



ANNUAL REPORT

2021-2022

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

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

Revised July 2021

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This Annual Report covers the Fiscal Year April 1, 2021 to March 31, 2022. 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

2021/2022 Fiscal Year:

Trim the Sails... *(meaning: adapt or change to fit altered circumstances. Originally, referred to the act of changing a ship's sails to better suit and take advantage of the wind conditions (from owlcation.com))*

The introductions from the past two Annual Reports were “The Calm Before the Storm”(2019/2020) and “Changing Course”(2020/2021). To keep with the nautical metaphors, 2021/2022 was a “Trim the Sails” year - one of continuing adaptations, changes to fit the persistent pandemic. We haven't quite “Turned the Corner” (meaning: pass a critical point on the way to somewhere better or safer (owlcation.com)) - but we'll certainly strive for that next year!

Year 2 of Providing Support During a Pandemic: Adapt & Change

The global pandemic continues to necessitate adaptation and reconsideration of what we do and how we do it.

Fortunately we have learned that some of these adaptations (ie. virtual support), are beneficial and in some cases preferable. For some of our clients, leaving their homes and travelling for programs was not always possible pre-pandemic. With the adaptation to virtual support, it's easy for them to connect and not have to worry about feeling too weak or anxious to go out and there is no need to worry about unfavourable weather. Still, there will always be a need for in-person support—we've just now learned how we can enhance and expand our delivery modalities.

For the most part, our operations continued similar to the previous year—staff working remotely, but now occasionally in the office, and group gatherings and support session remained online or via telephone.

There is a light at the end of the tunnel as we tentatively came together on several occasions. Staff

gathered for the first time in a year and a half at an outdoor fall lunch - the first time some of the them met face to face. We also welcomed our volunteers in December to a gathering in the 'garage' area of the building—sipping hot cider and reconnecting eye to eye after a long time apart.

Despite the year of unprecedented challenges, the Hope House staff and volunteers always found ways to provide valuable support and made some great accomplishments. To name a few:

- we all worked together to develop a three-year strategic plan along with a new vision, mission, and values;
- we provided the most counselling sessions and most bereavement support group sessions in the history of the organization;
- we welcomed four new staff members and 13 new volunteers – with the interview, training and onboarding processes completed virtually;
- we received record amounts in grant funding

With each passing day, we're getting closer to welcoming everyone back into Hope House, but recognize we are forever changed by these past years.

We will continue to adapt and change together.

Heidi Bonner

Executive Director



2021/2022 Highlights



500 Clients Supported



12,466 Client Interactions



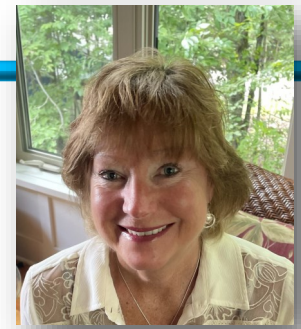
over 1,100 Meal Deliveries/
Wellness Checks



over 7,000 Volunteer &
Facilitator Hours

Message from the Chair

SANDY SHERIDAN, BSc., MRTNM



As I reflect on the past year, I am both humbled and happy to report that Hope House Community Hospice continues to successfully adapt to the ongoing changes in our community.

With our 40th anniversary around the corner, we celebrate the commitment of our dedicated staff and volunteers providing support to families with our evolving virtual programs. Local partnerships continue to evolve and we are excited to be collaborating with Hill House Residential Hospice to assist families providing a more seamless, integrated journey for end of life along with bereavement support.

With contributions from the Board, staff, clients, staff and volunteers, a new Strategic Plan titled "Our Journey of Compassion" was finalized. The plan focuses on the strategic priorities of building for the future, engaging diversity, equity and inclusion in all that we do and strengthening our sustainability. In April, "Our Journey of Compassion" was presented to our local MPP, representatives of the Ontario

Trillium Foundation, the HHCH community and other stakeholders.

The Resilient Communities Fund through Ontario Trillium Foundation was instrumental in helping Hope House rebuild and recover from the impacts of the Pandemic. This funding along with the government assistance helped with operating expenses. However, like many nonprofit organizations, we have had to cancel in-person fundraising events such as the Jitterbug Ball. Thankfully, with generous donations, the Butterball Golf Classic and a new initiative 'Baskets of Hope', Hope House has continued to provide quality programs & supports. The 'Baskets of Hope' Fundraiser spearheaded by Board member, Laurie Calvert, was not only a successful initiative but also helped local small businesses to promote their products.

Hospice Palliative Care Ontario (HPCO) continues to work with Government to build capacity of high quality, low cost end-of-life care settings from home to hospice. Our advocate at the Provincial level, HPCO has been emphasizing the need for more

adequate funding to address the inequities in access to Palliative care.

Hope House Community Hospice Board has been committed to navigating our organization through these challenging times.

I thank all members for their work and dedication in supporting our new Vision. We aspire to be 'A community where no one journeys alone through illness or loss'. Heidi, along with her amazing team and our trained volunteers continue to provide innovative, personalized compassionate support at no cost to our clients. Many thanks to the volunteers answering the call to help with our new fundraising initiatives. You should all be proud for your ongoing contributions.

In 2023, Hope House Community Hospice will achieve 40 years of compassionate support. We look forward to celebrating this milestone with our community.

Respectfully submitted,

Strategic Priorities 2022-2025



BUILD FOR OUR FUTURE

We will collaborate and engage with partners and the community to further strengthen the impact and value of our services.

ENGAGE

We will empower staff and volunteers to engage and embrace diversity, equity and inclusion in all we do.

STRENGTHEN OUR SUSTAINABILITY

We will build on our infrastructure and secure resources to support our activities now and into the future.

Client Services...



Through the "Hope House at Home" service delivery model, we continued to provide support in the safest and most effective way in the homes of clients.

CAREGIVER CLIENT

...the Mindfulness Group was "perfect for my anxiety in dealing with my mom who is palliative."

In-Home Visiting Program Staff and volunteers supported our palliative clients via telephone, email and virtually. Volunteers stepped up to assist our home-bound clients with errands, groceries and prescription pick-ups.

Thanks to our collaboration with the York Region Food Network, the **Meal Program** facilitated weekly wellness checks as staff connected with clients and volunteers delivered nutritious food.

The **Pathways Program** continued as a weekly virtual support group and check-ins for clients.

There were more **Bereavement Groups** provided this year than in any previous year—a testament to the needs of our community. The Tuesday drop-in adult group, **Comfort Café**, and the Friday morning **Bereavement Bistro** continued to support clients virtually with 84 sessions being offered throughout the year.

In response to the added difficulty of navigating grief during a pandemic, Hope House provided 17 **Loss During COVID** bereavement group sessions. A new program **Aloka Yoga** - yoga therapy for grief and

bereavement was offered and the annual **Healing with the Holidays** was well attended. Clients, volunteers and staff contributed poetry, music and stories to comfort those experiencing a holiday season without their loved one.

1:1 **Counselling** and Volunteer **Bereavement Companionship** continued to be offered by telephone and Zoom.

BEREAVEMENT GROUP CLIENT

"The expression "safe space" is tossed around a lot these days but the group truly is just that for me. It's the only place where I can talk about what's on my mind."

ALOKA YOGA THERAPY FOR GRIEF

"It lifted up my spirits and I felt less alone and more in community with others."



Volunteers Danielle & Linda on Meal Delivery Day

...continued on next page

...Client Services...continued

201 Clients diagnosed with A life-threatening illness

Bereavement support for children was provided via the summer camp **Grief Busters Gone Virtual** and teens coping with loss participated in the **Missing Piece** bereavement group.

Support to Caregivers continued to be provided via 1:1 supportive counselling, volunteer visits via telephone and through Wellness Programs.

There were 17% more **Wellness Program** sessions provided compared to last year. 45 editions of the **"Weekly Wellness News"** email were sent out to over 200 clients and volunteers and included contributions from our professional facilitators as well as innovative resources for wellbeing. Along with this, the Resource page of the website was expanded to provide a number of COVID-coping resources including a self-care library, information and tip sheets. The 30-minute **Wellness Break** explored relaxation and breathwork and other weekly offerings included Yoga **Permission to Pause, Off the Mat** Meditation and **Qigong**. The 9-week post cancer support group **Picking Up the Pieces** was offered in the spring and fall. Other Wellness programs included **Journaling, Shifting Lenses: Gratitude through photography, Aromatherapy**

and a four-week exploration of **Ayurveda**. A limited series, **Mindful Meditation** was well attended and seven **Wellness Wednesdays** introduced clients to new ways to support themselves. We are grateful to the Township of King who provided funding to support for the "Staying Strong Living Well" series which included the Permission to Pause, Aromatherapy and Ayurveda programs.

JOURNALING FOR WELLBEING

"The fact that the group seemed to really develop as a group even in such a short time. The same thing happened in the Photography course and it was a surprise to me. I think that speaks well of the facilitator as well as the attitudes of the people who join the programs."

299 Bereavement & Caregiver Clients

SWITCHING LENSES: a journey of cultivating gratitude through photography

"Learning to look deeper and differently at things enabled me to see beyond my condition, and change my perspective... This form of gratitude made me realize that it has always been around me in so many ways, but I had simply been unable to recognize it. Seeing things from a new lens made that possible."

BEREAVEMENT GROUP CLIENT

"The group lets me express how I'm feeling without necessarily trying to fix me—which friends and family inevitably try to do—and always without judgement."

— ...Client Services



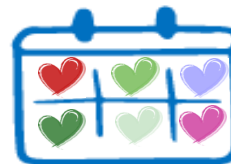
172 Wellness
Group Sessions



128 Bereavement
Group Sessions



311 Professional
Counselling Sessions



45 editions of the
Weekly Wellness
Newsletter

Volunteers

over **7,000** Volunteer & Facilitator Hours

105 Volunteers & Facilitators

13 New Volunteers
3 New Committees:

- Volunteer Advisory Team
- Community Engagement Team
- Baskets of Hope Committee

We are forever grateful to our amazing volunteers who have been adaptable, generous, creative and committed during these challenging times.

In April we welcomed our new Coordinator of Volunteers Kathy Powers and much has been accomplished this past year. Regular volunteer meetings were held including sessions on 2SLBGTO+, Harm Reduction & HIV training led by CAYR Community Connections (formerly AIDS Committee York Region), Advance Care Planning, Boundary Training, and an introduction of the newly formed "Volunteer Advisory Team".

The Community Engagement Team worked with Vilma to prepare outreach presentations including "Death Cafés" and "Grief 101".

Online surveys and telephone connections with volunteers have provided valuable information to help plan as we move forward.

Our volunteers continue to check in with clients via telephone, deliver meals and do safety checks, drop off groceries and supplies, co-facilitate virtual bereavement and wellness groups, fundraise, make important community connections. The new Baskets of Hope Committee contributed to the first of its kind fundraiser - we couldn't have done it without them!

We were thrilled to see our volunteers at the Holly Jolly Holiday Gathering - our first in-person gathering since December 2019.

We look forward to welcoming everyone back into Hope House, as soon as it is safe to do so. In the meantime—we thank our incredible team for being so flexible as we work together to support our clients & their families.



Greg, Evert & Vern at the Holly Jolly Volunteer Gathering



Philomena, Sheila, Rosemary & Annette at the Holly Jolly Volunteer Gathering

Professional Staff

We had four new employees join our professional team this year and also some movement in positions within the organization!

Thanks to a Resilient Communities Grant through The Ontario Trillium Foundation, we added two new staff positions for most of the year. We were pleased to have Vilma Oliveros move from her temporary contract supporting bereavement clients to our Community Engagement Coordinator. Nancy Brouillard joined us as our first Fund Development Coordinator in a great many years, and worked with staff and volunteers on several very successful fundraising initiatives and related projects.

In April, Kathy Powers joined as our permanent part-time Coordinator of Volunteers. She has made great strides

making meaningful connections with our cherished volunteers and has been working on improving organizational processes and protocols.

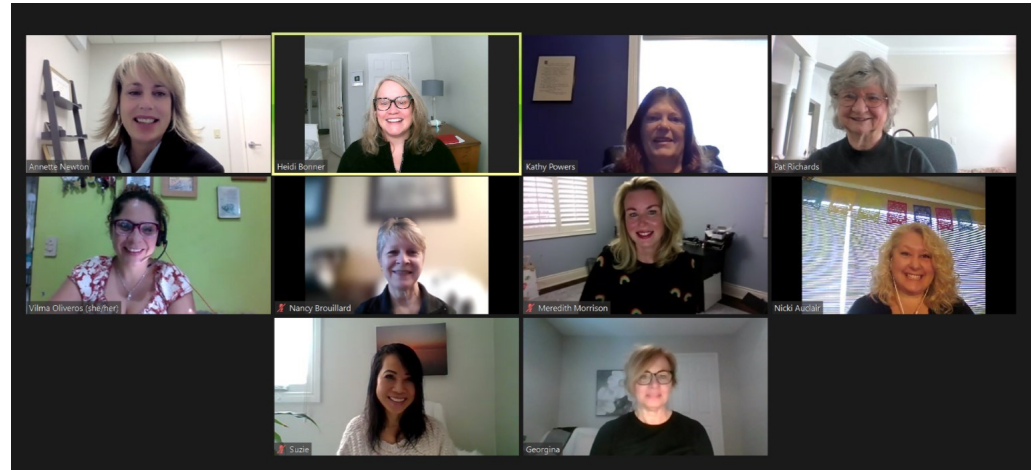
Annette Newton stepped out of her volunteer Wellness Group Facilitator role and into our Hospice Counsellor role. We were pleased to hire Annette after she completed her Masters of Arts in Counselling placement with Hospice Vaughan.

We were thrilled to have a Canada Summer Jobs employee—Jessica Munk who worked with us for 12 weeks and provided fabulous support with digital media and promotion.

Our staff work exceptionally hard to support our clients and volunteers, develop innovative programs and connect with the community and outside professionals.

It has been another difficult year, yet

the team makes remarkable efforts to support and stay connected with each other and for that we are truly grateful.



Annette, Heidi, Kathy, Pat, Vilma, Nancy, Meredith, Nicki, Suzie & Georgina



Our first outdoor, in-person get-together in September: Vilma, Pat, Georgina, Suzie, Annette, Heidi, Kathy, Nicki & Meredith

Staff as of March 31, 2022

Heidi Bonner B.Mus Hons, BMT
 Georgina Mercouris
 Suzie Quan MSW, RSW
 Meredith Morrison MSN, RN (ED)
 Kathy Powers
 Pat Richards RN
 Nicki Auclair
 Annette Newton
 Nancy Brouillard
 Vilma Oliveros

EXECUTIVE DIRECTOR
 INTAKE & CLIENT CARE-VISITING & LTI
 HOSPICE SOCIAL WORKER & CLIENT CARE-CAREGIVER/BEREAVEMENT
 CLIENT CARE-PATHWAYS/PALLIATIVE
 COORDINATOR OF VOLUNTEERS
 BEREAVEMENT GROUP FACILITATOR
 WELLNESS COORDINATOR
 HOSPICE COUNSELLOR
 FUND DEVELOPMENT COORDINATOR (CONTRACT JUNE 2021-MAY 2022)
 COMMUNITY ENGAGEMENT COORDINATOR (CONTRACT MAY 2021-APRIL 2022)

Board of Directors

Hope House is fortunate to have an active and supportive Board of Directors contributing to the success of the organization. The Board is accountable to the Hope House membership and oversees governance and risk management, strategic planning and ensures financial accountability.

We welcomed Michael White into the position of Vice-Chair and Andrew Hsi as our new Treasurer. Bryna Rabishaw is the newest Board Member and brings with her many years of experience in healthcare and executive leadership

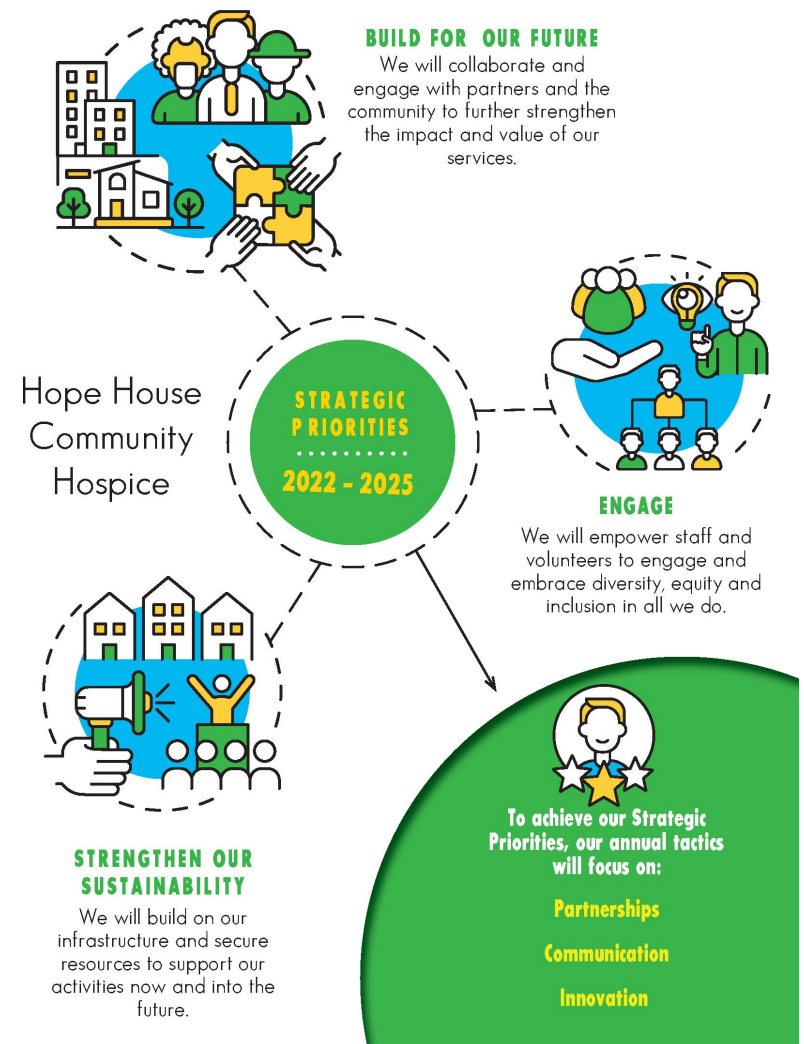
Leslie Hobson retired after three terms on the Board and many more years supporting Hope House in immeasurable ways. Her impact has been enormous – as Board Chair, fundraiser, communications lead, community connector, supporter of

clients and much more! Heather Boccia completed two terms on the Board and we thank her for her support and expertise in the role of Treasurer. Thanks also goes to Stacey Sutherland for her time on the Board. Her commercial real estate experience has supported Hope House on several important initiatives.

The Board launched our new three-year strategic plan called “Our Journey of Compassion”. The process was expertly facilitated by Sandra Hanmer of Capacity Canada and will provide the framework to meet the needs of our community, deliver quality programs, build partnerships and continue to strengthen our organization. Details are available on our website [here](#).

Board of Directors as of March 31, 2022

CHAIR: Sandra Sheridan, BSc., MRTNM
 VICE CHAIR: Michael White, MBA, MTS, P.Eng
 SECRETARY: Hong Gao, MHI, M.A.Sc.
 TREASURER: Andrew Hsi, MBA
 DIRECTORS: Laurie Calvert
 Janice Lee, B.Sc., PT
 Bryna Rabishaw, RN, MBA, CHE
 Jason Yu, B.Eng, MBA



Revenue Generation

The Board of Directors continues 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 of services agreement with Better Living Health & Community Services.

Fortunately, the Government of Canada responded to drop in revenues due to COVID-19 by providing support through various financial programs. This assistance has helped to cover lost fundraising income.

Grants

We are grateful to The Township of King for providing funding through their Community Organization Grant Program to support our "Staying Strong Living Well" wellness initiatives.

Jessica Munk assisted us with digital media and promotions through a 12-week Canada Summer Jobs grant.

We were thrilled to receive a generous grant from The Resilient Communities Fund through The Ontario Trillium Foundation. Funds were provided to hire a consultant who assisted with planning exercises to develop our 3-year Strategic Plan. In addition, we were able to hire a Community Engagement Coordinator and a Fund Development Coordinator to establish rebuilding and recovery plans.

Donations

We are so grateful to The Leonard & Gabrayela Osin Foundation and The Dunin Foundation for the generous donations to support our programs and services. Individual donors and community organizations continue to provide support on an annual basis and we are always grateful to those who choose Hope House for Memorial & Honorarium donations.

Fundraising & Charitable Gaming (Bingo)

This year we tried something new - "Baskets of Hope" - a partnership with local businesses. A fabulous committee procured and assembled thousands of items into 100 beautiful baskets which were sold during the holiday season. Modified "Baskets of Hugs" were also sold for Valentine's Day.

It's always so great to have community groups and businesses fundraise for Hope House. We're thankful to Pine Farms Orchard for donating the Christmas Market vendor fees to



Basket of Hope Volunteers Karen, Sandi, Suzanne, Laurie & Joy

Thankful for the Community Support

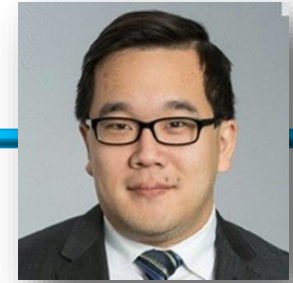
- Charitable Gaming at Bingo World Richmond Hill
- The Dunin Foundation
- The Leonard & Gabryela Osin Foundation
- The Toronto & Area Road Builders Association
- The Lawrence Schafer Foundation
- Brazil Developments
- Township of King
- Aurora United Church Women
- Estate of Fredrick Davies
- Pine Farms Orchards
- Jomac Properties

Hope House. Once again we benefitted through the Annual Butterball Golf Classic. We're so grateful to Kevin Butterworth for choosing Hope House for this fun day and are looking forward to assisting with the 2022 event!

Fortunately, revenue generated through Charitable Gaming at Bingo World Richmond Hill has increased this year, however it hasn't quite reached pre-pandemic levels. We are confident this valuable funding will increase with the removal of capacity limitations. A big thanks to our Hope House volunteers who "get their steps in" during our Bingo World shifts.

We couldn't do what we do without the generous support of our partners and our volunteers. Thanks to each and every one of you who help us to continue offering hope as we strive for a community where no one journeys alone through illness or loss.

Treasurer's Report



ANDREW HSI, MBA



2021 Butterball Golf Classic winners "The Wishbones" with their prize turkeys



Heidi with Chloe at Pine Farms Orchard

It is my privilege and honour to present the 2021/2022 Treasurer's Report for Hope House Community Hospice.

The impact of the COVID-19 pandemic continued throughout this fiscal year. The biennial Jitterbug ball did not take place this year and our Charity Gaming Bingo revenue has not quite hit pre-pandemic levels as of yet. The continuation of funding by the federal government through various subsidies to assist employers whose activities had been affected by COVID-19 is beginning to come to an end. We were able to access the CEWS, the 10% temporary wage subsidy and the CERS for a total amount of almost \$87,000 in fiscal year 2022, down from \$135,000 from fiscal year 2021.

Because of these subsidies, generous corporate donations, along with our Baskets of Hope fundraising effort, and the continuation of funding from the Ministry of Health through Better Living Health & Community

Services, Hope House was able to retain all staff, continue to provide exceptional virtual programs to cover the current year's operating expenses in excess of \$40,000.

The net assets at the end of this fiscal year are in excess of \$701,000 which are largely invested in GICs. As we exit the COVID-19 lockdowns into normalcy, there is security knowing that these reserve funds are sufficient enough to help us navigate our way out of the pandemic. We are also hiring a fundraising coordinator to help us create new fundraising activities to help us reach even more people, while also diversifying our revenue streams.

As this is my first term as Treasurer of Hope House Community Hospice, I would like to 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 the pandemic.

As we move towards providing in-person services, I want to thank the staff and volunteers for their openness to truly helping the communities that we serve.

Respectfully submitted,

BEREAVEMENT GROUP CLIENT

"To hear how others are trying to cope made me feel that the earth was beneath my feet."

STATEMENT OF FINANCIAL POSITION
As at March 31, 2022

	2022	2021
ASSETS		
Current		
Cash	\$ 192,076	\$ 154,687
Short-term investments	469,466	464,492
Accounts receivable	29,004	28,523
Prepaid expenses	15,248	16,624
	<hr/>	<hr/>
	705,794	664,326
Property & equipment	30,710	23,969
	<hr/>	<hr/>
	736,504	688,295
LIABILITIES		
Current		
Accounts payable & accrued liabilities	\$ 7,292	\$ 7,978
Current portion of capital lease obligation	1,965	3,109
Deferred contributions	18,926	12,984
	<hr/>	<hr/>
	28,183	24,071
Capital Lease Obligation	12,342	2,963
	<hr/>	<hr/>
	40,525	27,034
NET ASSETS		
Contingency reserve	250,000	250,000
Unrestricted	445,979	411,261
	<hr/>	<hr/>
	695,979	661,261
	<hr/>	<hr/>
	736,504	688,295

**STATEMENT OF OPERATIONS
& CHANGES IN NET ASSETS**
Year Ended March 31, 2022

	2022	2021
REVENUES		
Government Funding	\$ 294,700	\$ 225,908
Donations & other fundraising	151,372	73,785
Government assistance	86,304	134,957
Charitable Gaming	35,639	12,110
Investment & other income	16,622	7,635
Special events		42,996
Total Revenue	<hr/> 584,637	<hr/> 497,391
EXPENSES		
Personnel	\$ 384,816	303,880
Occupancy	65,650	66,677
Program related	32,274	29,463
Administration	30,905	31,183
Amortization: property & equipment	16,432	15,307
Special events & other fundraising	7,207	6,847
Professional & Consulting Fees	9,414	-
Promotion and outreach	3,221	2,497
Total Expenses	<hr/> 549,919	<hr/> 455,854
Excess of revenues over expenses	34,718	41,537
Net assets, beginning of year	797,440	755,903
Net assets, end of year	<hr/> \$ 832,158	<hr/> \$ 797,440

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 Ministry of Health through
Better Living Health & Community Services

Grateful for:



THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
TRILLIUM
DE L'ONTARIO

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