

HOSPICE KING-AURORA



moving forward together

ANNUAL REPORT 2015/16

TO GIVE BACK IS TO GROW: *Life Lessons from the Hospice; Spirit, Energy & Awareness*

NANCY RATHLOU, 1:1 WELLNESS VOLUNTEER

What do you think of when you hear the word Hospice? End of the line? A scary place? A sad place? That's what I used to think. And yet, last winter, I was irresistibly drawn to offer attunements to the clients of our local hospice. Man oh man, does life ever take us where we need to go!

From the first day of the rather rigorous and thorough training, I knew I was in the right place. My spirit was humming, saying, "thank you, Nance, for bringing me here!" And now I know, hospice is not scary or sad or even the end of the line. It's a place of hope, support, lives transforming, hearts opening and spirits soaring. I get to be there!! Each visit fills me with deep gratitude to be allowed to share in these precious and intimate moments with people who don't even know me... people who've been thrown a curve ball and had their lives turned upside down.

A person doesn't generally know that, by allowing me to participate in this energetic process, they are letting me see them stripped of ego and image. It is an honour and a privilege to be given this level of trust. They are inviting me to commune at the level of spirit. That is both humbling and exhilarating. I am not the giver, here. I've trained for this work is all. The giving flows both ways.

A sense of peace and comfort is what those who come to me most often report. A seed is planted and grows, with each visit taking them to places they have never been before, enabling them to nurture that sense of wellbeing themselves. I couldn't ask for more.

A fabulous extra that seems to come with this work is heightened awareness in my own perceptions, surrounding energy and vibration. My heart is filled with gratitude. Thank you, each one who graces me with your heart and soul, bared and keen. Thank you, loving hospice workers for your support and open-hearted trust.

Thank you, teachers all.

Excerpt is from Nancy's blog which can be found at www.gonewoowoo.com



VISION

To foster a community of compassionate hospice & bereavement care.

MISSION

Hospice King-Aurora offers specialized services and support to those living with life-threatening illness, the people who care for them and those who are bereaved.

Since 1983 Hospice King-Aurora has provided compassionate care, education and understanding of the nature of loss and grief through its professionally directed, trained network of volunteers.

OBJECTIVES

Honour and respect clients and volunteers by ensuring that all interactions are conducted with integrity, confidentiality and in a non-judgmental manner.

Recruit, train and provide professional support to the volunteers who deliver our programs and services.

Ensure a standard of care that exceeds our clients' needs and expectations as well as Hospice Palliative Care Ontario's Accreditation Standards.

Maintain the tradition of care without a fee for service.



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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 .

2015/16 HIGHLIGHTS

PROGRAMS & SERVICES

- ♥ Supported 250 clients diagnosed with Life Threatening Illness (LTI)
- ♥ Supported 113 caregivers
- ♥ Provided Grief and Bereavement support to 135 adults and children
- ♥ Hosted 20 children in two five-day Grief Busters Summer Camps for bereaved children
- ♥ Supported, provided education and team building opportunities for 140 volunteers who contributed 9,066 hours to client care, governance, general administrative and fundraising support.

NEW PROGRAMS INCLUDING...

- ♥ Mandala Workshop
- ♥ Expressive Arts
- ♥ Meditative Dance
- ♥ Journeys - a program for those living with stage 4/metastatic cancer (received King Township Community Grant for pilot group)
- ♥ Food & Digestion (in partnership with York Region Food Network)
- ♥ Bereavement Companionship Program (1:1 client:volunteer match)
- ♥ Picking Up the Pieces Grad Group—new format initiated with monthly speakers

OPERATIONAL & FINANCIAL

Revenues Projected: \$139,250 **Actual: \$199,341**

Expenses Projected: \$236,330 **Actual: \$218,437**

Net deficit: Projected: \$97,080 **Actual: \$19,096**

- ♥ Received grants from Township of King & Canada Summer Jobs
- ♥ Amazing donation of over 800 pieces of “Twistt” jewelry from former HKA Board Member Jane Evans. Sales of these unique pieces have brought in over \$10,000
- ♥ Starting in December, HKA began receiving funding to provide visiting hospice and caregiver support in the Town of Richmond Hill. Contract requirements for number of clients served and sessions of service were increased to reflect this additional funding.

“I had reservations about this group. I’m glad I went. Mark was instrumental in helping me cope and better understand some of the issues that I was facing and the group was small enough to make me feel comfortable and listen to others who shared and help me not feel so alone in my struggles.”

Journeys Program Participant

MESSAGE FROM THE CHAIR

MARGARETE CARR, CPA, CA

As my final term on the HKA Board draws to a close after nine years, with five as Chair, it is hard not to be nostalgic. So much has happened and this year in particular has been very eventful.

We made decisions to concentrate on our strength – providing quality community hospice services— and have reaped rewards in doing so. We have also held new successful fundraising events and are working toward another Jitterbug Ball in the Fall 2016 to secure funds for our future.

The Spring of 2016 saw the Central LHIN award the “Delivery of Integrated Hospice Palliative Care Services in York Region”, including the operation of the Residential Hospice at Southlake to the Better Living/Palcare Collaborative. Plans are underway for PalCare to integrate with Better Living which will mean the visiting hospices of York Region will ultimately have service agreements with Better Living rather than PalCare. This should not impact HKA.

Our neighbour to the south, Hospice Richmond Hill unfortunately closed in the fall and in November HKA was chosen as the successful bidder to provide visiting hospice and caregiver support services to the Richmond Hill area. We had already been helping out with Richmond Hill clients, but beginning December, services officially became the responsibility of HKA. This is a very exciting new development for us. Programs are already running in Richmond Hill with more planned in the near future and volunteers are being recruited.

Our strategic direction is steadfast - staying focused on how to best serve our clients with increasingly top-quality programming as well as providing educational opportunities to volunteers and the public. Our volunteer count is at an all time high. We are receiving more client referrals than ever and have surpassed our contract targets by large margins. We have never been busier and we are thriving.

Accreditation is due for renewal and Hospice Palliative Care Ontario has completely revamped and increased their requirements incorporating Imagine Canada Standards on Ethical Fundraising. This enormous task will

be completed in the Fall 2016. Thanks to one and all.

Fundraising efforts launched a new event in September as the Lang’s hosted the well-attended and fabulous fund/friendraiser “The LadyBug”. Thank-you to Victoria and John and the many volunteers and attendees who made this such a special occasion.

I would like to close with heartfelt thanks to the many individuals who have helped me so much and made my tenure on the Board and as the Chair such a rewarding one.

To the amazing, hardworking staff from former ED Lynn McLarnon to current ED Heidi Bonner, what a pleasure it has been to work with such an outstanding group.

Our tremendous volunteers are second to none. In particular, Sheila Darnowski, Susan Deschamps, Trish Sequin and a host of others can always be counted on to go the extra mile.

Finally, my fellow Board members, an unbelievable combination of talent, expertise and commitment, your dedication and support has been so important to me.

As I hand over the reigns to Leslie Hobson, our in-coming Chair and Sandy Sheridan Vice-Chair I am so confident for a bright future of this wonderful organization.

We will continue to grow improving the lives of those we serve with Care, Compassion and Support.

**Respectively submitted,
Margarete Carr, CPA, CA**



Julie & Margarete

How We Did...

PROGRAMS & SERVICES

498 clients supported in 2015/16

The funding HKA receives from the C-LHIN through Palcare Network of York Region (Palcare) is for programs supporting LTI and Caregiver clients only. Grief & Bereavement programs are not funded. In December, HKA began supporting clients in Richmond Hill. Funding requirements were increased starting in December.

We surpassed the increased FUNDING TARGETS:

Life Threatening Illness (LTI)

Funding Requirement: 155 clients & 2217 visits

HKA: 250 clients surpassed requirement by **61%**

HKA: 3182 visits surpassed requirement by **44%**

LTI
Referrals
↑ 39%
from
2014/15

Caregiver

Funding Requirement: 84 clients & 1056 visits

HKA: 113 clients surpassed requirement by **35%**

HKA: 1067 visits surpassed requirement by **1%**

Caregiver
Referrals
↑ 18%
from
2014/15

Grief/Bereavement:

135 clients & 1262 visits

Because this program is not funded, there are no contract requirements.

Grief/
Ber't
Referrals
↑ 20%
from
2014/15

Grief Busters Summer Camp Parents Reported:

"Randy loved going and couldn't wait to go each day!"

"The children regularly talked about how incredibly caring the camp counsellors were...they were always cheerful but also full of knowledge and they were so warm with all the children."

"I think he is looking for answers himself on how to deal with things."

"My son met other children who had been in the same position as he, or experienced a greater loss than he did. I feel that it has made him more aware of other's feelings and what they have overcome. He questioned others at camp and asked how they dealt with their loss also. I think he is looking for answers himself on how to deal with things."



WHAT'S AHEAD...

With the tremendous growth and recognition of Hospice Palliative Care both locally and provincially, demand for our services will continue to increase.

HKA will strive to:

- ♥ offer innovative and responsive programs
- ♥ provide outreach focusing on caregiver support programs
- ♥ strengthen volunteer education and recruitment

We look forward to furthering our presence in Richmond Hill by:

- ♥ opening a program site for wellness, caregiver and bereavement programs
- ♥ meeting with community members and healthcare professionals to promote our hospice
- ♥ working to streamline the coordination of services across our service area

Thanks to the tireless efforts of a large group of volunteers, the 9th Jitterbug Ball will be held in October 2016. Since 2001, this signature event has raised more than \$716,000 to support HKA over the two year period.

The results of the HPCO Accreditation will be shared with us in late Fall 2016. It has been an enlightening process as we combed through our 2015/16 fiscal year ensuring we are delivering consistent, high quality hospice palliative care services to our clients.

With our growing team of volunteers and solid team of staff, we approach the coming year with renewed energy, optimism and pride.

“Mom died peacefully at home on Sunday morning. I wanted to thank you for your support, Ruby’s visits and Marie’s visits. You all helped us through a difficult chapter of our lives that you understand so well yourselves.”

Daughter of Volunteer Visiting Client

“The support you gave was phenomenal! Sheila and Trish helped us in so many ways to manage and survive our daily challenges. You were a very gi-normous blessing.”

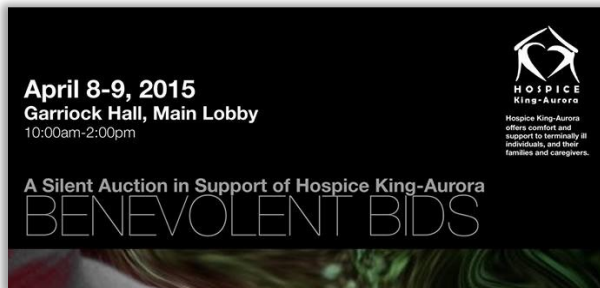
Husband of Volunteer Visiting Client

“I always find it so extraordinary how you do so much with so little. You give support, assistance, guidance and more to those in our community dealing with difficult times. You provide excellent programs and continue to expand services offered.”

Former client, current volunteer



Meditation Room Revamp generously donated by Patrice Graham-Brown



Seneca Activation Student's Silent Auction
"Benevolent Bids"



King Councillor Debbie Schaefer, Denny & Catherine
at the 2015 AGM photo by Snapd Aurora



Letitia & Sheila work on "thank you" cookies
for Volunteer Week.



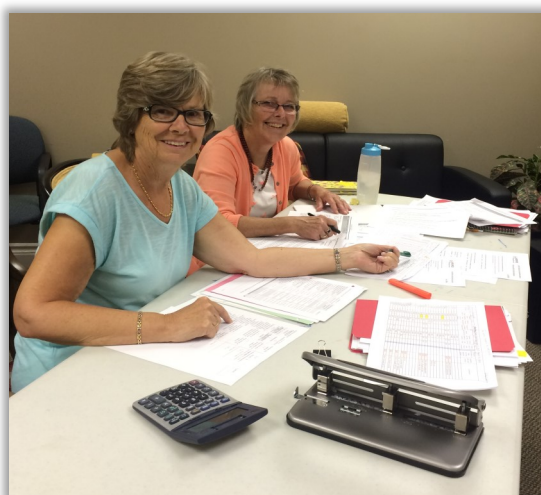
Barb, Margarete & Jackie AGM 2015 Photo by Snapd Aurora



Caregiver Event with CHATs & Caregiving Matters
Photo by Stefan Mladjenovic



Taylor Funeral Home "Taylor Trailblazers" at Hike for
Hospice " photo by Snapd Aurora



Susan & Trish work on Accreditation



Linda H. at "Healing for the Holidays" Event



Our fantastic bookkeeper, Wendy.



Hike for Hospice Photo by Stefan Mladjenovic



Jason & Leslie (far right) combine their speed & geographic knowledge to win HKA \$5,000 at OLG's PanAm "All for Community Challenge"



Sheila at the King Awards Night



Catherine & Rosa at Volunteer Appreciation Dinner



Food & Digestion Program!



Susan the Stats Star...and so much more!



Rihana, Marja & Linda K. at the Volunteer Dinner



Carolynn & Shelby at the Glitterbug Sale Photo by Snapd Aurora

HKA CORE PROGRAMS & SERVICES

IN-HOME VISITING Professionally trained and supported volunteers offer non-medical, in-home support including caregiver relief, practical assistance & companionship.

WELLNESS PROGRAMS

Tranquil Moments Yoga A gentle approach to yoga encouraging awareness, self-acceptance and well-being.

Meditation Weekly meditation group exploring a variety of techniques including breath work, visualizations, energy body balancing, mantra chanting and more.

Healing Hike An opportunity for conversation and support while walking with others.

Expressive Arts Exploring the power of expression through colour for healing and self awareness. No art experience necessary.

Picking Up the Pieces Exploration of themes from the book “Picking Up the Pieces: Moving Forward After Surviving Cancer”. Available for those post-cancer treatment. Also available **Picking Up the Pieces Grad Group**.

Journeys Support group for those diagnosed with stage 4/metastatic cancer.

Individual Modalities Reflexology, Reiki, Therapeutic Touch, Attunement, Massage/Therapeutic Touch, La Trame, etc. offered in home or at HKA therapy room .

CAREGIVER & BEREAVEMENT SUPPORT

Caregiver Connection A monthly gathering for a meal and peer support. Offered to those providing care for a loved one.

‘Need It Now’ Bereavement Support Provided for individuals (children, teens and adults) and families at HKA or at home.

Comfort Café A weekly drop-in group for men & women who have experienced the death of a loved one.

Wings- Support groups for grieving children aged 5-8 years and 9-12 years A chance for children to participate in a variety of activities designed to support their grief journey. A concurrent informal session is offered for parents & caregivers.

Who cares? A peer support group for grieving teens aged 13- 17 years.

Grief Busters Five-day summer camp for children aged 7 to 12 who have had a family member die or who is terminally ill.

School Support One-to-one and group support for students, staff and families before or after a loss.

Finding Our Way Weekly drop-in support group after the death of a spouse/life-partner.

Women in Transition 8-week education-based group for women 6+ months after the death of a spouse/life-partner.

Bereavement Education Services Presentations for schools, community support agencies and businesses.

Community Talks Speakers available to present on hospice, end of life, programs & services, etc.



Sheila & Philomena

CLIENT SERVICES

HKA supports three types of Clients:

- ♥ **Life-Threatening Illness (LTI)** – from diagnosis of LTI to palliative (partially government funded)
- ♥ **Caregiver** – (partially government funded)
- ♥ **Grief/Bereavement** – (funded by community donations & grants)

Clients diagnosed with Life-Threatening Illness (LTI)

Supported via in-home visiting & wellness programs

103 referrals: ↑39% from 2014/15

250 clients: ↑52% from 2014/15

5,452 hours of care ↑2% from 2014/15

Caregiver Clients

Supported via 1:1, groups & wellness programs

58 referrals: ↑18% from 2014/15

113 clients: ↑57% from 2014/15

1,354 hours of care ↑22% from 2014/15

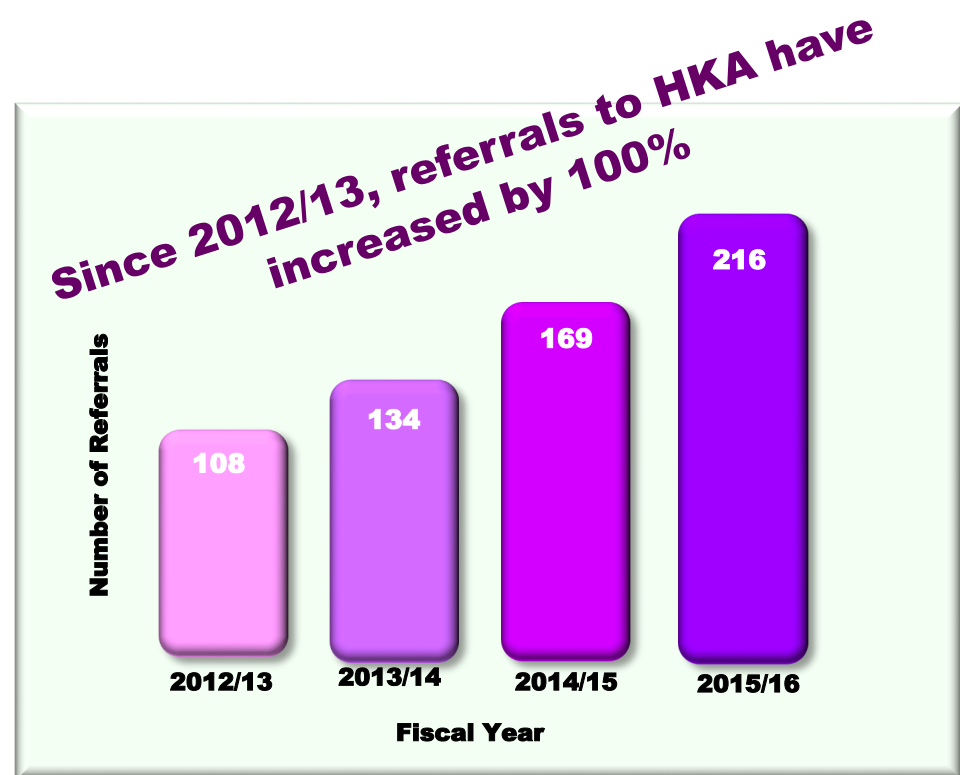
Grief/Bereavement Clients

Support via 1:1, group programs & wellness programs

55 referrals: ↑20% from 2014/15

135 clients: ↓14% from 2014/15

2,385 hours of care ↑29% from 2014/15



MEET THE CARING PEOPLE AT THE HEART OF HKA

BOARD OF DIRECTORS

AS OF MARCH 31, 2016

CHAIR: **Margarete Carr**, CPA, CA
TREASURER: **Heather Boccia**, CPA, CMA
SECRETARY: **Sandra Sheridan**, BSc., MRTNM
DIRECTORS: **Stephen Forsey**, CIM, FCSI, Investment Advisor
Leslie Hobson
Terri MacLean, B.A., LL.B., CPC
Michael Mladjenovic, Ph.D., P.Eng, Lean Sensei
Carolyn Rabbior, B.A., B.Ed.
Teresa van Schaik, BSc., BEd.
Julie Symmes, R.N.
Jason Yu, MBA, BEng
EX OFFICIO: **Heidi Bonner**, B.Mus.Hons, BMT, Executive Director
Sheila Darnowski, BScN, RN, Recorder

“With my heartiest thanks, sincere appreciation and deepest gratitude to all the wonderful volunteers at 350 Industrial Drive who so graciously spent their valuable time and inspiring efforts with us, the patients.”
Client

VOLUNTEERS

140 Volunteers - many in multiple roles
Contributing 9,066 hours

Our volunteers provide support to clients, working individually and/or in groups to support them through difficult times. 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 HKA.

We welcomed 39 new volunteers this year which has strengthened our team considerably and has enabled us to respond to the growing demand in service.

2015 June Callwood Award Winner Eleanor Hollingshead

Every year, volunteers are recognized across Ontario with the **June Callwood Circle of Outstanding Volunteers Award**. HKA was pleased to nominate **Eleanor Hollingshead** for the award.

Eleanor is one of those volunteers who goes above and beyond the call of duty and since joining the HKA volunteer team in November 2010, she has contributed almost 1,100 hours supporting, advocating and caring for clients. She is truly an outstanding volunteer.



Eleanor & Nancy

PROFESSIONAL STAFF

Heidi Bonner	Executive Director
Aundrea Larocque	Coordinator of Volunteers
Georgina Mercouris	Coordinator of Visiting & Wellness Programs (Beginning December)
Nancy Umphrey	Coordinator of Visiting & Wellness Programs (Until December)
Minni Sharma	Coordinator of Bereavement Services

Professional staff lead the administrative and programming aspects of the organization and provide direct support to volunteers in their various roles as well as clients. Our goal is to continue to develop and offer quality programs aligned with the strategic direction and within the budget approved by the Board. This year staff and volunteers have been especially successful in developing new and exciting programs that meet the needs of our ever-changing and growing client population.

In December we bid farewell to Nancy Umphrey who left to pursue her private practice. We were most fortunate that Georgina Mercouris, the former Hospice Richmond Hill's Coordinator was able to join our team seamlessly. We welcome Georgina's warm enthusiasm and attention to detail. As a result of our program growth and financial stability we were able to complete our professional team with the appointment of a Volunteer Coordinator. Aundrea Larocque, formerly Executive Director of Hospice Richmond Hill joined our team in January.



Minni & Georgina



Aundrea & Heidi



Myra, Carolyn & Sheila - Hike for Hospice Chefs

Photo by Stefan Mladjenovic

Thank You STUDENTS



Our amazing Seneca College Placement Students Shelby & Alisha. Pictured here with volunteer Ruth

Photo by Snapd Aurora



Our stellar Canada Summer Jobs Student Emma. Pictured here with volunteers Patrice & Sheila

TREASURER'S REPORT

HEATHER BOCCIA, CPA, CMA

It is my privilege and honour to present the 2015/2016 Treasurer's Report as the newly appointed Treasurer for HKA. Many thanks to Stephen Forsey, who held this position previously, for his dedication and fiscal leadership.

Traditionally in a non-Jitterbug Ball fiscal year the organization's budgeted expenses will significantly exceed revenue generated during the year. The actual deficit for this fiscal year however was much lower than expected due to an increase in fundraising income from such events as the "LadyBug", sale of generously donated Twistt jewellery and the continued success of the Hike for Hospice and Charitable Gaming proceeds. A long awaited tax rebate from the town of Aurora was received during the year to also assist in covering expenses.

Income from government reported in this fiscal year is notably higher due to the additional monies received from the Ministry of Health funding through the PalCare Network to support the expansion of services to the Richmond Hill area. These expanded services were successfully provided by the existing staff and support networks of Hospice King-Aurora.

Many thanks to our Executive Director Heidi Bonner for overseeing expenditures and managing to keep all areas within or lower than

budget. The existing property lease was renegotiated with a minimal increase and a savings was incurred from a modification to the insurance and

telephone providers. Thanks is also extended to Wendy Brogan for continuing to provide outstanding volunteer book-keeping and accounting services throughout the year and during the audit process.

Despite the slight deficiency of revenues over expenses reported for the year, the overall financial position of HKA remains strong and viable. This strength will enable the Board to confidently explore future options and strategies to ensure the long term success of HKA and the valuable services it provides to the communities of King Township, South Aurora and Richmond Hill. Many thanks to the dedicated Staff, Board of Directors and volunteers for the many hours provided to achieve this continued success.



"LadyBug" Attendees photo by Stefan Mladjenovic



Sandy & Nicki at the Glitterbug Sale" with Twistt Jewelry donated by Jane Evans photo by Snapd Aurora



Hike for Hospice - Team of Nurses from Saint Elizabeth photo by Stefan Mladjenovic

STATEMENT OF FINANCIAL POSITION

	2016	2015
ASSETS		
Current assets		
Cash	\$ 328,626	\$ 349,411
Accounts receivable	3,629	4,592
Sales tax rebates receivable	5,436	11,673
Prepaid expenses	6,335	5,674
	344,026	371,350
LIABILITIES & NET ASSETS		
Current liabilities		
Accounts payable and accrued liabilities	7,701	6,129
Deferred contributions	3,700	13,500
	11,401	19,629
Net Assets		
Unrestricted	332,625	351,721
	344,026	371,350

STATEMENT OF OPERATIONS & CHANGES IN NET ASSETS

	Actual 2016	Budgeted 2016	Actual 2015	Budgeted 2017
REVENUE				
Government Funding	\$ 92,730	\$ 70,300	\$ 71,228	\$ 133,516
Donations and other fundraising	60,062	43,950	34,008	32,000
Charitable Gaming (Bingo)	35,456	25,000	36,526	35,000
Special Events-Jitterbug Ball	0	0	219,176	140,000
Other revenue	11,093	0	(21,896)	1,000
Total Revenue	199,341	139,250	339,042	345,516
EXPENDITURES				
Personnel	140,699	140,200	111,952	171,700
Special events & other fundraising	12,640	9,380	43,473	65,250
Occupancy	17,475	17,500	16,890	19,500
Administration	13,836	18,600	14,564	18,400
Program related	19,846	35,350	13,037	35,520
Telecom	3,813	4,500	7,410	5,200
Professional fees	2,923	3,000	3,924	3,300
Insurance	2,582	3,000	2,986	2,800
Promotion and outreach	1,070	1,500	1,648	4,000
Interest and bank charges	1,953	1,300	1,548	2,300
Professional dues	1,600	2,000	518	1,800
Total Expenses	218,437	236,330	217,950	329,770
Excess (deficiency) of revenues over expenses for the year	(19,096)	(97,080)	121,092	15,746
Net assets, beginning of year	351,721	209,412	230,629	332,625
Net assets, end of year	332,625	161,730	351,721	

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, with the exception that budgeted figures for 2016 and 2017 have been added for additional information and comparative purposes. To view the [complete audited statements and accompanying notes](http://www.hospicekingaurora.ca) visit www.hospicekingaurora.ca.

Have you been diagnosed with a life-threatening illness?

Are you caring for a loved one who is ill?

CONTACT: Georgina Mercouris, Visiting & Wellness Coordinator

g.mercouris@hospicekingaurora.ca

Ext. 23

Are you dealing with the death of a loved one?

CONTACT: Malisa Chiu, Bereavement Services Coordinator

m.chiu@hospicekingaurora.ca

Ext. 26

Are you interested in volunteering for HKA?

CONTACT: Aundrea Larocque, Volunteer Coordinator

a.larocque@hospicekingaurora.ca

Ext. 25

Do you have a great idea for a fundraiser for HKA?

CONTACT: Heidi Bonner, Executive Director

h.bonner@hospicekingaurora.ca

Ext. 22

Do you have any comments or suggestions?

We welcome your feedback.

CONTACT: Heidi Bonner, Executive Director

h.bonner@hospicekingaurora.ca

Ext. 22



Healing Hike Participants

HOSPICE KING-AURORA

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programs@hospicekingaurora.ca

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Offering specialized services and support to those diagnosed with life-threatening illness, caregivers and those who are bereaved.

CHARITABLE REGISTRATION #:13451 7820 RR0001

Care ♥ Compassion ♥ Support