



Philip Aziz Centre / Emily's House

Annual Report 2018-2019

Providing respite, practical, emotional, spiritual and bereavement support to adults, children and families living with life-threatening illnesses in the comfort of their own home, or in Toronto's first paediatric residential hospice.



emily's house
a special place for kids



philip aziz centre
Vitality Hospice

COMPASSION / CARE / SUPPORT



CEO's and Chair Report, Philip Aziz Centre for Hospice Care (PAC) and Emily's House

Every day, Emily's House and Philip Aziz Centre (PAC) visiting hospice programs are available to adults and children living with life-threatening illnesses, and to their families, who require care and support to manage them through one of the most difficult times in their lives. Care is provided either in their own homes, hospital or at Emily's House.

Milestones:

After five years of operations at Emily's House, through continuous expansion, new partnerships and a commitment to a need-responsive model, we still enjoy the exciting culture and discovery of a "start-up." Each year, we improve the structure and functioning of Emily's House and PAC hospice programs, while leveraging vital learnings from our quality improvement initiatives, including feedback from clients and their caregivers.

2018 marked the 25th anniversary year of PAC's community hospice services. Our growth is incredible, from the first volunteer team of eight, made up of members of Philip Aziz's church, a few friends, 1.5 staff and a visionary Board, to today where we employ 40 full and part-time staff and mobilize over 400 volunteers. The people who deserve commendation and recognition are the volunteers and staff who have contributed to make PAC and Emily's House what it is today: an innovator and respected leader in the hospice palliative care community.

While we celebrate our successes and growth, it is not time to be idle; there is still much work ahead to ensure access, equity and navigation of palliative services across the province. Three-quarters of Canadians say they want to die at home, yet only 15 percent manage to do so (2018 report – Canadian Institute for Health Information). A majority – 60% – die in hospitals. (Statistics Canada data, 2017). Reasons for this discrepancy vary. Symptoms become unmanageable. Publicly funded services are not frequent enough to meet patients' needs. Family members become overwhelmed by the unceasing demands. Most people at the end-of-life need 24-hour care. Many families often end up wishing their relative had spent their last days in a hospice, allowing loved ones to spend more time being with them rather than worrying about symptom management and scheduling care.

A 2018 study by Health Quality Ontario found that half of Ontarians who lived in the community during their last 30 days of life did not receive any home care, and three out of

four did not receive a palliative-specific home care visit. That low level of professional support means family members are frequently left on their own to handle a burden that is emotionally and physically draining. A 2006 Health Canada survey found that 41 percent of Canadians who cared for a dying friend or relative reported negative effects on their mental health; 38 percent reported negative effects on their physical health; plus, there can be financial strains. Health Quality Ontario puts the average cost to caregivers who provide palliative home care for family or friends at approximately \$18,200 a month in lost wages, lost leisure time, and out-of-pocket costs. We will continue to advocate and work with policy makers, the Ministry of Health, politicians and partners to ensure increased and coordinated access to quality supports.

Client and Community – Impact and Innovation:

We take a coordinated approach to making a meaningful impact. We continue to build on our partnerships with SickKids Hospital, Sinai Health, Michael Garron Hospital, and Hospice Toronto, with the vision of building a collaborative, seamless and coordinated hospice system, that is easily navigated and accessed by all who need it, and when and where they need it. Similarly, Emily's House has launched the much-anticipated Perinatal Program in collaboration with SickKids, Sinai Health System and the Toronto Central LHIN, forming a pilot partnership to offer hospice and bereavement supports for families managing the uncertainty of a fatal fetal anomaly. Because of this project, we anticipate increased admissions to Emily's House programs, as well as accelerated and seamless collaboration in referrals and care provision through all stages of the family's journey: from the pre-natal identification of risk, through to bereavement.

Thank you:

We are grateful to have invaluable partners and donors like you, who are willing to listen, identify opportunities, engage, and contribute in leading us into the future of hospice palliative care. Emily's House and PAC would not be possible without the dedicated, hard-working staff who have a profound, and meaningful impact on our hospice care programs. To our Board of Directors, you give us confidence that no matter what challenges or changes the future holds, everything is possible when we draw strength

from working together to achieve our collective goal of providing exceptional care. Volunteers, we thank you! You are critical to augmenting clinical and recreational programs at Emily's House, providing in-home supports and much needed caregiver relief, through PAC, in the community. We are grateful for the time and energy you give to visiting clients in various care settings, supporting family members and friends, assisting with administration and participating in our fundraising events and committees. Most importantly, thank you to the parents, patients and caregivers whose voices are not only integral to our Quality Improvement, but whose experience and expertise in caring for their loved ones helps guide us in the provision of care.

The Future:

Emily's House and PAC remain committed to identifying and establishing strategic opportunities for growth and greater collaboration among health service providers / agencies to ensure a coordinated continuum of care, where patients are first and seamlessly navigated through our health care system. With the generosity of our donors, The Ministry of Health, political will, and heart and commitment of staff, Board and volunteers, and the trust of our clients, we can build a community that embraces life lived fully to its natural end: where caregivers are supported, and clients' physical, emotional, practical and spiritual concerns are met; and palliative care is available when and where needed. Thank you to our "village" of care.

With sincere appreciation,



Rauni Salminen, CEO,
Philip Aziz Centre for Hospice Care
and Emily's House



Louise Summerhill, Chair, Board of
Directors

To schedule a guided tour of Emily's House, please email us at: info@philipazizcentre.ca or phone 416-363-9196.



Client Services / Community Visiting Hospice Program: Philip Aziz Centre (PAC)

PAC's visiting hospice programs offer holistic, non-medical supports to adults, children and families living with a life-limiting illness, in the comfort of their own homes, hospital or long-term care facility. Hospice supports include volunteer visitation, respite for caregivers, spiritual and bereavement counselling, music and art therapies, service co-ordination, support groups and patient advocacy. Weekly rounds with the multi-disciplinary community palliative teams allow for immediate communication and response to client needs/concerns as well as smoother navigation through the system of services.

Notable Shifts in Care Needs:

- Increased number of palliative clients in their early thirties leaving behind young families.
- An increase in clients living below the poverty line – complicated further, when the palliative client who was in receipt of ODSP or other government assistance dies, leaving their families with little income.
- Case Management team increasingly involved in assisting caregivers and clients navigate services, including housing, financial, immigration issues, grief and bereavement care, mental health supports, and advanced care planning.

Children:

- PAC continues to offer trained volunteers to support medically-fragile children in the community and respite for caregivers.
- Increased referrals received for volunteer supports for children in the community. Volunteers provide support to children in their home as well as at SickKids Hospital.
- Additional respite supports are offered to these children and their siblings through PAC sponsored camps, tutoring and recreational programs.

Testimonial from a PAC Client:

“My hospice client mentioned that PAC has reduced his fear and anxiety for the future of his family. He may be feeling “down” most of the time due to side effects of chemo/radiation, but he feels he has friends at PAC who can help him, people he can turn to and depend on. After visiting him for about eight months now, I have seen first hand how the family’s well being has dramatically improved.”

Philip Aziz Centre (PAC) Community Program	2016-2017	2017-2018	2018-2019	Change Over Previous YR	Change Over 3 YRS
Community Program clients supported in total	419	518	539	+5%	29%
Children in Community Programs, plus siblings and loved ones	213	330	312	-5%	+192%

The PAC Community Program strives to provide timely access to home hospice supports by rapidly connecting volunteers with clients and other support services and/or agencies who are essential to ensuring quality care. These external supports include our partners in palliative care such as the SickKids Paediatric Advance Care Team and the Immunodeficiency Clinic; St. Joseph's Hospital; Home and Community Care (LHIN); Casey House; Princess Margaret Cancer Centre; Toronto People with AIDS Foundation; Sunnybrook Odette Cancer Centre; Toronto Central LHIN Palliative Care Program; Les Centres d'Accueil Heritage; Toronto West Neighbourhood House; the Michael Garron Community outreach team; and other community hospices.

PAC Community Program for People of All Ages Living with HIV/AIDS or who are HIV-impacted:

PAC continues to provide support for individuals and families living with HIV/AIDS, collaborating with Casey House, Fife House, The Teresa Group, other AIDS Service Organizations (ASOs), and SickKids Immunodeficiency Clinic. A holistic client-centred care plan is created with the other providers involved, to ensure that needs are met, with no service gaps. PAC is witnessing an increase in demand for supports for adult and youth clients experiencing short-term, health-related issues, or who have developed comorbidity due to side effects from illness or antiviral medications. For these clients, PAC provides personal advocacy; social service coordination; counseling; short-term volunteer visitation; facilitated peer support groups for women. Further respite is offered to caregivers, through PAC financing after-school programs and summer camps, and volunteer visitation. The women living with HIV/AIDS support group continues to grow in reputation, size and peer supports. Special thanks

to **FaithWorks of The Anglican Diocese of Toronto** and the **MAC AIDS Fund** for leadership funding in support of these programs. Program outcomes include:

- **Medication Adherence:** 100% of at-risk youth with AIDS who were admitted to our medication adherence program achieved undetectable viral counts in less than our 6-month target.
- **Referrals:** In one month, the program received five new referrals, including two children with AIDS under age eleven.
- **Training, Partnerships and Building Capacity to Serve Children and Adults with HIV in the GTA:** PAC is building capacity internally, as well as externally, as we continue to partner with Toronto HIV Network in training volunteers across the GTA.

Testimonial from a PAC volunteer who visits an older man who is palliative and dealing with comorbidity complications of aging with HIV/AIDS. The client receives year-round supports through PAC and volunteer visitation:

"My client is not only palliative, he's completely blind and prone to seizures. This man lives with his partner of over 20 years, who works full time. My client is interested in many things including music, current affairs, food, and [so much more]. Every time I visit he has me looking up information on my iPhone. After months of lively conversation, we started to go out for occasional walks, to a coffee shop, and several times to the clinic and dentist. He patiently taught me how to help him navigate the outside world. I must also make sure all doors are either wide open, or closed shut, so he doesn't bump into a door edge. Even though he sits alone most days, and even though he was sad when his dog died, I've never seen him depressed. His partner told me that he really looks forward to my visits. I assured him that I also enjoy the visits. It's an ongoing privilege to work with and get to know people who are dealing with life."



Bereavement and Spiritual Care Program, Emily's House and Philip Aziz Centre (PAC)

Emily's House and PAC offer a wide range of compassionate and professional counselling and care coordination services for clients and families facing progressive illness, death and bereavement. With mental health becoming an increasingly forefront conversation, our counsellors are equipped to assess and offer quality psycho-social supports through a variety of approaches to ensure mental wellness in the delivery of quality palliative care. This program facilitates the physical, emotional, social, spiritual and cognitive responses to loss. Facilitation includes talking, sharing and listening in a safe, non-judgemental environment, where any/all concerns can be processed freely, either through one-on-one counselling, groups or referrals to appropriate supports. The program encourages self care practice among clients and their families along the journey of illness; identifying ways to make meaningful memories; and, finding some peace and consolation while navigating through the complexity of loss.

In the last year, the department expanded front-line care (people and deliverables) – for broader client coverage in chaplaincy, anticipatory grieving, spiritual care and bereavement. Music therapy, legacy programs, and memorial events complimented these care supports, keeping communication channels open and responsive to before and aftercare needs. The team continued follow-up calls with families; informally and formally checking in to see how they were coping; and offering any needed structures and supports to encourage their ongoing health and psycho-social wellbeing.

Testimonial – from a parent:

"We immeasurably strengthened our bond as a family."

Testimonial – from a daughter:

"You were a source of much support and comfort to our family."

Core supports included:

- One-on-one spiritual care, anticipatory grief and bereavement counselling
- Coordination of customized celebrations of life, funerals, religious and cultural rituals/practices
- Annual Garden Memorial in June and Candlelight Memorial Service in December
- Spiritual and Bereavement Care groups for clients, families, staff and volunteers
- Managing a team of visiting hospice Spiritual Care volunteers and matching them with clients
- Managing on-call, chaplains / spiritual care providers for emergency coverage
- Introducing all volunteers to spiritual / bereavement care as part of the core training curriculum
- Presentations / education at conferences and other organizations offering hospice supports

Our bereavement debrief facilitator shared:

“Remember, it is in that moment – when we are brave enough to share our thoughts with a fellow griever, and they nod, smile and understand – that we know that we are not alone.”



Bereavement and Spiritual Care Clients	2016-2017	2017-2018	2018-2019	Change Over Previous YR	Change Over 3 YRS
Philip Aziz Centre Community Program Clients	408	472	501	6%	23%
Emily’s House Children’s Hospice Program Clients	77	106	104	-2%	35%
Total	485	578	605	5%	25%



“Testimonial – from a client’s family:

“I feel emotionally so supported... for all of us, who have the painful task of living with the pain of that loss.”



Emily's House Clinical Programs

This past year has been dedicated to reaching beyond our walls and building capacity in the community, through spearheading a national agenda for specialist paediatric palliative care nursing competencies, and lending our voice to regional, capacity-building projects like Connect Care. Emily's House has been an active partner in Connect Care since its inception. The objective is to build partnerships with agencies across the continuum of care, with the goal of improving health and safety, streamlining coordination of services, and sharing standards of paediatric practice via a digital portal and web-based platform.

One notable client trend was a 300% increase in referrals from Emily's House to the Philip Aziz Centre for children being supported at home; and, a 46% increase in referrals from the SickKids PACT Team to Philip Aziz Centre's community supports. This illustrates how our shared children's palliative teams are providing fluid continuity of care for children as they transition between hospital, hospice and home.

This year we have had increasingly complex children and their families staying with us for longer. Both the provincial acuity measures as well as the days of care preceding death have shown an increase. The laughter and joy of family programming has also expanded through strategic partnerships with paediatric recreational and therapeutic specialists in our community.

Two years ago (FY17/18), we reported significant growth in all our client categories and programs, in some cases coinciding with the relaunch of specific client care offerings (i.e., symptom management). Since then, growth numbers have leveled, while complexity of care has continued to increase. Emily's House has also been increasingly represented and recognized as a Centre of Excellence in paediatric palliative care, in areas of research, publication, knowledge sharing, and the development of standardized assessment tools in patient outcome impacts.

Testimonial from parent:

"We really appreciate that our two girls are able to stay here with us, as we care for our son. And we are so grateful for all the support we have received from the staff here at Emily's House."

Emily's House Paediatric Hospice Program*	2016-2017	2017-2018	2018-2019	Change Over Previous YR	Change Over 3 YRS
Total Admissions	397	428	395	-8%	-1%

Note: Emily's House opened our doors in July 2013. These statistics do not include siblings and families supported



**Dr. Adam Rapoport, Medical Director,
Emily's House and Paediatric Advanced Care Team,
SickKids Hospital:**

“In last year’s annual report, I teased about a forthcoming expansion of our perinatal hospice services through a formalized partnership with the Sinai Health System, SickKids and the Toronto Central LHIN. The Sinai Special Pregnancy Program, the largest of its kind in Canada, follows pregnant women whose fetus has a suspected serious abnormality. With funding support from the Ministry of Health, Emily’s House and its partners have developed a comprehensive care pathway to ensure that these women and their families are informed about the full range of options available in these tragic situations, and have access to the best possible psychosocial supports. Our team has expanded to now include a Grief and Bereavement Coordinator who will offer support to all Sinai families experiencing the death of a child in the perinatal period – during pregnancy, in the hours after delivery, or following discharge from hospital. Furthermore, for families whose child survives to discharge, but who do not wish to be at home, a direct path to Emily’s House now exists permitting families to make the most of the limited time they have with their newborn, while receiving expert 24/7 medical and psychosocial support. The program officially kicked off this spring!”

Testimonial from a family:

“We were discharged from the hospital and went to Emily’s House, a beautiful children’s hospice, where we were able to spend time together as a family. The staff took phenomenal care of us, so we had every moment to spend with our [newborn baby]. Though we only had a short time with her, she gave us a lifetime of memories to cherish.”

**For more Emily’s House stories, news and videos, please visit: www.emilyshouse.ca.
To schedule a guided tour of Emily’s House, please email us at: info@emilyshouse.ca or phone 416-363-9196.**



Children’s Play and Recreation, Emily’s House and PAC

This was a year of memories, experiences and adventures – launched by our Children’s Play and Recreation Program. Emily’s House adventures involved travel through time during “Time Traveler Camp;” and, explored the fairy tale world through “Once Upon a Time Camp.” During March break, children journeyed “Somewhere Over the Rainbow.” There was also time enjoyed exploring Chinatown, local parks, Riverdale Farm, our community, and the city – from Harbourfront, the CN Tower, sporting events, and concerts to Casa Loma castle: adventures far and wide.

A highlight of the year has been our annual parties for families, which enable them to connect with others who are walking similar journeys. Wish Play enabled our children to experience

trick or treating and Christmas parades through Virtual Reality experiences. Another program was introduced called Parent Night! Parents of Emily’s House children are invited to bring all the children in the family for a fun-filled evening with us, while parents are sent for a night on the town with movie passes and restaurant gift certificates. It was wonderful to see parents coming back to Emily’s House with smiles on their faces and stories of rest, fun and being able to connect with each other. Such moments of respite provide strength for the longer journey. Special thanks to **The Lillian Meighen and Don Wright Foundation**, the lead funder of Emily’s House Daily Play and Art Therapies Program, which provides year-round, daily opportunities to explore, learn and create memories together, regardless of a child’s diagnosis or unique abilities.

Testimonial from a mom:

“I just wanted to thank you and the incredible team at Emily’s House for such a great weekend for our son. We are so grateful that you are now part of our team. He had a blast! Thank you again for everything.”

Testimonial from parents:

“Thank you for your amazing support during the most difficult time of our lives. You made us feel at home and kept [our son] comfortable under excellent care. With your help, we were able to share some priceless memories with our son.”

Client Impacts – 28 Play Outings and Parties for 428 participants in total for the year!

Recreational Play	2016-2017	2017-2018	2018-2019	Change Over Previous YR	Change Over 3 YRS
Clients served	77	86	92	6%	19%
Participant in group sessions / events	258	265	428	62%	66%
Camps (weeks per year)	3	3	3	Same	Same



For Heartbeat Songs highlight, please see page 14.

Music Therapy, Emily’s House and Philip Aziz Centre (PAC)

Our Music Therapist comes alongside children, youth and families, supporting them along this difficult journey by providing a safe space to express emotions, process feelings, and create beautiful memories together – all through music. Children enjoy individual and group Music Therapy sessions. Group sessions allow for socialization, awareness of others, and connecting through singing, listening to music, and playing instruments together. Music continues to be an integral part of everyday client care, as well as special events: March Break Camp, Summer Camps, Seasonal Parties, the Emily’s House Garden Memorial and Annual Candlelight Memorial Service; as well as, monthly birthdays, music at funerals and celebrations of life.

The program enables families to create memories in music: legacy work through song writing and recording. Heartbeat Songs are the newest offering introduced in the program:

the sound of the child’s heartbeat is incorporated into a recording of their personalized song. In the past year, while we have continued to provide Music Therapy for children and siblings, the program has expanded to include grief support sessions for bereaved parents. In the last year, we responded to increased demand for these supports for entire families, as well as for palliative children and adults living at home. The Music Therapy Program and Heartbeat Songs are made possible with thanks to leadership funding from **The Anglican Foundation of Canada, The Lillian Meighen and Don Wright Foundation, and Roman Catholic Charities.**

Our Music Therapist presented at the 2018 International Congress on Palliative Care in Montreal: “The Impact of Music Therapy in Paediatric Palliative Care in Residential Hospice,” and guest lectured at Ryerson University on Music Therapy.

Testimonial from a mom:

“Sunshine begets sunshine. Hannah sings with infectious passion, and Emily sparkles. For one whole hour, Emily is lifted out of the world of palliative care. The combination of singer and songs grants her wings; and enables her to soar above it all, in that little pocket of time.”

Testimonial from an Emily’s House Volunteer:

“One child was playing his guitar, and the Music Therapist and everyone was singing. It was the only time that the client I was with settled and listened intently. It was magical, and I thought, this is palliative care at its best – heart breaking and tragic – and so “perfect” in other ways.”

Client Impacts – 33% more children participated in Music Programming.

Music Therapy Program	2016-2017	2017-2018	2018-2019	Change Over Previous YR	Change Over 3 YRS
Emily’s House children clients who participated in Music Therapy Sessions	35	63	84	+33%	+240%



Volunteer Program, Emily's House and Philip Aziz Centre

In these busy times, it can be hard to find volunteers to provide client care support, and, yet, we've had another tremendously generous group this year! Emily's House and Philip Aziz Centre volunteers have found deep, meaningful connections in their work, insisting that the value of hospice care provision lives in: connection, community and service: giving their time, skills, experience, and passion to help others. Program highlights from the year include:

- › Nine training programs conducted with 248 registrants in total (92% completion rate). We joined in our first multi-agency Core Training for Hospice Volunteers in March 2019 with Hospice Toronto and Kensington Hospice. It was a privilege to also create a children's workshop for the Women's Peer Support Program at People with AIDS (PWA), to assist in training their community care providers in working with children affected / effected by HIV in Toronto.
- › Building more community partnerships and connections resulted in an increase in volunteer hours served by groups. Special thanks to all who contributed to fundraising, outreach, maintenance and administration while working or volunteering fulltime for other organizations!
- › Volunteers engaged in a diverse range of topics for continuing education and professional development, including: Caregiver's Perspectives, Music Therapy, and, Personal Safety for Community Care Providers.
- › Our Youth Advisory Council (YAC) team is growing. They hosted two musical fundraising events, and were performers, emcees and event planners. They continue to engage with Emily's House children and to support special family events.
- › Congratulations to our award-winning volunteers:
 - Caily Boles won a June Callwood Circle of Outstanding Volunteers Award
 - Jessica McDougall won Volunteer Toronto's Legacy Award
 - Lesley Robert selected as one of Toronto's top 100 volunteers by Volunteer Toronto

Volunteer Program	2016-2017	2017-2018	2018-2019	Change Over Previous YR	Change Over 3 YRS
PAC Hours	26,813.50	36,135.50	36,489.80	+1%	+36%
Emily's House Hours	11,665	12,159	13,118	+8%	+12%



Testimonial from a PAC Volunteer:

“The weekly support I provide is not about making grand heroic gestures. I help my client with errands and daily activities. I provide companionship by chatting with him. Although I was initially intimidated by the prospect of entering a stranger’s home and being confronted with the reality of illness and death head-on, after you form a relationship with your client, visits become less an occasion for fear, and more an opportunity for friendship.”



Testimonial from a Volunteer:

“The most valuable insight I’ve had concerning my time with [my client] is just how powerful it is to be in the moment with another person.”

Testimonial from a New Volunteer:

“Thanks for this wonderful opportunity to volunteer. I had an opportunity to walk and chat with clients and enjoyed every second of my time with them. They kept smiling. I know that it meant a lot to them.”

Client Impact – supported by volunteers for 36,489.8 hours served in the community through PAC, plus 13,118 hours at Emily’s House!



Additional Outcomes, Impacts and Milestones

Hospice Palliative Care Ontario (HPCO) / Mount Pleasant Group Hospice Innovation Award 2019

The Mount Pleasant Group Hospice Innovation Award recognizes innovative solutions, approaches, and programs delivery of high-quality hospice care. At the Hospice Palliative Care Ontario (HPCO) conference, the award was presented to our Music Therapy Heartbeat Songs Project.

Case example: Despite having medical tubes in his nose, and taped to his face, Mark* was so expressive with his forehead and eyebrows. He was a sweet, little boy, surrounded by the love and adoration of his parents and large family. He lived four months, and in that short time had a huge impact on many. In his last days of life, our Music Therapist worked with his parents to write a personal song. The result was a moving, beautiful composition for Mark, from his parents.

Our Music Therapist explains: *“What made it even more special is that I sang and recorded the song over Mark’s heartbeat. The song starts off with just his heartbeat – a sound that is now memorialized in this song – and then the guitar softly strumming the introduction before the verse comes in. His heartbeat carries through the entire song, making its imprint on the hearts of all who hear.”*



Canada’s Top-Rated Charities for 2019

MONEY SENSE magazine included Philip Aziz Centre / Emily’s House on the list of top 100 Canadian Charities for 2019. The evaluation was based on data and analysis completed by Charity Intelligence and their own methodology. Our evaluation scorecard read:

EVALUATION REPORT CARD	
FUNDRAISING EFFICIENCY GRADE	A+
CHARITY EFFICIENCY GRADE	A+
SOCIAL RESULTS TRANSPARENCY Health – Category High Funding Need – Need for Donations Administrative Costs – 8%	B+
FINAL GRADE	A+

Resource Development Program, Emily's House and Philip Aziz Centre (PAC)

FY18/19 was the year of discovering unplanned, Capital Asset projects in need of funding, after five years of wear and tear and high-volume traffic at Emily's House. In addition to an annual revenue target of \$1.7 million non-government funding, \$150,000 / year for Capital Asset Improvement projects became a priority for infrastructure maintenance (i.e., replacement of medical equipment, obsolete technology, etc.). To address this new need, our Revenue Prospecting Pipeline doubled in size, and quadrupled in diversity to source new funders, revenue channels, and strategic vendor partnerships for unique projects. For repeat, leadership donors, we strengthened our case for increased and multi-year pledges. These larger commitments take longer to secure but are an essential investment in building longer-term sustainability.

After three fiscal years that ended revenue positive, FY18/19 ended with a \$71K deficit for the Operating Fund. An additional \$106K was raised for Capital. Our total non-government operating revenue was -23% compared to the previous year; but tracked an increase compared to two year's previous, which was a year with similar events. The overall trend is growth within this recurring, two-year pattern.

While our business plan continues to be diversified, private foundations and individuals continue as our biggest champions, and our volunteer Fundraising Cabinet is opening new doors with introductions. Fundraising highlights included: an official ribbon cutting in the renovated Emily's House Garden with Gala presenting-sponsors **Agnico Eagle** and **Kinross Gold**; a successful matching gift drive; and, a holiday campaign that resulted in a pop-up "Toy Store" for hospice clients from an overflow of donor generosity. Thank you to everyone who made this possible.



Hockey for Grace / Charity Social for Emily's House, Apr 7-8/18



Emily's House parents Chris Manning and Amy Ross raised \$22,438. Their second annual, 3-on-3 hockey event and community fundraising enabled the Grace Adventure Fund to offer special experiences for Emily's House children and families.

Riverdale Bootcamp, Summer 2018

Enea Perego and his bootcamp squad were doing push-ups and planks in a rain-drenched park the morning of their cheque presentation to Emily's House.

Toronto Hike for Hospice Partners, May 6/18

With thanks to community partners, volunteer teams, sponsors and friends, we announced \$44,000 raised for Emily's House / PAC. See the photo album of fun on our website!

Youth and Philanthropy Initiative (YPI) Award Grant, May 2018



Congratulations to Renee, Lily, Nisha and Ankita, from Central Toronto Academy, who won a \$5,000 grant with their Emily's House presentation to over a hundred people.

Mount Pleasant Group, May 2018



Mount Pleasant Group is a Community Sponsor of Hike for Hospice, a donor to Emily's House programs, and host of our winter memorial for our client families.

Unifor 1701-1 / Sanofi Pasteur Event, June 8/18

The Unifor 1701-1 staff barbecue raised \$4,343 for Emily's House, which was matched by Sanofi Pasteur.

Scarborough Toyota, Customer Appreciation Day, Aug 9/18



Scarborough Toyota featured Emily's House as a community charity during their summer campaign, barbecue and customer appreciation events, including a donation of \$20,000.

Bruno Geremia's 60th Birthday, Sept 2018

Thank you, Bruno, for celebrating a 60th birthday that inspired donations!

C3 Church, Sept. 24/18

C3 Church was so moved by one of our families' stories that they shared a video interview at their C3 Canada Conference. Emily's House's nurse Sarah received their \$10,000 donation.

Healing Cycle for Ontario Hospices, Sept 23/18



Mike, Amy, Peter and Rauni cycled for Team Emily's House / PAC at the ride for palliative care, raising over \$5,000 for our hospice programs. Peter and Amy completed the 50K ride with their bicycles over their heads!

Applied System Technologies Golf Tournament, Oct 2018

The annual employee and supplier golf tournament and raffle raised \$6,880 for Emily's House.

FaithWorks 2018 Synod of The Anglican Diocese of Toronto, Nov 8-9/18

FaithWorks of The Anglican Diocese of Toronto provides essential, leadership funding in support of the PAC Community Program for People of All Ages Living with HIV/AIDS or who are HIV-impacted.

Crop Out Kids Cancer, Belleville, in celebration of Aidan and Marlow, Dec 1/18



Crop Out Kids Cancer hosted an event, in memory of Aidan and Marlow "who gained their angel wings" last summer. They raised \$5,400 for Emily's House, where the children spent their last days with their families. Crop Out Kids Cancer is a dedicated group of scrap bookers and card makers that gather to raise funds for childhood cancer charities. Special thanks to Shari, Lyndsey, Lisa, Damon, Wayne and Tanya.

Pauline and Dave Carpenter, Dec 14/18



Pauline and Dave donated funds raised through the sale of hand-crafted purses and bags. Their photo was taken in the Emily's House Recreational Dream Space in Memory of "Odd Sock Ollie," named after their grandson.

Hollywood Cone, Dec 19/18

Ken Cabanaw of Hollywood Cone presented a cheque to our CEO from yummy, ice cream sales.



Care for Kids (Toronto), Dec 2018

Care for Kids (Toronto), Sonny Goldstein and Michelle Goldstein Zaldin are among the earliest champions of paediatric hospice care in Ontario. Their donation put our matching gift campaign over the top – to exceed our goal.



To Our Donors / To All Our Special Friends...

Thank you to our donors and special friends on behalf of the children, adults and families supported by our compassionate hospice programs and supports. You have made this possible. We gratefully acknowledge all the generous financial support we have received through the Toronto Central Local Health Integration Network (TC LHIN), Ministry of Health, foundations, corporations, faith organizations, service clubs, individuals and community partnerships. Due to space restrictions, we have listed donations of \$1,000 and greater from April 1, 2018 to March 31, 2019. Every effort has been made to ensure the accuracy of this list, but please let us know if you have any questions or concerns.

Agincourt Pentecostal Church
 Anglican Diocese of Toronto
 Anglican Foundation of Canada
 Applied Systems Technologies Inc.
 Aviva Community Fund
 Balsam Foundation
 Benevity Community Impact Fund
 John and E. Gretchen Bingham
 Buttcon Limited
 C. M. Odette Philanthropic Foundation
 C3 Church
 Canadian National Christian Foundation
 Care For Kids (Toronto)
 Ms. Pauline Carpenter
 Catholic Charities
 Charis Foundation
 Mrs. Michelle Chislett and Mr. Mark Kowalski
 CIBC World Markets Inc.
 Conam Charitable Foundation
 Conn Smythe Foundation
 CP24 CHUM Charitable Foundation
 James Dutkiewicz
 Scott Ellis
 David English
 E.W. Bickle Foundation
 FanXChange
 Fluidigm Canada Inc.
 Mr. and Mrs. Douglas Flynn
 Marie-Therese Forand
 Angela Fuda
 Fyfe Foundation
 Gabie's Boutique
 Elena Gordon
 Peter Goulos
 Katherine A. Greenhouse and Dr. Brent I. Andruko

James Hall
 Stacey and David Hazzard
 Healing Cycle Foundation
 Heathbridge Capital Management Ltd.
 HELLO! Canada
 Donna Henrikson
 Hockey for Grace - Chris Manning and Amy Ross
 Mary Huang
 Ann Humphreys
 iA Financial Group
 International Group Inc.
 Keith and Noreen Jacka
 Leslie Jones
 Knights Templar Charitable Foundation of Canada
 Jennifer Kroezen
 Martin Lavigueur
 Dorothy Lethbridge
 Lillian Meighen and Don Wright Foundation
 Lipton LLP
 Liuna, Local 183
 Malvern Christian Assembly
 Vida Markic
 MBTW Group
 Bridget McCleW
 Christina McMillan
 Michael & Carol Mueller Family Foundation
 Michelle & John Visser Fund
 Ken and Barbara Mielkie
 Mitchell & Kathryn Baran Family Foundation
 Larry Moate
 Mount Pleasant Group
 OPTrust Cares
 P & L Odette Charitable Foundation
 Sandra Pate
 Enea Perego

Scarborough Toyota
 Philip Smith Foundation
 Pique Supply Corp
 Port Royal Mills
 Michael U. Potter
 Pottruff Family Foundation
 Patrick Priestner
 RADAR
 Rand Kildare Charitable Foundation
 Wayne Reil
 Janice Ribble
 Carole Roberts
 Roman Catholic Episcopal Corporation
 Sandra Ross
 Royal Mechanical Inc.
 Rev. Rauni Salminen
 Leslie Simpson
 Silvano Spera
 Louise and William Summerhill
 Summerhill Market - Christy and Brad McMullen
 Cindy Sweet
 Diane Taylor
 Toronto East Rotary
 Dr. Paul Truelove
 Vicky Tsorlinis
 Unifor Local 1701
 Uranium One Inc
 United Way of the Greater Toronto Area
 Gretchen Van Riesen and Murray Rowlands
 Walker Wood Foundation
 William and Nancy Turner Foundation
 Willowool Foundation
 Richard E. Yeskoo
 Youth & Philanthropy Initiative Canada

**Executive Summary:
Emily's House vs.
Philip Aziz Centre
(PAC) Operating Funds**

To provide additional context to the Statement of Earnings for FY18/19 on the following page, this executive summary of the Emily's House and PAC Operating Budgets provides a high-level breakdown of budget and expenses per operating fund; as well as non-government and government funding sources.

OPERATIONS BY FUND	EMILY'S HOUSE	PAC COMMUNITY	GLOBAL FY 2018 - 2019
REVENUE			
Non-Government Funding	\$ 884,473	\$ 271,174	\$ 1,155,647
Government Funding	\$ 1,755,185	\$ 487,864	\$ 2,243,049
	\$ 2,639,658	\$ 759,038	\$ 3,398,696
EXPENSES	\$ 2,692,447	\$ 777,863	\$ 3,470,310
EXCESS OF REVENUE OVER EXPENSES	(\$52,789)	(\$18,825)	(\$71,614)

Jarvis Student Council, Dec 2018



Thank you to the Jarvis Student Council for \$800 presented by Heather Petros, Ashely Nguyen and Rebecca Trinh.

Ava's Christmas Fund, Dec 2018



In celebration of Ava, this annual drive raised a grand total of \$7,549, plus toys, gifts, supplies, diapers, and gift cards. The overflow of generosity created a pop-up toy store for our hospice clients. Parents of clients were invited to visit and choose surprise gifts for their children.

Frank Leo ReMAX Realty West / Ava's Toy Drive for Emily's House, Dec 2018

Thank you to the agents of Frank Leo ReMAX Realty West who participated in Ava's Toy Drive for Emily's House; as well as to donors Dominik Templeton Machek and the Cecchini Family.



Frank and Angela Fuda / Dom and Christina's Ciuffetta Families, March 2019



Both families visited, and the children had their first tour of Emily's House, where they presented annual bake sale funds in memory of Ava. Their chocolate cookies and crackle sound amazing!

Spectrum Realty Services Inc. / Ava's Christmas Fund, Dec 2018

The Spectrum Realty Services agents are annual, generous supporters through Ava's Christmas Fund.

Development	2016-2017	2017-2018	2018-2019	Change Over Previous YR	Change Over 3 YRS
N0n-Government - Operating Pluse Deferred Revenue Raised	936,682	1,642,559	1,261,647	-23%	35%

Note: An increase was tracked compared to two years' previous, which had comparable events.

Statement of Earnings

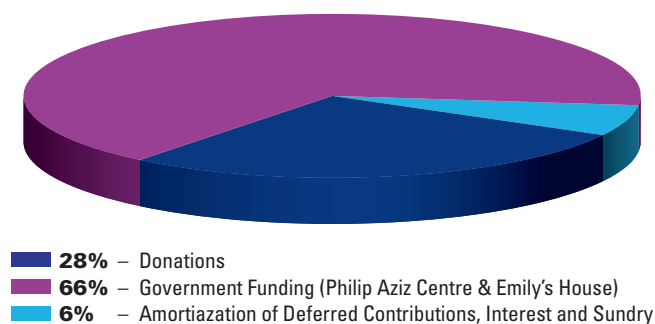
For the year ended March 31, 2019, with comparative information for 2018



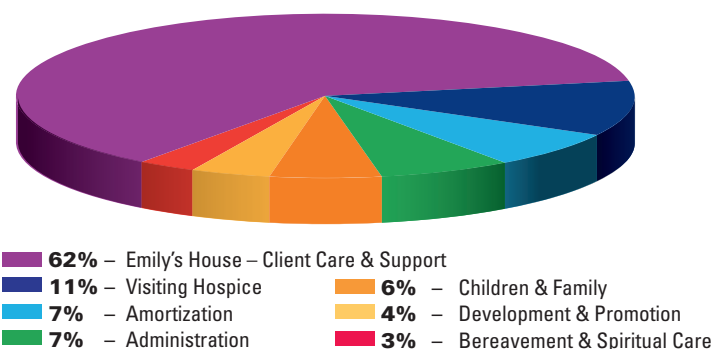
	FY 2018-2019	FY 2017-2018
REVENUE		
Donations and Fundraising	\$939,121	\$1,410,562
Government Funding	2,243,049	1,960,366
Amortization of Deferred Contributions	194,707	226,343
Interest and Sundry	21,818	5,654
	\$3,398,695	\$3,602,925
EXPENSES		
Emily's House - Client Care & Support (*)	\$2,156,680	\$2,099,778
Visiting Hospice	373,263	247,115
Amortization	240,827	268,799
Administration	251,997	254,133
Children and Family	200,270	227,641
Development and Promotion	148,596	191,023
Bereavement and Spiritual Care	98,677	99,881
	\$3,470,310	\$3,388,370
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(\$71,614)	\$214,555
ALLOCATED AS FOLLOWS		
General Fund	(18,825)	(84,524)
Emily's House Operating Fund	(\$52,789)	\$299,079
	(\$71,614)	\$214,555
FUND BALANCES		
General Fund	\$134,064	\$152,889
Emily's House Operating Fund	162,269	215,058
	\$296,333	\$367,947

* Only represents Emily's House Direct Costs. For full revenue and expense details of operations by Fund, please see Note #10 of the Audited FS.

Revenue by Source



Expenses by Program



Note: This is a condensed version of the Audited Financial Statements by KPMG which are available upon request. Complete signed Audited Financial Statements for the Year Ended March 31, 2019 is also available at: <http://www.philipazizcentre.ca/financial-statements/>. For additional context on Financials, please see Development on page 15.

COMPASSION / CARE / SUPPORT

Philip Aziz Centre Visiting Hospice (PAC) is a non-profit hospice providing respite, practical, emotional, spiritual and bereavement care for adults and children living with a life-threatening illness in the comfort of their own homes, and support for their loved ones. **Emily's House** is a residential hospice that provides integrated respite and paediatric palliative care in a home-like setting. Committed to optimizing the quality of life for children, with complex disease, disability and an underlying life-threatening illness and their families, it offers an alternate to hospital or home care.

Board of Directors, 2019 - 2020

Louise R. Summerhill, *Chair*
Mike Mueller, *Vice Chair*

Peter Goulos
Maggie Keresteci
Mel Leiderman
Larry Moate
Kathy Ribble
Dr. Esther Rosenthal
Rauni Salminen,
CEO - Ex officio member
Barbara Walkden

Parent Council, 2018 - 2019

Bruno Geremia
Marlene Geremia
Amy Ross
Domenic Ciuffetta
John Howell

*Additional current
Clinical Casual Staff are
not listed here.*

Staff: Emily's House / Philip Azia Centre (PAC) (Current)

Rauni Salminen, *Chief Executive Officer*
Lorely Angcos-Garcia, *Director of Finance*
Marilyn Basa, *Finance and Administration*
Sandy Broad, *Spiritual Care Coordinator*
Donna Cadeau, *Administration/Reception*
Rose Caruso, *Administration/Reception*
Aisling Charyk, *Coordinator of Volunteer Programs
and Administration*
Dan Dempster, *Director of Operations*
Kimberley Goring, *Manager of Hospice Administration*
Jennifer Kroezen, *Director of Development/Fundraising*
Amanda Maragos, *Director of Client Services
and Volunteer Programs*
Michael Nelson, *Coordinator of Volunteer
Programs and Administration*
Allan Shillinglaw, *Maintenance*
Heather Shillinglaw, *Coordinator of Recreation
and Legacy Programs*
Lena Soje, *Social Worker*
Amanda Taylor, *Case Manager, PAC*
Erik van de Ven, *Recreation and Legacy Program Support*
Ellen Weir, *Fundraising Data Coordinator*
Carolyn Wilson, *Grief and Bereavement Coordinator*
Hannah You, *Music Therapist*

Clinical Full and Part-time Staff, Emily's House (Current)

Dr. Adam Rapoport, *Medical Director,
Emily's House and Paediatric Advanced
Care Team, SickKids Hospital*
Sandra Ross, *Director of Clinical Programs*
Kim Daffern, *Client Care Resource Nurse
(maternity leave)*
Sarah Van Meer, *Client Care
Resource Nurse*
Jahra Akazawa-Eguchi, *RN*
Tabitha Arnold, *RN*
Michelle Badejo
Anesia Baylan, *RN*
Mary Michalski, *RN*
Nolana Ritskes, *RN*
Emily Skoutarou, *RN*
Tori Bathurst, *RPN*
Lisa Brugger, *RPN*
Karen D'Angelo, *RPN*
Brianna Klauck, *RPN*
Victoria Rochford, *RPN*
Dio Torne, *RPN*
Angelica Valencia, *RPN*
Timothy Valyear, *RPN*
Nicole Albay, *PSW*
Catherine Benson, *PSW*
Chantelle Browne, *PSW*
Justine Kaddu Ndibalwanya, *PSW*
Elizabeth Kagabe, *PSW*
Nancy Puig, *PSW*
Sarah Robbins, *PSW*

Philip Aziz Centre for Hospice Care

558 Gerrard Street EAST
Toronto, Ontario M4M 1X8
www.philipazizcentre.ca

Emily's House, an operating division of the Philip Aziz Centre

45 Jack Layton Way
Toronto, Ontario M4M 0B7
www.emilys-house.ca

Facebook: www.facebook.com/PhilipAzizCentre

Twitter: @PACHospice_care

Instagram: Emilyshousetoronto

VOICE: 416.363.9196 • **FAX:** 416.363.6983 • **EMAIL:** info@philipazizcentre.ca

www.philipazizcentre.ca or <http://www.emilys-house.ca>

Charitable Registration # BN 89422 8063 RR 0001

To receive our e-newsletter or to be added to our mailing list, please contact info@philipazizcentre.ca



emily's house
a special place for kids



philip aziz centre
Visiting Hospice

