agreement with Better Living Health & Community Services. The previous year's increase in funding from the Ministry remained stable throughout this year with Hope House receiving \$217,728.

The Township of King provided funding through their Community Organization Grant Program for the wellness group taking place in King City.

The Government of Canada responded to drop in revenues due to COVID-19 by providing assistance through the Canadian Emergency Wage Subsidy. Hope House has benefitted greatly from this program while we plan for future revenue generation initiatives.



Thank you to the Brian Altman Memorial Library donor Shelley Altman for sponsoring our first Wellness Book Club!

Donations

Once again, The Leonard & Gabrayela Osin Foundation contributed generously to Hope House. Individual donors and community organizations continue to provide support on an annual basis and we are grateful to those who choose Hope House for Memorial & Honorarium donations.

Special Events & Charitable Gaming (Bingo)

As this was a "non-Jitterbug Ball" year, the 3rd LadyBug Event (an evening of food, fun and friendship) took place in Aurora at the beautiful home of Dawn Beswick. Much appreciation to the stellar efforts of Dawn and volunteers who hosted an amazing evening which netted almost \$10,000 for Hope House.

We are very fortunate to receive funding from Charitable Gaming at Bingo World Richmond Hill. This year's revenue was almost \$50,000. Thanks to the wonderful group of volunteers who make this happen.

Karen McCullough has been our Session Coordinator for the past eight years and retired in February. Sheila Darnowski has stepped into the roll. The Pandemic has impacted Charitable Gaming and it is anticipated that revenues will drop dramatically for the next fiscal year.

Thankful for the Community Support

- Charitable Gaming at Bingo World Richmond Hill
- Incredible support from our LadyBug attendees
- Aurora Lions Club
- Estate of Fredrick Davies
- The Leonard & Gabryela Osin Foundation
- Moraine Quilters Guild
- Richmond Hill Rotary Club
- Township of King
- United Church Women
- King Heritage & Cultural Centre

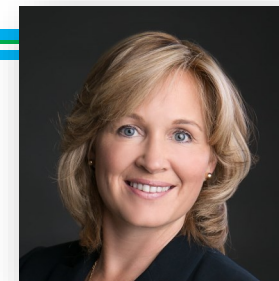


Thank you to Dawn Beswick



Guests at the LadyBug

Treasurer's Report



HEATHER BOCCIA, B.A., CPA, CMA



Teresa, Vern & Evert



Vicki, Debbie & Trish



Denny, Dorothy, Cris, Betty & Catherine

It is my privilege and honour to present the 2019/2020 Treasurer's Report for Hope House Community Hospice.

Based on the biennial funding model of Hope House Community Hospice the expenses in a non-Jitterbug Ball year will exceed the revenue generated. This fiscal year reported a deficiency of \$136,179 utilizing a portion of the surplus of funds generated in the previous year.

On March 11, 2020 the World Health Organization declared the outbreak of Covid-19 as a pandemic, resulting in a series of public health and emergency measures that have been put in place to combat the spread of the virus. This has greatly impacted the delivery of programs and fundraising objectives for Hope House in the last month of this fiscal year and going forward. We are closely

monitoring and assessing the impact on operations and utilizing government relief programs wherever possible. The net assets continue to be secure and invested in short term GIC's providing a cushion to maintain operations in the event of a decline in government funding and or fundraising activities.

Charity gaming revenue in 2019/2020 was a reliable source of revenue as well as funding through a purchase of service agreement with Better Living Health & Community Services. Expenses reported for Programs, Personnel and Occupancy were as per budget.

Thank you to Executive Director Heidi Bonner and staff for running cost efficient programs and for quickly adapting to the changes and demands that the pandemic has created.

We were pleased to work with a new Audit firm for this fiscal year. We would like to thank Ninette Bishay and staff of Hogg, Shain and Scheck for their professionalism and hard work.

Much appreciation to Wendy Brogan, our volunteer bookkeeper for keeping all in order. Many thanks to the dedicated Staff, Board of Directors and volunteers for the many hours given to provide such valuable services to the communities of King Township, south Aurora and Richmond Hill.

Respectfully submitted,
Heather Boccia BA, CPA CMA

STATEMENT OF FINANCIAL POSITION
As at March 31, 2020

	2020	2019
ASSETS		
Current assets		
Cash	\$ 94,900	\$ 145,255
Short-term investments	462,172	555,825
Accounts receivable	37,740	20,577
Prepaid expenses	15,210	17,689
	<hr/>	<hr/>
	610,022	739,346
Property & equipment	38,527	49,828
	<hr/>	<hr/>
	648,549	789,174
	<hr/>	<hr/>
LIABILITIES & NET ASSETS		
Current liabilities		
Accounts payable & accrued liabilities	\$ 15,568	\$ 17,775
Current portion of capital lease payments	2,459	2,187
Deferred contributions	4,420	4,200
	<hr/>	<hr/>
	22,447	24,162
	6,378	9,109
	<hr/>	<hr/>
	28,825	33,271
	<hr/>	<hr/>
Net Assets		
Contingency reserve	250,000	250,000
Unrestricted	369,724	505,903
	<hr/>	<hr/>
	619,724	755,903
	<hr/>	<hr/>
	648,549	789,174
	<hr/>	<hr/>

**STATEMENT OF OPERATIONS
& CHANGES IN NET ASSETS**
Year Ended March 31, 2020

	2020	2019
REVENUE		
Government Funding	\$ 219,728	\$ 209,155
Charity Gaming (Bingo)	49,549	47,831
Donations and other fundraising	40,327	40,074
Investment & other income	9,867	6,097
Government assistance	8,547	
Special Events-Jitterbug Ball		479,513
	<hr/>	<hr/>
Total Revenue	328,018	782,670
	<hr/>	<hr/>
EXPENDITURES		
Personnel	287,037	265,556
Occupancy	69,300	59,819
Administration	39,269	27,809
Program related	38,803	40,425
Amortization: property & equipment	17,047	16,221
Special events & other fundraising	7,487	123,558
Promotion and outreach	5,254	5,091
	<hr/>	<hr/>
Total Expenses	464,197	538,479
Net Excess (deficiency) of revenue over expenses	(136,179)	244,191
	<hr/>	<hr/>
Net assets, beginning of year	755,903	511,712
	<hr/>	<hr/>
Net assets, end of year	619,724	\$ 755,903
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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

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 L4C 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
