



Philip Aziz Centre / Emily's House

# Annual Report 2019-2020

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  
Valuing Hospice

COMPASSION / CARE / SUPPORT



## CEO's and Board Chair's Report



*CEO with Kathleen Wynne,  
Former Premier of Ontario.*

**Emily's House** and the **Philip Aziz Centre for Hospice Care (PAC)** strive to meet the unique palliative care needs of newborns, children, youth, and their families in our children's residence, as well as through our visiting home hospice program, which also supports adults and their caregivers. After seven years of operation, we continue to be diligent and committed to the highest standards of accountability, transparency, best practice and continual quality improvement. We intentionally engage in ongoing evaluation of programs, structure, partnerships, and donor relations, while ensuring compliance with **Ministry of Health** and **Toronto Central LHIN** performance expectations.

As we reflect over the past year of care through our clinical and psycho-social programs, advocacy, relationships with community partners / care-providers, along with our accomplishments / contributions and future opportunities, we can confidently say we are pressing ahead together for excellence, and a sustainable future. In fall 2019, we offered our first-ever Muskoka weekend camp for Emily's House children with complex care needs and their families in partnership with **Camp Oochigeas**; we piloted **Emily's House Camp Evermore** for bereaved families; and, we said "good-bye" to our beloved **Emily Yeskoo**, the namesake of our children's hospice, with a resolve to make her proud of her legacy.

In March 2020, near the end of our fiscal year, our organizations and personal lives were impacted tremendously by the COVID-19 global pandemic. Our Board and senior staff pivoted to action our emergency preparedness plan by quickly, safely and strategically making changes, sometimes hourly, to ensure compliance with Provincial and Ministry of Health directives with vigorous infection control, PPE and screening. Unfortunately, this included a temporary suspension of our robust children's programming and other family supports offered in the house, including pre-booked respite admissions, volunteers, play and music therapy. Subsequently, our team created modified and safe ways to support our families who were isolated at home. Cancellation of respite admissions resulted in unoccupied beds. Considering the anticipated burden on hospital beds in the GTA with the support of the **TCLHIN**, our team decided it was our social responsibility to help our health care partners fighting in the front lines of COVID. We offered up eight beds to non-COVID positive palliative adults from **Michael Garron Hospital**, while continuing to provide paediatric palliative supports, including two designated end-of-life care beds for referrals from **SickKids**. This hybrid partnership model was the first of its kind: a paediatric hospice team re-orienting, reorganizing and retraining to safely care for adults, while maintaining beds for paediatricians. Our dedicated staff "stepped up" to assist in these times of need with determination, resilience and flexibility. We are humbled by their level of commitment and dedication.

From psycho-social supports such as creative play and music offered virtually to families, to virtual camp experiences, to wellbeing outreach to our respite families and community clients, and peer-support groups via conference technologies, we stayed connected in care. Our counselling team also partnered with **Hospice Palliative Care Ontario (HPCO)** to provide support to health care professionals across the province. Volunteers were engaged in off-sight activities to support clients, weekly remote conference sessions on wellness and education, and helped beautify our gardens.

Looking ahead, we've learned so much through our collaborative response to COVID-19 that will inform and enhance future core mission programming: using video technologies to extend resources for client care and group therapies; insight from providing palliative residential care to adult patients; recognizing systemic impacts of financial insecurity on individuals and families managing a palliative journey; maintaining a strong community of support; and intra-team communication through a crisis.

Emily's House and PAC are steadfast in identifying and establishing strategic opportunities for growth, greater collaboration and efficiencies among our **Ontario Health Teams** to ensure the delivery of a full and coordinated continuum of care. We continue to build on our partnerships, with **SickKids, Sinai Health System, Michael Garron Hospital, Hospice Toronto** and **Camp Oochigeas**, with the vision of establishing essential, sustainable, patient-centred, accessible palliative care support programs. Our **Perinatal Pilot Program** with **SickKids, Sinai Health** and **Toronto Central LHIN** is a successful collaboration offering hospice and bereavement supports for families managing the uncertainty of a fatal fetal anomaly. A notable outcome is: accelerated, seamless referrals in care provision, through all stages of the family's journey: from the pre-natal identification of risk through to bereavement.

With the generosity of our donors, **The Ministry of Health, TCLHIN**, political will, and heart and commitment of staff, Board and volunteers, and the trust of our clients, we can help shape 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.

We are immensely appreciative to have vital partners and donors, who are willing to listen, engage and identify opportunities to contribute to the present and future of

hospice palliative care. Emily's House and PAC have gained an excellent and trusted reputation, all the result of the dedicated, hard-working staff and volunteers whose creativity, compassion and skill have made a profound, and meaningful impact on our clients, their families and hospice care as a whole. To our **Board of Directors**, thank you for your trust, willingness to take chances with eyes always on the pendulum of risk balanced with vision, and for your untiring commitment to governance and financial sustainability. Thank you, to our **Parent Council**, patients and caregivers who are the specialists that help guide our care; their voices are integral to our Quality Improvement, and standards of practice. Thank you to the **SickKids Paediatric Advanced Care Team**, whose expertise we look to as they oversee our palliative children. Thank you to our many community partners / agencies who work alongside us to build sustainable pathways to equitable and timely care across our province. We are truly encouraged as a sector to see our government's responsiveness and deepening commitment to accessible, quality palliative care, with much thanks to the leadership of **Hospice Palliative Care Ontario**.

We are grateful to have this opportunity to be an essential partner in a healthcare system that is striving to be efficient, connected and committed to putting patients first.

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](mailto:info@philipazizcentre.ca) or phone 416-363-9196.



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

With clients at the centre of the PAC Community program, our Client Services team continued to respond to the evolving needs of palliative clients, caregivers and families in the community. This past year, working closely with the Toronto Central Local Health Integration Network (TCLHIN) palliative care team, our Case Managers completed intake assessments and provided counselling / advocacy supports, while connecting clients to hospice and social services:

- › **Emily's House Children's Aftercare:** Connected Emily's House clients to community-based after-care resources and PAC volunteers post-discharge from our Emily's House Transitional Care and Medical Respite Clinical programs.
- › **PAC Volunteer Visitors:** Deployed volunteers to help with home hospice and hospital visits, as well as increased requests for practical supports related to financial insecurity, groceries, shopping, personal healthcare products, house cleaning, prescriptions and food delivery.
- › **PAC Music Therapy / PAC Recreational Play Visits:** Coordinated referrals to our Music and Recreation team that supports children at Emily's House as well as at home.
- › **PAC Bereavement Care:** Received referrals from hospices and hospitals throughout the GTA for clients to be connected to PAC bereavement supports.
- › **PAC HIV Program:** Continued to facilitate peer group sessions, referrals and coordination of social services with partner agencies.
- › **Referral Services Partners included:** Hospital for Sick Children PAC Team, HSC HIV Clinic, St. Joseph Hospital, LHIN Children Programs, Casey House, Princess Margaret Cancer Centre, The Toronto People with AIDS Foundation, Sunnybrook Odette Cancer Centre, Toronto Central LHIN Palliative Care Program, Les Centres d'Accueil Heritage, Toronto West Neighbourhood House, and the Michael Garron Community Outreach Team.

### Testimonial from a Volunteer:

"My client is not only palliative, he's completely blind and prone to seizures. Even though he sits alone most days, and even though he was sad when his dog died, I've never seen him depressed. He really looks forward to my visits."

In terms of client trends, we witnessed an increase in the number of palliative clients between the ages of thirty-to-forty years of age with: the needs of newcomers to Canada; a new palliative diagnosis; and the compounded demands of caring for young children as well as for a palliative partner / spouse. This involved immigration, travel visas, power of Attorney (POA) and navigating guardianship through custody issues. A second notable increase was from children whose parents were palliative. There was a need to support not only the palliative parents, but also their grieving children. The decreased annual admissions in children in the Community Program reflects a number of youth clients who have aged out of the client category of “children,” plus reduced allocation of resources for After School, Recreational Programs and Camps for children in the community. As COVID-19 ramped up, the team switched gears to offer continuous safe support via phone, video conferencing, and essential home deliveries.

Philip Aziz Centre (PAC) Community Program	2017-2018	2018-2019	2019-2020	Change Over Previous YR	Change Over 3 YRS
Community Program clients supported in total	518	539	563	+4%	8%
Children in Community Programs, plus siblings and loved ones	330	312	225	-28%	-32%

### Testimony from the PAC Community Program:

One of our volunteers who took her client on a day trip to the local aquarium shared: “Thank you from my client! We had the best time today, and he said he was so incredibly grateful that PAC was able to make that happen for him. He was very emotional about it, saying it made his last birthday the best one! So, thank you! I took a picture of him loving the tank! He couldn’t look away!”

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

As the needs of people living with HIV / AIDS has changed, so has our service delivery. We have found innovative ways to address service need gaps for clients experiencing short-term, HIV health-related issues, or who have developed comorbidity due to side effects from illness or antiviral medications. PAC continued to provide case management, personal advocacy, social service coordination, counseling, short-term volunteer visitation, and a women’s peer group facilitated by a social worker. Partnering with local AIDS Service Organizations (ASOs) – Casey House, People With AIDS Foundation, Toronto HIV Network (THN) and others – we supported improved mental health and wellbeing outcomes while addressing emergent issues:

- **Child Welfare:** PAC worked with parents to navigate services for their family and improve communication as their children got older, more rebellious, and, tensions increased in the home.

- **Aging/Finances:** We supported clients who were challenged to meet their basic needs and medical costs when transferred from ODSP to CPP.
- **Long-term Care:** We supported clients who were no longer able to care for themselves; and moved into long-term care with a fear of stigma and discrimination due to their sexuality and HIV status.
- **Comorbidity:** Care extended to clients experiencing complications of multiple, simultaneous chronic diseases or conditions, which were often compounded by emotional stress.
- **Emotional Support:** Counselling, advocacy and referrals.
- **Isolation:** PAC worked with local ASOs to help reduce clients’ experience of isolation, and to connect them to peer support programs.



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

This program works with the palliative and their families, the bereaved, caregivers and those living with HIV. We journeyed with many caregivers who bore responsibility for all aspects of care for their palliative loved one. Often exhausted, they sought psycho-social and spiritual support to sustain them through the remainder of a progressive illness, eventual death and bereavement. Supports were tailored to help caregivers manage their own unique journey; and involved values clarification, a search for personal meaning in suffering and life, and, for some, a need to connect with a higher power:

- › 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
- › 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



This year, we re-assessed the need for peer group programming. Our women’s HIV Support Group continued strong, while our large catchment area makes it difficult to offer a similar peer model for bereaved parents who are geographically spread out. We offered support through memorial events with peer families, referrals to programs / resources closer to home, and piloted Camp Evermore. In September, Emily’s House Camp Evermore Bereavement Family Camp was held for families whose child died at Emily’s House. The hope was for families to find friendships, comfort and community with other families who were also grieving their child’s death. The program provided supports for family units – as well as each individual family member. Twenty parents and children participated in this northern Ontario experience, accessing over three days art, music, therapy and nature. Songs were sung. Laughs and tears were shared.

**Testimonial from a widow:**

“I could not have gotten through these first few months of grief without your support. You really understand what I am going through and have been a loving and compassionate presence in the worst time of my life. I know now a future is possible. Thank you.”

**Testimonial from a client:**

“You helped me sort some important things out while I am dying. I am so grateful!”



**Emily’s House Camp Evermore Bereavement Family Camp testimonials:**

**From a mom:** “This has been the best week ever for my family!”

**From a child sibling:** “When you love someone, it’s a nice feeling in your heart. I love camp Evermore. I love Emily’s House.”

**From a dad:** “It’s been really good to be with other men who are grieving.”

**From a mom:** “It was great to be able to laugh, cry, be angry and still feel safe.”

Bereavement and Spiritual Care Clients	2017-2018	2018-2019	2019-2020	Change Over Previous YR	Change Over 3 YRS
Philip Aziz Centre Community	472	501	367	-27%	-22%
Emily’s House	106	104	99	-9%	-7%
<b>Total</b>	<b>578</b>	<b>605</b>	<b>466</b>	<b>-23%</b>	<b>-19%</b>



## Emily's House Clinical Programs

This year, our Clinical Program piloted an “away camp” for children with complex conditions, experienced our maximum client capacity, and journeyed with a child who became a successful organ transplant recipient:

- › **Emily's House Overnight Away Family Camp for Children with Complex Medical and Palliative Care Needs:** Emily's House welcomed 14 medically fragile campers and families for a long weekend in Muskoka. These children represented some of the most complex and life-threatening conditions, and would not otherwise have had the opportunity to participate in the magic of camp. Families came and went, medications and enteral feeds were administered, delicate airways suctioned, and children who required overnight ventilation support were monitored closely. When the sun rose over camp, these children and families were ready to make the most of this experience.
- › **Capacity:** After six years of operations, admissions at Emily's House have leveled, but complexity of care, and the ratio of end-of-life (EOL) clients to respite clients has placed greater demands on skilled staffing levels. Some children with a life-limiting illness who visit us for recreation and respite were asked to postpone their visit, to provide space for EOL clients. This leveling of admissions does not reflect a decrease in need, but a maximum capacity when supporting multiple highly complex cases.
- › **Statistics:** March programs were canceled during our initial COVID-19 crisis response. Instead of delivering our highest month of annual admissions, it decreased our total annual admissions. The total unique admissions, however, hit a six-year high.



Emily's House Paediatric Hospice Program*	2017-2018	2018-2019	2019-2020	Change Over Previous YR	Change Over 3 YRS
Total Admissions	428	395	364	-15%	-7%

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:** "There have been a number of lessons learned since our opening in July 2013, but two in particular caught my attention in 2019/20. The first emerged from a retrospective review of the end-of-life experiences of all SickKids bereaved families, including those whose child died at Emily's House. On the whole, **families that chose to be at Emily's House were more satisfied with their experience than those whose children died in hospital or at home.** Lesson #1: clearly, we are doing something right! But this finding led me to wonder, if their experience is so positive, how could Emily's House become the location of care for more families facing the death of their child? That's where Lesson #2 comes in. Our data indicates that the single greatest influence on whether a family chooses Emily's House for their child's end of life is if they have used our services previously. For example, many of the families who use our respite program opt to stay with us when their child's death is near. In contrast, children with cancer have very few reasons to experience Emily's House during their treatment.

This past year, we looked for new ways to connect with children who don't require respite, but who might need end-of-life care in the future. We partnered with the SickKids Neuro-Oncology team and instituted a new practice where patients with difficult to treat brain tumours were admitted to Emily's House during radiation treatment. This change benefited all parties – families preferred staying in the comfortable but professional environment of Emily's House; SickKids appreciated offloading these patients who didn't require acute medical care, but had nowhere else to go; and Emily's House got a chance to connect with families well before end-of-life care was needed. So, did it work? In 2019/20, we had six patients with brain tumours stay at Emily's House for "Transitional Care" during their radiation. Sadly, all six of these children eventually died; but five chose to be at Emily's House for their end of life (the sixth child died at home). Clearly, our efforts succeeded and in the coming years, you can bet that we will look for additional innovative ways of getting more families through Emily's House before they need us!"

### Testimonial from a parent:

"We got to 'hang' with Lucas and it was amazing. We could pick him up and walk around with him... That was such a big thing for us, it's hard to explain. We took in all the moments we could get. And got to see how he reacted outside of a hospital setting... He loved it."

For more Emily's House stories, news and videos, please visit: [www.emilyshouse.ca](http://www.emilyshouse.ca).  
To schedule a guided tour of Emily's House, please email us at: [info@emilyshouse.ca](mailto:info@emilyshouse.ca) or phone 416-363-9196.



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

This high-action year brought camp programs, unicorns and super-adventurous outings. In FY19/20, in addition to two weeks of camps hosted at Emily’s House, two new camp formats were piloted (beyond the Recreation Program). Our sports-themed camp featured Olympic-gold level recreational activities in the wheelchair-accessible park adjacent to Emily’s House, and inspired a six-year old camper’s rave review:

**“This is better than Disney World!”** Fifty-nine participants enjoyed our Halloween party – with food, crafts, games, and together time for all our families. Parents of Emily’s House children were invited to bring all the children in their family for a fun-filled evening with us, while parents were free for a Parents Night of respite and recharge to strengthen them for their caregiving journey.

New and reenergized relationships created programming opportunities and many memory making-moments. Highlights included a whirlwind of customized programming and outings with our Child Life Specialist, and a nurse when needed. Children enjoyed crafts and making art from real clay; baking

treats; homework and karaoke parties for teens; a simulated spa day; a visit to a Unicorn Café; visits from humans and dogs; an advance Disney movie screening; a dream, private shopping spree at LULULEMON; and, accessing Snoezelen sensory swims at Holland Bloorview, which offers an experience of weightless autonomy and engagement with the world. Special thanks to World Transplant Games gold medalist, Grey Brett, who brought words of encouragement to a child waiting for her organ transplant surgery. On another occasion, fireworks released over Emily’s House tickled every child staying with us, as they crowded at the window to witness the display.

Due to COVID-19, March programming was canceled, but our recreation and music team quickly pivoted to produce daily programming videos – earning 115 YouTube views in two days! Special thanks to the lead funder of **Emily’s House Daily Play and Art Therapies Program, The Lillian Meighen and Don Wright Foundation**, which makes it possible to offer daily recreation and therapeutic fun.

### Testimony from a parent:

“Last week, he was in the ICU at SickKids hooked up to all these monitors and machines. I never thought that we would have the chance to go swimming for the first time! This gives me the confidence to go out on more outings from the House, like walks around the park with him and his brother, or maybe even go home in the future.”

Recreational Play	2017-2018	2018-2019	2019-2020	Change Over Previous YR	Change Over 3 YRS
Clients served	86	92	94	2%	9%
Participant in group sessions / events	65	428	526	23%	198%



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

After months of waiting lists and delays in new admissions for children with a palliative prognosis wishing to participate in our Music Therapy Program, **we reduced the waitlist for music therapy by doubling the number of music therapy hours available per week.** We now have two Music Therapists available to meet client demand for music supports. In 2019/2020, the program also expanded Music supports to bereaved parents and bereaved child siblings. Our team has observed that siblings have a difficult time transitioning when they return home after their experience at Emily’s House. For example, one bereaved sibling comes back to Emily’s House for bereavement music therapy sessions, to feel connected to his brother who died at Emily’s House. In March 2020, as a response to COVID-19, our Music Therapist and Child Life Specialist created a YouTube channel: **“Hannahs at Home”** to engage children and families in daily programs, and began to offer virtual sessions with community clients.

Music is integrated into many recreational, respite and symptom management activities at Emily’s House, and often

supports all the members of a family. This year, our Music Therapists provided the “song book” for Emily’s House day camp, cottage-country away camp, and family bereavement camp; Heartbeat Songs and Legacy projects; for daily group play sessions, one-on-ones, and homework karaoke parties with high-school students sitting vigil with their friend; Seasonal Parties, the Emily’s House Garden Memorial and Annual Candlelight Memorial Service; as well as, monthly birthdays, music at funerals and celebrations.

One of our Music Therapists presented at the Hospice Palliative Care Ontario conference in April 2020 (on Music therapy in paediatric palliative care: Continuity of care from hospital to hospice); and is booked to present at the International Congress on Palliative care in October 2020 (‘The beat lives on in song’: Heartbeat songs in palliative care music therapy). 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.**

### Testimonial – from a mom regarding Music Therapy sibling bereavement support:

“Music therapy has been the only continuous thing for us. It’s been such a big thing for us, because even for me, even though I’m not an active participant, it takes a huge weight off my shoulders to see my child being able to express himself and have that support. And it’s interesting how your program has just transitioned so seamlessly. With music therapy there’s been no gap and we’re so thankful for that.”

Music Therapy Program	2017-2018	2018-2019	2019-2020	Change Over Previous YR	Change Over 3 YRS
# of children clients who participated in sessions	63	84	91	+8%	+44%



## Volunteer Program, Emily's House and Philip Aziz Centre

The Volunteer Program reported a successful year of volunteer engagement, community contributions, partnership and recruitment. While recruitment and long-term volunteer commitments are challenging in an ever-changing environment, our volunteer department offered professional development and engagement strategies to retain valuable people resources.

- **Volunteer Trainings:** Held 9 Training Sessions with a total of 270 registrants, of which, 225 graduated. Our March 2020 Core Training program, which had 29 registrants, was unfortunately cancelled midway due to COVID-19, however, volunteers made up their sessions in the first quarter of the next fiscal year. Last year, we had 248 registrants, so this year marks an 9% increase in Volunteer Training Registrants.
- **Community Support:** Employee and faith-group volunteers helped with gardening, spring cleaning, music, decorations for family events, toy / gift sorting, and program preparations. Thank you: Elevation Church, C3 Church, Intact, Toronto Threshold Singers, Berkley Canada and BMO.
- **Emily's House Parent Council:** Parents Bruno, Marlene, Dominic, Christina, Amy and John are transitioning from clients to volunteers.
- **Youth Advisory Council:** Our YAC Team contributed greatly: working with adult volunteers and staff at family events in practical hands-on ways; connecting with the

kids and their families; and providing entertainment, program support and frontline care. While a handful of our kids will 'age out' of this program (turning 18 years old), we welcome those kids to our adult volunteer program, and anticipate the arrival of a new generation. *YAC Members included: Vivian, Leo, Emily, Hannah, Helena M, Jessica, Juliette, Olivia, Owen, Gennavive, Matthew, Helena H, Gillian, Phineas, Charlie, Isobel, Thalia and Shahil.*

- **Congratulations:**
  - Mary Lou Shapiro won this year's June Callwood Circle of Outstanding Volunteers Award.
  - Richard Brooks was recognized as one of Volunteer Toronto's Legacy Awards top Volunteers in the category of Lifetime Achievement for his service at Philip Aziz Centre for 24 years.
  - Philip, Gillian, Janet, Renee and Rohaan received awards at the Ontario Volunteer Service Awards in the '5 Years of Service' category.

Volunteer Hours	2017-2018	2018-2019	2019-2020	Change Over Previous YR	Change Over 3 YRS
PAC Community Program	36,135.50	36,489.80	37,585.10	+3%	+4%
Emily's House	12,159	13,118	11,289	-14%	-14%



**Testimonials from Community Program Volunteer:**

“It was such an honour and blessing to have shared the final year of a man’s life... a man who reminded me of the importance of having a spacious soul.” – Frank F.



**Testimonial from a New Volunteer:**

“I am relatively new to the hospice and it was lovely to have the opportunity to connect with other volunteers. What a smorgasbord of interesting and lovely people! I am looking forward to being a part of your community.”

– Karen



**Testimonial from Emily’s House Volunteer:**

“Working with “K” has been very meaningful, even at the quietest moments. I have felt that she has enjoyed having a companionable presence. I like to be needed and trusted. It’s really natural and easy, and it’s deeply fulfilling for me.” – Lisbeth

**Client Impact – supported by volunteers for 37,585.1 hours in the community through PAC, plus 11,289 hours at Emily’s House!**



# Additional Outcomes, Impacts and Milestones

## Tributes and Celebrations

### Emily Yeskoo Gained her Wings

Our beloved Emily, the namesake behind Emily's House, "gained her wings" September 24, 2019, peacefully at home in her mother's embrace, and we continue to support children and youth like her as part of her legacy. During her last two years of life, with bedside assistance from art and recreation therapists, Emily created 400 pieces of art to express her joy to the world. Emily's House CEO, Rauni Salminen, shared: ***"Emily was a young woman of determination, strength and faith. She communicated more with her silence than many do through words."*** (See full tribute article on our website). An important second chapter for Emily's House begins.



### Heather Shillinglaw: Our Mary Poppins

Special thanks to our "retired" Recreation Coordinator. Heather volunteered with the Philip Aziz Centre for 22 years, and was part of the original Emily's House staff team since we opened our doors in 2013. Her parting words were from Mary Poppins: ***"With every job, when it's complete, there is a sense of bitter-sweet."***



### Tanika's Organ Transplant Victory

Tanika was admitted to Emily's House for transitional care while waiting for a double-lung organ transplant, and a miracle. During her stay, she enjoyed a visit from a celebrity athlete, outings to a swimming pool, recreation, music and many joy-filled activities. We are happy to share that her surgery was successful.

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



FY19/20 was an exciting year of “**Heroes and Heartbeats for Hospice**”: sharing stories, celebrating champions, upgrading essential equipment, and funding special projects. A family foundation enabled construction of the **Emily's House Family Suite**, a non-medical space for client families. With thanks to **The Anglican Foundation of Canada, Catholic Charities** and a private donor, **Heartbeat Song Technology** was purchased for legacy song recording and production: memories families will treasure forever. A third project, **The Jeffrey Dawson Lifeline to Palliative Care Program**, included installation of a new **Nurse Call Communications System**. The Emily's House story was profiled in the media with thanks to: **TVO's The Agenda with Steve Paikin; Joan Sutton Straus; Toronto Life Magazine, St Joseph Media, and Ruth Muirhead**. This excitement added to the total “hero count” in our donor base.

FY19/20 ended with a \$126K deficit although compared to the previous year, total revenue increased by 10% or \$331K, which was largely a result of the increase of \$295K in donations (non-government funding). Expenses, however, increased by 11% or \$385K, with \$355K of the \$385K being essential program costs for client-care staffing levels for complex care needs. Also, \$71K was expended for much-needed upkeep of the Emily's House building and equipment as it now reaches the milestone of 7 years. (See Audited Financial Statement for details). At the time of writing this report, cash flow expectations were positive, confirmed revenue exceeded \$1 million, and the Development business plan targeted diverse revenue sources.



## Hockey for Grace / Charity Social, Apr 6-7, 2019

Baby Grace's parents, Amy Ross and Chris Manning, raised \$26,029 for the Grace Adventure Fund – for special experiences for Emily's House children and families.

## Toronto Hike for Hospice Partners, May 5, 2019

Community partners, volunteers, families, teams, sponsors and friends raised \$74,932 for Emily's House / PAC. Special thanks to top fundraiser Vicky Tsorlinis who spearheaded a year-round book sale campaign.

## Million Dollar Round Table (MDRT) Foundation, June 19, 2019



MDRT Member, James Burton of PPI Financial Group, presented the \$5,000USD grant cheque, representing the application sponsor, MDRT Member, Jeffrey Dawson, of Jeffrey Dawson Insurance Agencies Limited.



## Malvern Christian Assembly, Spring Mission Conference, Apr 28, 2019

A warm welcome, volunteer interest, prayers, and a conference raised \$5,000 for hospice care.

## Riverdale Bootcamp, Summer 2019

Enea Perego and his trainees donated \$1,060. The rigorous outdoor training is good for the Emily's House heart muscle.

## Scarborough Toyota, July 20, 2019

For a second year, Scarborough Toyota donated \$20,000 through fun customer appreciation events.



## Healing Cycle Ride for Palliative Care in Ontario, Sept 15, 2019

Waterproof cyclists – Mike, Peter, Rauni, Amy and Hernando – cycled 160 km to raise \$4,922!



### Lillian Meighen and Don Wright Foundation, Annual

Priscilla Wright and Larry Murray joined in a song. Wright wrote: ***“What a thrill to see that music therapy session in action, with the kids absolutely rapt in the music! It was special seeing all the wonderful things happening.”*** The family foundation has provided leadership funding since 2015.

### Applied System Technologies Golf Tournament, Sept 2019

The annual employee / supplier golf tournament and raffle raised a “cool” \$5,882.



### Jean-Jacques Team, Royal LePage Terrequity Realty, Sept 19, 2019

Obed Jean-Jacques and his agents donated \$5,000 and their hearts to hospice.

### Buttcon Annual Golf Tournament Oct 2019

Employees and vendors golfed to raise \$10,750: a tradition that started the year Emily’s House opened.

### 100 Women Who Care East Toronto, Nov 2019

Women donated \$100 each, in response to members Charlotte McCloskey and Wendy Gray’s pitch.

### FaithWorks, The Anglican Diocese of Toronto, Nov 7-9, 2019

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

### Emily Yeskoo Tributes, Nov 2019

Our beloved Emily’s legacy lives forever. Memorial tributes raised over \$18,000, and continue.

### Fluidigm Canada, Dec 10, 2019

Thanks to Emily’s House parent, Michael Cohen, and to Janice Colis-Lazzaro, who helped organize a team. Michael wrote: ***“So happy we were able to help in this year, and honour Ethan too!”***



### Richard Hall / Desjardins Insurance, Dec 11, 2019

Richard Hall presented a \$4,000 cheque as part of the Desjardins GoodSpark Community Grants Program.



### Frank Leo & Associates, Dec 12, 2019

Agents, family and friends contributed sled-loads of fun! The team hand-delivered four vehicles of toys for our client family holiday party, and for the free “pop up” store for our community hospice clients.

### Spectrum Realty Services Inc., Dec 12, 2019

As well as fun toys, our longest-running sponsor of Ava’s Fund Gift Drive donated gift cards for our client families who welcome extra respite during the holidays.

### Healing Cycle, Dec 18, 2019

Jacquie McDougall presented the cheque for funds raised by our Team Emily / PAC Healing Cycle Team.

### OPP Officer Daryl McColl, Dec 19, 2019

Daryl drove a truck-full of toys and gifts from Campbellford ... plus fan support and media coverage!

### Antonio’s Family, Dec 24, 2019

Thank you to Santa’s helpers who delivered gifts to Emily’s House on Christmas Eve.



### Care for Kids (Toronto), Dec 2019

Sonny Goldstein and Michelle Goldstein Zaldin are among the earliest champions of paediatric hospice in Ontario. Their \$18,000 gift helped us exceed the target of our year-end matching gift campaign.





## 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, 2019 to March 31, 2020. Every effort has been made to ensure the accuracy of this list, but please let us know if you have any questions or concerns.

Agnico Eagle Mines Limited  
 Anglican Diocese of Toronto  
 Anglican Foundation of Canada  
 Applied Systems Technologies Inc.  
 Val & Dave Ashfield  
 Balsam Foundation  
 Mitchell & Kathryn Baran  
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 BBDO Toronto  
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 Hockey for Grace - Chris Manning  
 and Amy Ross  
 Ann Humphreys  
 Heather Hyland  
 iA Financial Group  
 Infor Financial  
 Keith & Noreen Jacka  
 Jean-Jacques Team  
 Kids Up Front  
 Kinross Gold Corporation  
 Maggie Kong, Estate of  
 KPMG  
 Jennifer Kroezen  
 Griffin LeNoir  
 Lipton LLP  
 Liuna, Local 183

Dennis Loughead  
 Nona Macdonald Heaslip  
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 Philip Smith Foundation  
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 Summerhill Market - Christy &  
 Brad McMullen  
 Randy Sutton  
 Cindy Sweet  
 Diane Taylor  
 TD Securities  
 Terrequery Children's Foundation,  
 Jean-Jacques Team  
 Kristine Thompson  
 Toronto East Rotary  
 Toronto Real Estate Board (TREB)  
 Tri-Con Concrete  
 Tripp/Smith Family Foundation  
 Vicky Tzorlinis  
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 Victoria Lodge 56  
 Barbara Walkden  
 Walker Wood Foundation  
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 Martin Wolf  
 Connie Wong  
 Lindsey & Paul Yeskoo

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

To provide additional context to the Statement of Earnings for FY19/20 on the following page, this executive summary of the Emily's House and PAC Operating Revenue provides a high-level breakdown of revenue and expenses per operating fund; as well as non-government and government funding sources.

<b>OPERATIONS BY FUND</b>	<b>EMILY'S HOUSE</b>	<b>PAC COMMUNITY</b>	<b>GLOBAL FY 2019 - 2020</b>
<b>REVENUE</b>			
Non-Government Funding	\$ 1,219,979	\$ 231,410	\$ 1,451,389
Government Funding	1,734,553	543,353	2,277,906
	<b>\$ 2,954,532</b>	<b>\$ 774,763</b>	<b>\$ 3,729,295</b>
<b>EXPENSES</b>	<b>2,967,694</b>	<b>887,650</b>	<b>3,855,344</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>(\$13,162)</b>	<b>(\$112,887)</b>	<b>(\$126,049)</b>

Continued on next page.

**Michael and Carol Mueller Family Foundation**

This year-end Matching Gift Challenge helped generate \$55,000+ in donations, multiplying the impact of hundreds of gifts!



**Ava's Christmas Fund, Jan 2020**

Ava's parents, Dom and Christina Ciuffetta, mobilized generosity, from: bakeries, real estate agents, bracelet makers, hair stylists, small companies, schools, friends, volunteers, and new friends. Christina, wrote: ***"Thank you all for helping us build Ava's legacy, and supporting all we do for Emily's House!"***

**Ontario REALTORS Care® Foundation & Toronto Real Estate Board (TREB), Jan 28, 2020**

Thank you to the Ontario REALTORS Care® Foundation for grant funding. A record number of shelter-related charities were endorsed by TREB in 2019, and our Emily's House application proved successful.



**Mount Pleasant Group, Employee Pancake Breakfast, Feb 25, 2020**

A pancake breakfast with Emily's House updates kicked-off annual employee fundraising for Hike for Hospice. This Community Partner, also hosts of our winter memorial. Mount Pleasant's Kurl Williams explained: ***"If I can do my small part in helping the families who are going through so much, it's the least I can do to hopefully make their journey just a little bit easier."***

<b>Development</b>	<b>2017-2018</b>	<b>2018-2019</b>	<b>2019-2020</b>	<b>Change Over Previous YR</b>	<b>Change Over 3 YRS</b>
Non-Government - Operating, Capital and Deferred Revenue Raised	1,642,559	1,261,647	1,399,741	+11%	-15%

Note: in 2017, a fundraising Gala and a bequest gift were responsible for comparatively high revenue year.

# Statement of Earnings

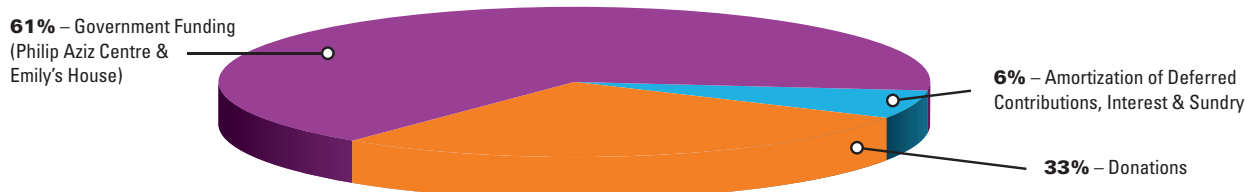
For the year ended March 31, 2020, with comparative information for 2019



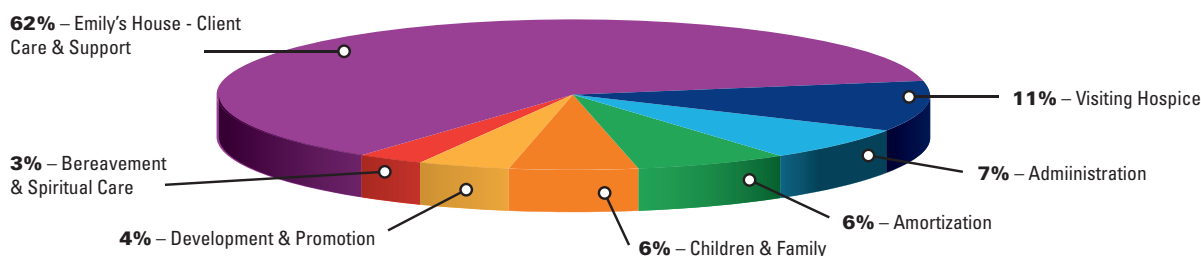
	FY 2019-2020	FY 2018-2019
<b>REVENUE</b>		
Donations and Fundraising	\$ 1,234,015	\$ 939,121
Government Funding	2,277,906	2,243,049
Amortization of Deferred Contributions	198,212	194,707
Interest and Sundry	19,162	21,818
	<b>\$ 3,729,295</b>	<b>\$ 3,398,695</b>
<b>EXPENSES</b>		
Emily's House - Client Care & Support (*)	\$ 2,405,232	\$ 2,156,680
Children and Family	228,344	200,270
Visiting Hospice	432,788	373,263
Bereavement and Spiritual Care	117,929	98,677
Development and Promotion	162,254	148,596
Administration	273,379	251,997
Amortization	235,418	240,827
	<b>\$ 3,855,344</b>	<b>\$ 3,470,310</b>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<b>(\$126,049)</b>	<b>(\$71,614)</b>
<b>ALLOCATED AS FOLLOWS</b>		
General Fund	(112,887)	(18,825)
Emily's House Operating Fund	(13,162)	(52,789)
	<b>(\$126,049)</b>	<b>(\$71,614)</b>
<b>FUND BALANCES</b>		
General Fund	\$ 21,177	\$ 134,064
Emily's House Operating Fund	149,107	162,269
	<b>\$ 170,284</b>	<b>\$ 296,333</b>

\* 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, 2020 is also available at: <http://www.philipazizcentre.ca/financial-statements/>. For additional context on Financials, please see Development on page 14.

**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, 2020 - 2021

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, 2020 - 2021

Bruno Geremia  
 Marlene Geremia  
 Amy Manning  
 Christina Ciuffetta  
 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 Practitioner*  
 Donna Cadeau, *Administration/Reception*  
 Rose Caruso, *Administration/Reception*  
 Sarah Cheung, *Music Therapist*  
 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*  
 Sunni Rochelle, *Coordinator of Volunteer Programs  
 and Administration*  
 Allan Shillinglaw, *Maintenance*  
 Lena Soje, *Social Worker*  
 Amanda Taylor, *Case Manager, PAC*  
 Erik van de Ven, *Recreation and Legacy Program Support*  
 Ellen Weir, *Fundraising Data Coordinator*  
 Hannah Whaley, *Child Life Specialist/Coordinator of  
 Recreation and Therapeutic Programs*  
 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*  
 Patty Malloy, *Director of Clinical Programs  
 (interim)*  
 Sarah Van Meer, *Client Care  
 Resource Nurse*  
 Jahra Akazawa-Eguchi, *RN*  
 Tabitha Arnold, *RN*  
 Anesia Baylan, *RN*  
 Jenna O'Reilly, *RN*  
 Nolana Ritskes, *RN*  
 Emily Skoutarou, *RN*  
 Carolyn Wilson, *RN*  
 Tori Bathurst, *RPN*  
 Inge Boerma, *RPN*  
 Lisa Brugger, *RPN*  
 Tionna Kinglocke-Christian, *RPN*  
 Brianna Klauck, *RPN Dio Torne,  
 RPN Angelica Valencia, RPN*  
 Nicole Albay, *PSW*  
 Catherine Benson, *PSW*  
 Chantelle Browne, *PSW*  
 Ali Daschko, *PSW*  
 Justine Kaddu Ndibalwanya, *PSW*  
 Elizabeth Kagabe, *PSW*  
 Nancy Puig, *PSW*  
 Sarah Robbins, *PSW*  
 Emily Rong, *PSW*

**Philip Aziz Centre for Hospice Care**  
 558 Gerrard Street EAST  
 Toronto, Ontario M4M 1X8

**Emily's House, an operating division  
 of the Philip Aziz Centre**  
 45 Jack Layton Way  
 Toronto, Ontario M4M 0B7

**Facebook:** [www.facebook.com/PhilipAzizCentre](http://www.facebook.com/PhilipAzizCentre)  
**Twitter:** @PACHospice\_care  
**Instagram:** Emilyshousetoronto

**VOICE:** 416.363.9196 • **FAX:** 416.363.6983 • **EMAIL:** [info@philipazizcentre.ca](mailto:info@philipazizcentre.ca)

[www.philipazizcentre.ca](http://www.philipazizcentre.ca) or <http://www.emilyshouse.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](mailto:info@philipazizcentre.ca)



emily's house  
 a special place for kids



philip aziz centre  
 Visiting Hospice

