Philip Aziz Centre is a community based non-profit hospice providing respite, practical, physical, emotional and spiritual support for people living with life-limiting illnesses.

Staff and volunteers strive to deliver, with excellence, compassionate and skilled care that is always respectful of people's beliefs, choices, faith and culture and promotes dignity, hope and life lived fully to the end.

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Client Services Coordinator

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| Client Services Coordinator

Amanda Maragos

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- Canadian Hospice and Palliative Care Association (Canadian Pediatric Residential Hospice Network)
- Hospice Palliative Care Ontario
- Professional Administrators of Volunteer Resources, Ontario
- Ontario Community Support Association
- Toronto Central Palliative Care Network
- Toronto HIV Network
- Volunteer/Bénévoles
- Volunteer Toronto



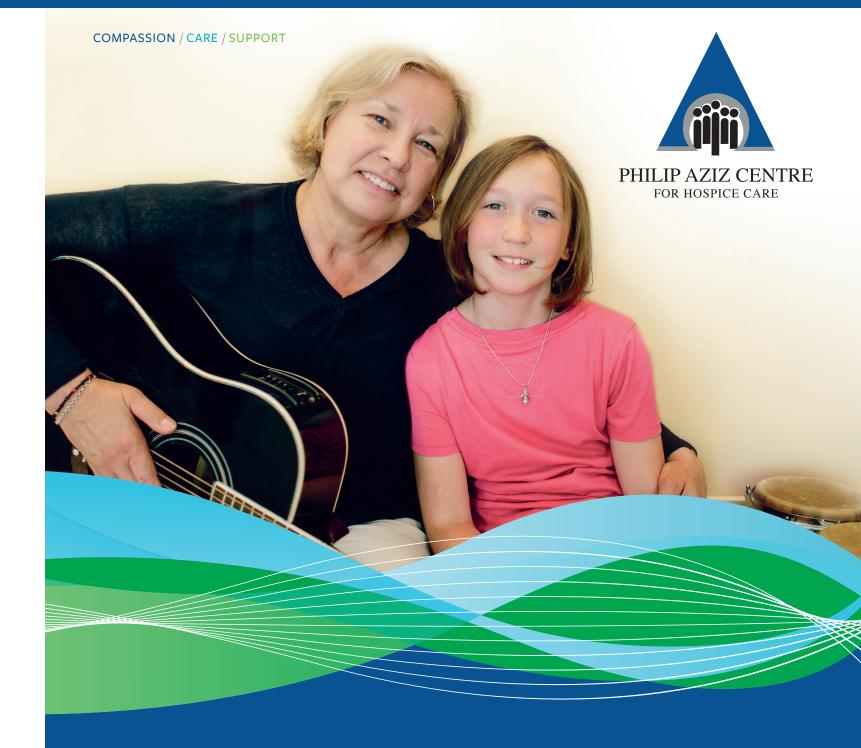
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www.philipazizcentre.ca

CHARITABLE REGISTRATION # BN 89422 8063 RR 0001





Annual Report

Providing respite, practical, emotional, spiritual and bereavement support to people living with life-limiting illnesses in the comfort of their own home.

Chair of the Board and Executive Director's Report

This past year has been one of elated anticipation, and growth as we welcomed the unveiling of a long awaited vision, an expansion of our community hospice programs to children and families...Emily's House!

We identified a need, and together, with 7 years of persistence and hard work, we met that need. With the grand opening of Emily's House in June 2013, that dream is fulfilled! As we reflect back on our small beginnings 19 years ago, we cannot help but be astonished and grateful for the rippling effects of kindness. One act of kindness expressed through a community church in Toronto towards a man named Philip Aziz who was isolated with his illness, and dying, led to establishing our community hospice programs. To express his gratitude for the support he received he bequeathed his estate to this community with the request that they begin an organization that would help others such as himself, struggling beneath the burden of serious illness...thus the beginning of Philip Aziz Centre for Hospice Care (PAC).

At the foundation of hospice is the hope that no one (patient nor family) needs to navigate through serious illness alone, and that whenever possible given the voice to choose where they want to be cared for. Along with pain and symptom management, and attending to emotional and spiritual needs, caregiver relief is essential. We firmly believe that when a client and their loved ones are facing the challenges of a life limiting illness, a process that is difficult and stressful, hospice needs to step in to ensure quality and timely access to supports for all members of the family. That was Philip's desire, and continues to be our focus for PAC. Our model of care incorporates the compassion and skills of a diverse group of volunteers and staff, working in cooperation with the client, family, friends and health care professionals.

And now, we grow again, on to this amazing new endeavour. Emily's House is a labour of love expanding on the excellent work and reputation we have gained in the community through the delivery of our hospice programs. The hope for this house began when we saw the diverse and complicated needs of families and children we supported through our community programs, recognizing that our volunteer support was not enough. This revelation led us to conduct research, engage pediatric experts, and reach out to the community and families themselves. We identified the need, and together found the solution. A place between home and hospital. Emily's House stands as a 10 bed hospice. It is named in honor of one of our courageous young clients, and will heighten the quality of life through the provision of comprehensive, integrated respite and palliative care in a home like, child friendly, professional setting. We can now better serve the growing need for pediatric palliative and respite care across Ontario.

Community engagement, exploring partnership opportunities and meeting needs where they are greatest continues to be part of our strategic development and program evaluation. We have solidified our partnership with SickKids Advanced Care team, who will be part of the clinical team of Emily's House.

We have hired nursing staff and personal support workers from the 250 applications we received. Clinical training curriculum was prepared in partnership with Holland Bloorview and SickKids Hospital. For both Emily's House and PAC we continue to engage with pediatric care providers and institutions, adult palliative care providers, community hospices, palliative care interest and working groups and the national pediatric hospices working group.

We have strengthened our Board by bringing on a family physician, and others who give us exposure and influence in the community. We have created an Advisory Board that helps us reach out to those in our community who can help us to ensure we stay strong financially and grow into the future. We continually add depth to our governance practices, and as a result PAC and Emily's House continues to be committed, transparent and accountable to our stakeholders, and on schedule in meeting Local Health Integration Network and Ministry of Health performance expectations.

Thanks to our hardworking fundraising team, we reached 81 percent of our capital goal of 7.5 million by the end of our fiscal year. A video telling the story of Emily's House was created for our capital campaign, and is available for viewing on our website, along with a PSA video that was aired on several television stations, thanks to the creativity of Perry Mark.

Our vision for PAC and Emily's House continues to be to provide excellent, timely, compassionate support and care when there is no cure. Dr. Adam Rapaport's (SickKids Advanced Care Physician) quote on Emily's House video best captures this...

"We can't add days to someone's life, but we can add life to their days".

We are grateful for the support, dedication and tenacity of staff, Board of Directors, Business Committee, partners, Hospice Palliative Care Ontario, SickKids Hospital, volunteers, donors, sponsors, churches, foundations, service clubs (Rotary East and The Rotary Club of Toronto), Toronto Central Local Health Integration Network and Ministry of Health who have invested time, money, skills, prayers, and perpetual energy to ensure that no one journeys alone and hospice care is always available. Together we have made the PAC vision a reality, and expanded it to Emily's House; and now together we will continue to ensure that children, families and adults have access to all the supports they need in the community or residential setting. We want to ensure that this difficult time in their lives is more meaningful and manageable.









Gretchen Van Riesen
| Chair of Board

A Tribute to Barrie Sprawson

Barrie Sprawson was a dear friend and passionate supporter of the Philip Aziz Centre. Barrie passed away in September 2012 after a short illness and his death has been a great loss to all. Barrie brought so much to PAC ...wisdom, connections, passion and faith. Before joining the Board in 2005, he led the Board in a strategic planning session resulting in the decision to support the vision to build the first children's hospice in Toronto. Shortly after that, he joined the Board of PAC and became a passionate champion of PAC's community hospice services and what would come to be known as Emily's House. Barrie made a number of important connections for PAC – on the Board, in the community, in the not-for-profit sector and on Bay Street.

One of Barrie's special gifts was his faith in the face of adversity. When we had significant financial challenges in the early days at PAC, Barrie had faith. In the face of insurmountable odds, of impossible tasks, of having nothing to go on but faith... we had Barrie. That legacy of all Barrie has given PAC gives us courage and hope for the future. He is deeply missed, but never forgotten.

2 3

Client Services Program

"Our PAC volunteer won my husband's heart and my husband lit up every time our volunteer came around. My husband looked forward to seeing him every Saturday; he fed him, read to him, did exercises with him and generally, just kept him happy. Our volunteer was the best... he was always there for him, a committed and loving volunteer. We thank you." | From a deceased client's spouse

Philip Aziz Centre staff and volunteers are committed to ensuring our clients, their families and caregivers have access to the right services at the right time and in the right place. Our Hospice services are centered on the expressed needs of the individual and their loved ones and are delivered in cooperation with the healthcare professionals and support services agencies involved in care. Our volunteers are the foundation of our "in home visiting hospice" programs and are compassionate and skilled in the provision of hospice care and committed to respecting confidentiality, beliefs, choices faith and culture. Volunteers are thoughtfully and carefully matched with their client and supported throughout the duration of their assignment.

"Hospice treats the person, not the disease; focuses on the family, not the individual; and emphasizes the quality of life, not duration; it neither hastens nor postpones death, but rather it affirms life, emphasizes dignity and enhances the quality of the remainder of a person's life."

| MaryBeth McGeehan, AseraCare Executive Director.

It has been our privilege over the past year to offer hospice services to:

- 325 clients and their families*
- 25 grief and bereavement clients
- 84 children supported through children's hospice programs

*An accepted standard estimate for people being cared for by hospice services is: for every 1 client, 5 others in their circle have been touched, so 325 clients x 5 = 1,625. Therefore PAC services have supported 1,625 people.

We have supported 84 children, some palliative themselves; others are the sibling or child or grandchild of someone who is palliative. We have supported these children through our camp, recreation and after school programs, music therapy, spiritual and bereavement care services, and through our dedicated children's volunteers.

Client Services Department was very pleased to welcome Kristen Thompson to the team. Growing demand for outreach and new focus on children in the community and required participation on various community committees, has increased the workload in this department. She came to us with a strong background in Social Services and many years of experience. Kristen has quickly endeared herself to staff and clients alike.

Client Services continues to be involved in outreach and community awareness and education, and this past year specifically focused on hospitals, both pediatric and adult, as well as community health care organizations.

Other activities in this department included weekly community client rounds – now hosted at PAC office; continued involvement in CNAP (community navigation and access program for seniors); RM&R (resource matching and referral's project); IAR tables (integrated assessment records project).

Once again PAC had the opportunity to offer a 3rd year nursing student a community field placement experience. Ryerson University has been trusting their students to engage in a meaningful learning experience at PAC for the past 7 years. Patricia Yu Howatt was a great asset as she helped us create the clinical part of our website for Emily's House, taught our volunteers during training and also volunteered with adults and children in the community. We value mentoring the next generation of hospice/palliative care providers.

MUSIC THERAPY

Hospice care is holistic care, approaching the whole person. Music therapy is the use of music to promote, maintain and restore psychological, physical, emotional and spiritual health. Music has non-verbal, creative, structural and emotional qualities. These are used in the therapeutic relationships to facilitate contact, interaction, self-awareness, learning, self-expression, communication, and personal development." (Canadian Association for Music Therapy) Music therapy was accessed by 19 clients, ages ranging from 1 to 80.

Music therapy goals included: pain management, decreasing anxiety, emotional expression, reminiscence, sensory stimulation, legacy work and positive experience. Music therapy goals were achieved through various activities such as: music listening, storytelling, instrument playing, song writing, singing, recording songs.

Two music therapy drumming circles were organized for PAC volunteers, providing them with an opportunity to connect with one another. These 2 hour long sessions consisted of learning basic drumming techniques and improvisational group drumming. This exercise led to sharing of issues that had arisen in their contact with clients and offered a supportive discussion.

Volunteer training and clinical staff training included presentations on the role of Music Therapy in Palliative care.

Music therapy sessions are offered to all our clients and their loved ones. Our Music Therapy Program is an important part of our interdisciplinary approach to holistic hospice care. Music brings with it another facet to the whole person care that is needed in order to offer the most comfort to the terminally ill.

"Philip Aziz Centre helps me in so many ways. I have a music therapist who visits me once a week. I love music because it distracts me from the severe pain I fight each day." | 11 year old client

CAMP TESTIMONIALS

"I have found that having my son attend camp gives me time to catch up on my work, be more relaxed and thus be a better parent. I am truly grateful for the opportunity you afford my son as he would otherwise miss out on what has become one of the top highlights of his summer vacation. Him and I always look forward to camp-time with great anticipation!"

HIV Spiritual Care client

"The overnight camp was awesome. We learned how to sail and how to make fire using wood or stones. We met many new friends and had a great time. Thank you and your organization for helping our Dad enable us to go to camp."

| Thank you from a child



4

Client Services Program continued...

Spiritual Care & Bereavement Program

Our professional chaplaincy staff offers specialized spiritual care and bereavement support services to all our clients and their loved ones who request it. Spiritual care includes: personal counselling, both in crisis and an ongoing basis according to need; spiritual care for family, significant others or primary caregivers, including anticipatory grief, bereavement counselling; assistance with arrangements and officiating of funeral services; men's and women's support group meetings; Annual Spiritual Wellness Retreat available to all HIV/AIDS clients (offers a time away from the daily routine, to reflect, meditate and share with peers).

"This retreat was well organized. I really enjoyed the services and the food was just right. Most of all was the rooms, they were very clean and comfortable, it also made me feel respected. Thank you so much for your hard work and everything you've done in the community." | HIV positive mom

With the development of Emily's House, new specialized pediatric training curriculums in spiritual and bereavement care were developed and presented to both our volunteers, and our existing and new nursing staff. With the addition of Emily's House, we expect a marked increase in client care in these areas in 2013. Therefore, with the expected challenges and increased client care needs Jonathan Turtle who had been interning with us for 1 year from University of Toronto in our Chaplaincy department was hired part time after graduating with his Masters of Divinity degree this May, 2012. Rev. Vicky Burke and Jonathan Turtle will continue to serve the needs of Philip Aziz Centre (PAC) and Emily's House (EH) with compassionate care and credibility.

PAC continues to provide a safe and trusted place where clients, their families and friends have the opportunity to access spiritual support that assists them in the process of dealing and coping with the prognosis of evidential death and bereavement. Spiritual care is an important aspect of the holistic approach to hospice care, and over 50% of PAC clients continue to access this service.

"PAC was introduced to me at a very difficult time in my life. Illness is strenuous on any level but we need to care for ourselves as well. PAC helped me connect with my faith again, thus reinforcing my ability to handle my life as it is now. This has given me back the face to hope for a full recuperation | HIV Spiritual Care client

Volunteer Program

2012-2013 has been the most amazing to date for volunteer training activity, gearing up for our Emily's House opening and the expected spike in community needs.

We have completed 3 Core trainings & 3 children's training programmes with attendance increasing each time! Volunteers have been present at fundraising events, helped in the office, and participated in tasks such as landscaping the grounds at Emily's House to helping with training. Whatever the need, someone has always answered the call – and for this we are so grateful. PAC volunteers are wonderful!

NOTABLE HIGHLIGHTS

- 80 new volunteers in our Core Training program
- Over 70 volunteers attended our Annual Summer Volunteer Appreciation BBQ
- Over 100 volunteers attended our annual Volunteer Christmas Party
- 50 volunteers took part in Hike for Hospice
- 88 new volunteers in our Children's Hospice training program

Honorable mention goes to our Youth Advisory Council (kids 10-17 years old) for doing an amazing fund raising event that brought in \$1,888.00 in 4 hours.

PAC volunteer Taylor Peat is this year's recipient for the June Callwood Outstanding Achievement Award for Volunteerism.

The volunteer department has also continued to network with volunteer associations, churches, various community service clubs, along with completing a wonderful outreach video (featuring our volunteers as the stars!) in order to reach many communities in Toronto.





June Callwood Circle of Outstanding Volunteers Award 2013

Taylor Peat has volunteered with PAC since June 2009. Taylor is a Civil Engineer graduate from Queen's University and is employed as a Structural Designer at Halcro Yolles.

In his 3.5 years with PAC, Taylor has been faithful in providing compassionate care to the people he has served. His gentle humor and acts of kindness have endeared him to all.

Taylor is always ready to pitch in and help in other volunteer requests as well. We are so proud to have volunteers like Taylor.

UPDATE FROM EMILY'S HOUSE

This year the volunteer department went into full swing, recruiting and training volunteers who specialize in providing children's hospice care to our precious little clients and their families. Not only did we see new and wonderful people share their skills and time, we saw seasoned PAC volunteers join the children's program for the first time in anticipation of serving at Emily's House. Thanks to the broad range of talents, experience and dedication that our people hold (revealed from our Emily's House Volunteer Survey that went out in fall 2012, interviews and trainings), creating the Volunteer Program at Emily's House has been a thrill to work on! We fined tuned the programs to match the goals of our volunteers so that our clients will continue to receive the BEST care we can provide. In preparation for the opening of Emily's House there were many hours dedicated to research; pouring over the hospice residential standards, speaking with our friends at Roger's House, networking with Ontario's hospice and palliative care community and making sure we offer the most effective programming by staying current and up-to-date on resources and new strategies in children's hospice care.

Notably this year, our children's training featured special speakers; Lori Ives Baines (Manager of Bereavement Care unit for 20 years from Sick Kids Hospital), Liana Lowenstein (who taught us about The Use of Play Therapy in Treating Bereaved Children) and Cheryl Bernknopf (a paediatric nurse with over 30 years of experience in Ethical Issues in working with Children). And of course we PLAYED a lot! This year we trained 88 new Children's Hospice Care volunteers.

6

Resource Development Program

Our department's mission is simple—to generate the necessary funds and awareness to support families and children, who rely on our many hospice programs. This year we asked you for more support due to the building of Emily's House Children's Hospice (capital campaign and operating programs). We are so grateful to each and every one of you for your support.

Special Events



THE PHILIP AZIZ CENTRE CHARITY GOLF TOURNAMENT

The Youth Advisory Council (YAC) has organized and hosted this golf tournament for 5 years. This year was the Council's last year since these members graduated to post secondary education. Special thanks to all the YAC members for their support and enthusiasm, we wish them continued success in all future endeavors.

Thanks to our major sponsors: Snap-On Tools of Canada Ltd., Royal Mechanical Inc. and Buttcon Ltd. It was a great day of fun, prizes, contests, food and laughs.

HIKE FOR HOSPICE

The Toronto Hospice group annually holds this event at Riverdale Park West, to celebrate National Palliative Care Week. Over 50 PAC volunteers raised funds for our families and children's program while enjoying a 2km or 5km hike, BBQ lunch, music and various children's activities. Special thanks to our major sponsor, Snap-on Tools for their continued support of this event and thanks to all participants and volunteers.

ROCK THE HOUSE

This is the 2nd year for this event, a fun evening of live music performed by the band called Side 3. Their music is always guaranteed to get everyone up dancing. A special thank you goes to Gerry Throop and the band members for donating their time to raise funds for Emily's House.

CELTIC SHORES CARLOS NUNEZ AND THE BAND CONCERT

Nunez is the master of Galician bagpipes, he has sold over a million albums and on this night funds were raised for Emily's House, while on his first North American tour. This concert also highlighted the local Toronto talents of Eleanor McCain and Sahra Featherstone. Special thanks to our title sponsor BMO Financial Group and to Michael and Rosa Remenyi for hosting the post reception.



THIRD-PARTY FUNDRAISING EVENTS ARE PLANNED BY INDIVIDUALS, BUSINESSES AND COMMUNITY GROUPS WHO HAVE A PERSONAL CONNECTION TO PAC AND ARE RAISING AWARENESS AND SUPPORT FOR OUR PROGRAMS THROUGH VARIOUS EVENTS THROUGHOUT THE YEAR.

RIVERSIDE BIA STREET FESTIVAL

Through Nancy Grenier and Natasha Varjacic, PAC was invited to be the recipient of funds raised at the annual Real Estate Homeward Brokerage Charity BarBQ. It was also a great opportunity to raise awareness for potential volunteers within our Emily's House neighborhood.



THE HEALING CYCLE RIDE

All hospice palliative care organizations are invited to raise funds through this annual cycle ride by entering teams—100% of the funds raised by each team goes back directly to their charity.

PAC was proud to have our Executive Director, Rauni Salminen, receive the top individual fundraiser award.

POKER TOURNAMENT NIGHT

This evening brought over 500 people to Le Parc Banquet Hall to participate in a fun evening of poker, food and prizes with proceeds going to Emily's House. A special thank you goes to the Co-Chairs of Peter DiGaetano and Sam Costa, along with their many committee members who worked so hard securing all the donations and table sponsors.

THE AMANDA MARASCIO CIRCLE OF HOPE

Emily's House project was proud to be the recipient of this eighth annual Amanda Marascio Circle of Hope Fundraising dinner, dance and auction. Many thanks to Ralph Marascio, Terry O'Leary and Joe Marascio for choosing Emily's House for the 2nd year and for all their hard work and support to make this evening so successful and so much fun.

GAIL VAZ-OXLADE BOOK LAUNCH EVENT

Over 350 people attended Gail's seminar to discuss personal financial issues. This evening was the official launch of her new book called "MONEY RULES – Rule your money or your money will rule you". Gail is a wonderful, compelling speaker and we thank her for choosing Emily's House as the charity recipient for this evening.

YOUTH ADVISORY COUNCIL (YAC)

This year saw the development of a new YAC group, boys and girls aged 10 to 17 years old who live in the downtown Toronto area. They hosted "YAC's Heart for Hospice Event" raising funds for their team who participated in Hike for Hospice. This event included live urban dancers who taught lessons, music, a bake sale, silent auction, and book sale. Our youth are committed and passionate and we look forward to their involvement in other events and outreach efforts.

EMILY'S HOUSE CURLING BONSPIEL

Special thanks to Ann and George Gerrits at Silver Birch Contracting Ltd. for sponsoring and organizing this annual event at the King Curling Club. This bonspiel always sells out and brings out both veteran and rookie curlers to have a great time together while raising funds for Emily's House.

SPECIAL MENTION: INTERNATIONAL ROTARY PRESIDENT, MR. TANAKA, VISITS PHILIP AZIZ CENTRE

To celebrate the 100th anniversary of The Rotary Club of Toronto in servicing local and international communities, Mr. Tanaka came to Toronto from Japan to be a part of this milestone celebration.



honored to be one of the charity recipients for a VIP visit from Mr. Tanaka and other TRC executives to talk about The Rotary Club of Toronto Centennial Award of \$100,000 given to the Philip Aziz Centre for our Innovative Program "The Rotary Club of Toronto Emily's House Perinatal Program".

Philip Aziz Centre was





To Our Donors

To All Our Special Friends...

A special thank you to all our valued donors who have made it possible for us to support close to 700 adults, children, siblings and partners through current hospice programs and more through our future programs at Emily's House Children's Hospice. We recognize there are many more worthy charitable organizations that ask for your help. Please know how honored we are that you choose to support Philip Aziz Centre. We couldn't accomplish all that we do without your help.

We gratefully acknowledge all the generous financial support we have received through the Toronto Central Local Health Integration Network (TCLHIN), Ministry of Health, foundations, corporations, churches, service clubs, individuals and community partnerships. We are truly grateful for everyone's interest and support.

Due to space restrictions, we have listed donations \$1,000 and above from April 1, 2012 to March 31, 2013. Every effort has been made to ensure the accuracy of this list, but please let us know if you have any questions or concerns.

OUR \$1000 AND ABOVE DONORS

(2) Anonymous donors

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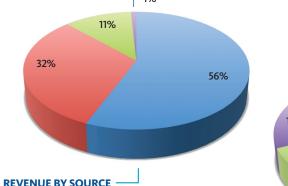
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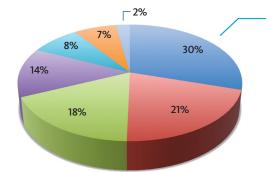
Statement of Earnings

PHILIP AZIZ CENTRE

For the year ended March 31, 2013

	FY 2012-2013	FY 2011-2012
REVENUE		
Donations	\$771,236	\$620,800
Government Funding	432,611	232,611
Restricted–Emily's House Operating Fund	155,615	120,000
Amortization of Deferred Contributions	12,800	11,403
Interest and Sundry	_	8,215
	\$1,372,262	\$993,029
EXPENSES		
Emily's House	\$362,505	\$380,297
Children and Family	251,155	208,577
Visiting Hospice	218,505	150,593
Bereavement and Spiritual Care	166,995	116,749
Administration	101,435	72,722
Development and Promotion	88,682	60,045
Amortization	29,219	17,037
TOTAL EXPENSES	\$1,218,496	\$1,006,020
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	\$153,766	(\$12,991)
ALLOCATED AS FOLLOWS		
General Fund	\$153,094	\$25,936
Emily's House Operating Fund	672	(38,927)
	(\$153,766)	(\$12,991)
FUND BALANCES		
General Fund	\$255,227	\$102,133
Emily's House Operating Fund	77,098	76,426
	\$332,325	\$178,559





EXPENSES BY PROGRAM

- Emily's House
- Children and Family
- Visiting Hospice
- Bereavement & Spiritual Care

11

- Administration
- Development & Promotion
 - Amortization

This is a condensed version of the audited financial statements by Norton McMullen & Co. which are available upon request.

• Donations

Government Funding

Restricted – Emily's House Operating Fund

Amortization of Deferred Contributions

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