



Philip Aziz Centre / Emily's House

# Annual Report 2017-2018

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

First and foremost, we want to thank the families who have entrusted us in caring for their children. As our care is always family-centred, parents are key in helping us understand their child's needs, as we come alongside, attend to medical supports, and ensure they have the space to just be parents. Secondly, "thank you" to all our PAC adults, children and families who have graciously invited us into their homes to deliver client care and caregiver support at the most difficult time. And finally, it is with sincere gratitude, that we applaud our team of professional staff, volunteers, donors and collaborative partners who, together, have worked relentlessly to ensure a successful year of service delivery and financial sustainability. Our continued growth is a testament to the excellent reputation you have helped to establish in the delivery of hospice services, both through Emily's House and PAC.

### Highlights from this past year include:

- › Development of three videos in partnership with SickKids, highlighting programs, staff and family experiences at Emily's House. These videos are the outcome of parent caregivers and professional care providers focus groups, intended to introduce families and their care partners to the programs offered at Emily's House.
- › Emily's House received funding from the Ministry of Health to work in partnership with SickKids, Sinai Health System and Toronto Central LHIN to design and implement a regional perinatal hospice program. This pilot program's objective is to formalize a seamless, well co-ordinated pathways of care that will ensure equitable and timely access to perinatal hospice supports.



- › Emily’s House and PAC were involved in creating meaningful metrics that have been rolled out across the province to aggregate data in support of the impact, system efficiencies and positive patient experience in both residential and visiting hospice programs.
- › Accreditation achieved for Emily’s House. HPCO (Hospice Palliative Care Ontario) accreditation assures the delivery of consistent, high-quality palliative care among accredited programs and services throughout the province. It signifies that an organization is in compliance with industry standards and has been recognized by HPCO based on rigorous review of overall performance.
- › Ongoing collective hospice leadership meetings with MPP’s at Queens Park have secured all-party support of palliative care in our province.
- › Philip Aziz Centre received a \$135,000 (pro-rated) increase in base funding. This is part of the Ministry’s commitment to expanding visiting hospice services in Ontario.
- › Philip Aziz received funding for a three-year pilot project: a joint volunteer initiative with Hospice Toronto, that will support a regional model designed to build palliative care volunteer capacity across the healthcare system. As palliative care is now a provincial priority, it must be accessible in the home, through community agencies, hospitals and long-term care facilities. The Ministry of Health and Toronto Central Local Health Integration Network (TC-LHIN) recognize that volunteers are key supports to both professional and family caregivers and clients, offering thousands of hours annually in non-medical care.

Looking forward, we are committed to continuous quality improvement, collaboration, learning and sharing our research, with the strategic goal of becoming a Centre of Excellence in both paediatric and adult hospice care. Quality improvement includes evaluation of programs to identify efficiencies and maintain excellence in standards of care and practice, stakeholder input, and, most importantly, parent and patient voices. We are currently setting up a new parent council for Emily’s House, specifically to ensure our programs include a caregiver perspective.

We continue to work with our partners, such as Canadian Hospice Palliative Care Association/ Canadian Paediatric Hospice Network, SickKids, HPCO, and Toronto HIV Network, to advocate for access to quality palliative care across our province in the setting of patients’ choice. We continue to work closely with SickKids Hospital in being recognized and trusted as their option for inpatient palliative care.

One, driving organizational mission is to ensure every person, from neo-natal to seniors, and their families have access to co-ordinated, quality palliative care,

when and where needed across our health care and social service system. Together, we can continue to make this a reality. We can build a community that embraces life lived fully to its natural end, where caregivers are supported, and patients’ physical, emotional, practical and spiritual needs are met. Thank you to our “village” of care providers and donors.

With sincere appreciation,



*Rauni Salminen*

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



*Louise Summerhill*

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 and Community Outreach Program: Philip Aziz Centre Visiting Hospice (PAC)

The significant growth, in clients supported, coincided with the addition of a fourth geographical, client-services hub, which coordinates all palliative care services in the Central Toronto region.

The hub ensures seamless care and support through a “one-team” approach, with most referrals originating from the Toronto Central Local Health Integrated Network (formerly the Community Care Access Centre). Our case management model is to provide hospice care to clients through the coordination of services with everyone involved in their care, while ensuring that the client is at the centre of making decisions. Case management support to clients, caregivers and family members takes a holistic approach (i.e., mental, physical, emotional and spiritual), addressing care needs, and linking clients to other support services needed. Our volunteers have a vital role in delivering front-line, non-medical care and communicating clients’ needs to Case Managers as they arise. Case Managers maintain weekly communication with the extended care team hub. The open, transparent communication and “one-team” approach keeps team members informed, and able to quickly respond to clients in a well-coordinated manner.

The number of children in our community program grew by 55% compared to the previous year. Volunteers provided a wide range of supports to children living with a life-threatening illness in the GTA, in both their homes, and at SickKids. We provided increased access to volunteer services for parents, who while their children were hospitalized, needed respite support so that they could take care of their other children, run errands, go home for a few hours, or just get some uninterrupted sleep, knowing that their children were in safe hands. Camp, tutoring and recreational programs provided further community-based services for children and siblings.

### “Testimonial from a PAC Client:

*I would be unable to maintain any semblance of a normal life without the Philip Aziz. I cannot thank them enough for all that they have done for me. I would recommend them to anyone needing assistance with basic needs of life.*

PAC Community Program	2015-2016	2016-2017	2017-2018	Change
Clients supported in total	392	419	518	24%
Children plus siblings and loved ones	174	213	330	55%

#### Testimonial from a PAC client's daughter:

*Your kindness knows no limits. Your compassion and understanding are special gifts. We will never be able to repay you for all you have done for my parents.*

#### Testimonial from a PAC client:

*I want to thank you tremendously for PAC. I was upset, and then my volunteer helped me to recognize that I am doing okay. She helped me to face reality better.*

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

The program's focus is on adult and youth clients experiencing short-term, health-related issues, or who had developed comorbidity (due to side effects from illness or antiviral medications). For these clients, we provided: holistic care as part of a client-centred care team; counseling; personal advocacy; social service coordination; short-term volunteer visitation supports; and, facilitated peer support groups for women. For further respite for adult caregivers, we continued to provide financial support and / or volunteers for after-school programs, summer camps and interim needs. Special thanks to **FaithWorks of The Anglican Diocese of Toronto** and the **MAC AIDS Fund** for leadership funding in support of these client care programs. Program outcomes included:

- **Case Management Support** – Team and inter-agency communication continuously improved the quality of personalized client support. Changes observed in client well being, encouraged early interventions, and referrals to access additional care and health services: *“With alarming frequency, our team was present, when a client communicated that they wanted to give up.”*
- **Medication Adherence Program for Youth with HIV** – 83% of youth with HIV who participated in this program achieved target viral counts within six months. As a result of these direct, in-home supports and program interventions, two children have avoided being taken into foster care.
- **Women with HIV/AIDS Peer Support Group** – The facilitated group grew through word-of-mouth referrals from program participants.
- **HIV Care Team Volunteers** – 10 new, specially-trained team members were matched with clients, and deployed for front-line support.
- **Partnership** – Ongoing partnership expansion and shared collaborations with: AIDS Committee of Toronto; APAA; Black CAP; Canadian Children's Aid Society; Casey House; Dr. Jay's Grief Centre; Fife House; Hospice Palliative Care Ontario; Integrated Palliative Care Program “One Client, One Team”; People with AIDS; SickKids Hospital; TC-LHIN Integrated Palliative Care Program; Teresa Group; Toronto HIV/AIDS Network (THN); Women's Health in Women's Hands; and other AIDS service organizations.

#### Testimonial from a PAC volunteer about his client, who has AIDS and is in advanced stages of cancer:

*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. This is due to the help from PAC and resources from other agencies working with us. I was touched by the new hope and lively talk in their home as their situation improved. I am amazed that the PAC team approach can work so well and make such a difference for a family facing an extremely challenging medical situation with very limited personal resources.*





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

Emily's House and PAC believe that spiritual care is a fundamental component to quality palliative care, delivered in hospice, hospital, long-term care or community. As the goal of palliative care is to prevent and relieve suffering and to support the best possible quality of life for clients and their families, spirituality must be integrated into the overall healthcare plan. Studies have demonstrated that spirituality is a patient need and that it affects health care decision-making and outcomes, including quality of life. We all identify or connect with something that is 'beyond' our physical selves. For some, spirituality may be connected and nurtured by a particular faith or religion and the related beliefs, customs and practices. For others, spirituality is expressed in the love of family, nature, the arts or a special cause. When serious illness or death confronts us, those people and things that shape our spirituality, our sense of meaning, become increasingly important sources of strength and hope.

Spiritual and Bereavement Care programs at PAC and Emily's House are facilitated and offered by a professionally-trained, board certified chaplain/spiritual care counsellor, and team of trained volunteers. This team offers various support services to clients, their families and other caregivers of all faiths, cultures and beliefs. Some of these supports and activities in the past year have included:

- › One-on-one spiritual and bereavement counselling in hospice or in a client's home
- › 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 PAC clients and families
- › Training of eight, visiting hospice volunteers: SWAT (Spiritual Ways Assistance Team) to support the professional spiritual care team. This group of volunteers are specially trained in multi-faith and cultural considerations to sensitively offer spiritual/bereavement care.
- › Training for new team of four, on-call, volunteer chaplains/spiritual care providers for emergency weekend coverage
- › Training all volunteers in spiritual/bereavement care as part of the core training curriculum
- › Presentations/educational sessions at conferences, and other organizations offering hospice care

Spiritual Care/Bereavement Clients	2015-2016	2016-2017	2017-2018	Change
Philip Aziz Community Clients	243	408	472	+16%
Emily's House Clients	64	77	106	+38%
<b>Total</b>	<b>307</b>	<b>485</b>	<b>578</b>	<b>+19%</b>



**Testimonial – from a daughter:**

*Thank you so much for being there for me and walking my path of grief right beside me. You helped me get to the other side of all that pain.*

**Testimonial – from a sister:**

*Thank you for your ability to help me grieve. At a time of shock, disbelief and sadness, life becomes overwhelmingly heavy. You were able to lighten the load, give hope, and help me understand the process.*

**Testimonial from a Peer Group member:**

*This is good. We can grieve together... share our feelings.*



**Testimonial – from a mom:**

*For those who find themselves passing through the doors of Emily's House, we are grateful for their loving care.*





## Emily's House Children's Residential Hospice Clinical Program

The clinical programs at Emily's House this year have been amplified. Our walls have been pushed wider, our knowledge deepened, and voices raised higher. Our home provided sanctuary for over 80 families this past year, greater than 60% of whom accessed our services for the very first time. This growth indicator is in large part due to expansion within our transitional programs. This program addresses the unique needs of children diagnosed with serious medical conditions and their families by offering the necessary enhanced nursing services while vitally deferring inpatient hospital admissions.

Our knowledge has deepened through participation in project ECHO. The mission for ECHO is to create a virtual community, to share best practices and enhance the skills and confidence in managing complex paediatric patients safely and effectively. Using video conferencing technologies, Emily's House has had

a presence for all meetings and augmented clinical education through participation in the paediatric palliative care core competencies.

We offered our voice to the larger conversations. Not only are we learning, we're teaching too. Work is in progress with SickKids to develop the curriculum for paediatric palliative care hands-on training for their nurses. And, by participating in both the Canadian Hospice Palliative Care Conference's Paediatric Satellite and Hospice Palliative Care Ontario's conference, we have ensured the message that paediatric hospice care is unique has been heard. We're excited that our reputation in clinical excellence is being translated from bedside to the academic community and back to the very special children and families of Emily's House.

Emily's House Paediatric Residential Hospice Clinical Program*	2015 - 2016	2016 - 2017	2017 - 2018	Change
Total Admissions	379	397	428	+8%

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





Emily's House Growth Sub-Categories	Improvement over Previous Year
Respite Care	+2%
End-of-Life Care	+8%
Transition Care	+36%
Pain and Symptom Management	+200%
Play and Recreation	+12%
Music / Music Therapy	+80%
New Families	+64%
End-of-Life deaths that originated from Respite Clients	+24%

**Testimonial – from an Emily's House mom:**

*You know, it's really difficult leaving your child, especially a child that is as medically fragile as mine. It's terrifying. But, the first time I brought [my daughter] here, I actually stayed overnight with her, in the room off of her room. I woke up in the morning, and it was the first time in a long time that I had actually slept. The staff were busy with her, and I knew that she was safe. Once she is here, and once any child is here, you get the relief that you need for a few days. It's so valuable for everybody in the family. ... They take my child and make her their own. You know, it takes a village to build every child, but for a child with disabilities it takes more than a village. It takes a place like this to make it work and we wouldn't be able to do this without the support that we get here.*

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

"It's common to look back and think: "Where has time gone?" But when I reflect on the fact that this is our fifth Emily's House Annual Report, I'm surprised that it's only been five years. It's hard to believe the enormous impact we've made in such a short time; we've transformed the regional paediatric healthcare system and impacted the lives of so many children and families. From the vantage point of my role as medical director of both Emily's House and the SickKids Paediatric Advanced Care Team (PACT), it's plain to see what an integral partner Emily's House has become in the care of our most medically fragile and complex paediatric patients. We continue to be a valued and trusted respite service provider, as well as the preferred location of care at a child's end-of-life, for families from all over the province. But even as we look to continuously improve these core services, our recent focus has been on finding new and innovative ways to help even more families of children with life-threatening conditions. Over the past year, we have worked closely with the Toronto Central LHIN and SickKids to identify areas of need so that Emily's House could find ways to fill those gaps. We launched a new category of admission called "Transitional Care" for patients not yet ready for home, but who do not require SickKids level of acute care. Transitional Care makes sense for everyone – patients and families are more comfortable in the home-like setting of Emily's House and are introduced to a valuable resource for the future; while SickKids gets to ensure that their beds remain available to the children who need them most. Beyond Transitional Care, we're also exploring ways to expand the perinatal hospice services we already provide by developing a formalized program with Sinai Health System, the regional high-risk birthing centre...but more on that next year!"

**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 Recreational Program

Our team took daily play, celebrations, dance parties and birthday bashes to a whole new level, while mobilizing a team of hospice trained volunteers to extend the resources of our Recreational Program Coordinator, Art Therapist and Music Therapist. Children participated in celebrations with dinosaur, superhero and princess-themed parties, never missing an opportunity to dress up in costumes, hold an in-door parade, or to enjoy creative food-crafts. Kids received visits from firemen, a Scientist, therapy dogs, an ice-cream truck, and Santa himself. The year-round, **Emily’s House Daily Play and Art Therapies Program, Presented by The Lillian Meighen and Don Wright Foundation**, offered opportunities to explore, learn and create memories together, regardless of a child’s diagnosis or unique abilities. Kids were able to spend time with others – during dynamic story readings about magical lands and daring rescues; while delving into sensory/science experiments with a home-made volcano eruption; or simply enjoying water play.

In Camp Program sessions (Nature Camp, Disney Camp, and Clown School Camp), and in general play and recreation programming, our team met the challenge of making activities accessible and inclusive with larger, and more diverse groups. We consider it a successful program outcome, when siblings and families are able participate in the activities of Emily’s

### “Testimonial – from a mom:

*We are all so grateful to be part of the Emily’s House community. The support and acceptance it provides to all of us is invaluable. The team constantly pulls together to create such energy-filled events. It’s inspiring. Please thank everyone on behalf of our family. Thank you for the gifts for our children.*

House. It means we are minimizing “barriers to a normal life” for our kids. Leveraging feedback from our families in unprecedented ways, our team has been – making every “today” as inclusive and outstanding as it can be.

The number of community outings was less than last year. The children in our care during this time frame had more complex care and end-of-life needs, resulting in fewer excursion / destination activities; and more in-house memory-making activities, which were exceptionally meaningful, with a personal, “Make a Wish” quality to them. Heart-felt thanks goes to the annual **Hockey for Grace** team, lead by Emily’s House parents **Amy Ross** and **Chris Manning**, who provided funding for these special occasions through Grace’s Adventure Fund.

Children’s Recreation Programs	2015-2016	2016-2017	2017-2018	Change
Children Served	66	77	86	+12%
Participants in group sessions & events	244	258	265	+3%
Camps	3 per year	3 per year	3 per year	same





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

Music therapy at Emily’s House and through the Philip Aziz Centre Visiting Hospice creates a safe space for children and families to express themselves, as music therapy holistically meets people where they are at, and provides comfort, support, and enhances quality of life. Music therapy supports respite at Emily’s House; palliative children and families journeying at end of life; and, children and adults in the community.

The program became indelibly integrated into all aspects of child care and clinical supports at Emily’s House. Our new therapist incorporated music into play and recreation, therapeutic song-writing / self-expression, one-on-one visits, group play activities, legacy work, celebrations of life, pain and symptom management, Saturday morning dance parties, a self-care drumming circle for care-giver volunteers, nap time support for clients as needed, and “singing to breathe” techniques, which studies have proven to have pulmonary health benefits while at the same time adding quality of life.

Children enjoyed individual and group music therapy sessions. Group sessions allowed for socialization, awareness

of others, and connecting through playing instruments, singing, and listening to music. The sessions were “led” by the children, based on their breathing, movements and play. Supporting children at end-of-life and their families, the program allowed for families to create memories in music and recordings. Approximately two-thirds of our Music Therapist’s time was spent with children and youth at Emily’s House as part of our residential hospice programming, and one third was spent with clients in their home through the PAC Visiting Hospice Program.

### “Testimonial – from a dad:

*Emily’s House, through music therapy, has brought light to my family in the darkest moments. I have witnessed the music bring peace and rest to my son’s body and healing to my heart. Prior to my son’s illness, music and singing were a constant, essential part of our daily routine at home. What an unexpected joy and blessing to receive support through music in a healthcare setting. It would be impossible to overstate how valuable this work and friendship are to all of us.*

Music Therapy	2015-2016	2016-2017	2017-2018	Change
Individual Clients (i.e., Emily’s House children and PAC Community Clients) who received Music Therapy sessions.	57	35	63	80%
Children clients who accessed group music programming.	Statistics not captured	77	84	9%



## Volunteer Program, Philip Aziz Centre (PAC) and Emily’s House

This was another exciting year of fun, service, education and team work. While our focus was on client care in both our community and residential programs, we extended our efforts toward more community engagement, outreach and education opportunities for volunteers. We had more groups of volunteers from other organization partner on projects; more volunteers engaged in professional development; increased participation in volunteer appreciation; and, a better sense of overall team spirit. Thank you to the volunteer teams at **Belair Direct**, **OPTrust**, **OPSEU Pension Trust**, and **Remix Youth** for contributing time and resources to support our programs. Program outcome highlights of the year included:

- › Eight training programs conducted with 235 registrants in total, with a 90% completion rate.
- › Student volunteers and interns extended the impact of our client care: St. Claire College’s Social Sciences students of Gerontology; University of Toronto, Music Faculty students; and Havergal College’s Cancer Education Group.

- › The launch of Volunteer Monthly Debriefs.
- › Building capacity in our city by training women in PWA’s (People with AIDS Foundation) Circle of Care volunteer program.

**2018 June Callwood Award recipient:** Congratulations to Faraz Hafezi who won this year’s June Callwood Circle of Outstanding Volunteers Award, for service in both our Community Program and at Emily’s House.

**2018 OVSA recipients:** Nicole Ducote, Zuri Forde, Isla Ghent, Vicky Tsorlinis and Katja Werner won Ontario Volunteer Service Awards.

**Youth Advisory Council (YAC):** The kids fundraised at a character-themed bake sale; did community outreach; and helped at all the Emily’s House family events. They continue to grow as a team and serve. They are an excellent example of the potential held within our youth. With kids like these, we can look to the future with assurance!

Volunteer Program Statistics	2015-2016	2016-2017	2017-2018	Change
PAC Community Program Volunteer Hours	24,862.5 hours	26,813.5 hours	36,135.5 hours	+35%
Emily’s House Volunteer Hours	10,963 hours	11,665 hours	12,159 hours	+4%





### Testimonial from a PAC Community Program Volunteer:

*The weekly care and support I provide for my client is not about making grand heroic gestures. I help him with errands and daily activities. I provide him with companionship and offer support. Although I was initially intimidated by the prospect of entering a stranger's home and regularly 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 fellowship and friendship. - Andrew*

### Testimonial from an Emily's House Volunteer:

*Just wanted to say I had an amazing time last night. I sat on the bean bag for about two hours with "J" asleep in my left arm and little "S" playing with a toy in my right arm. It was wonderful until their moms came back and took them! - Janet*



### Testimonial for Volunteer Training:

*I am really looking forward to being part of such a fantastic and compassionate team. I have been so impressed with the quality of training we have received, and with the people who have provided it. - Dimitra*

**Thank you to our volunteers for 36,135.5 hours served in the community through PAC, plus 12,159 hours at Emily's House!**





## Additional Outcomes, Impacts and Milestones

### Emily's House Referral Videos Developed in Partnership with SickKids Hospital to Support: Transitioning to Hospice, from Hospital or Home

**In these videos, Dr. Adam Rapoport, Medical Director, of both Emily's House and the Paediatric Advanced Care Team, SickKids Hospital, provides a powerful endorsement and introduction to Emily's House programs and services.**

Families want to clearly understand their options, particularly as they consider hospice respite programs and advance care for a child with complex needs. They want to know where their child will be most comfortable, or most "at home," while having all the needed medical supports at hand.

Families, who are managing an ongoing regiment of complex caregiving, would benefit from being familiar with the respite, transitional care, and symptom

management supports that are available in a home-like environment like Emily's House. Other families, who are managing their child's advanced care, often would prefer for this to occur out of hospital, but most continue to die there out of fear – fear of meeting new people at such a crucial time, and fear of leaving the SickKids doctors, nurses and clinicians who know their child. To help address these issues, Emily's House referral videos were developed to support, educate and familiarize families at times of transition. These resource videos will help the multiple departments at SickKids and other referral partners to share the Emily's House story with their patients. For funding Emily's House's half of the project, special thanks go to a repeat leadership donor, who prefers to remain anonymous. **(Videos can be viewed from our websites).**

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

The year's revenue drivers were foundations, events, corporate matching gifts, and a first bequest gift to Emily's House. PAC / Emily's House completed a third, consecutive fiscal year in a revenue positive position since the opening of Emily's House (approximately \$214K for FY17/18 according to audited Financial Statement, compared to \$96K FY16/17), with reduced debt (\$0 / NIL from approximately \$122K FY16/17), which will encourage continued leadership support. In 2017, Emily's House caught the attention of popular musician Ed Sheeran, which sparked a generous gift from his tour host MLSE Entertainment. Gala patrons enjoyed a "fairy tale quality" event that fully funded capital upgrades for the Emily's House garden and outdoor space, as well as "Days of Care." We "refreshed" the PAC logo and our dual branding to better illustrate how Emily's House and PAC are stronger together. Testing our story messaging in new markets increased awareness, producing a 12% increase in our social media followers with "Damian's Story." And, we communicated heart-felt appreciation to donors, supporters and families with sponsored "Thank You Letter" videos, featuring client families, volunteers, and staff. Our business plan continues to be diversified, targeting strategic growth opportunities in multiple channels. Private foundations and families are expected to continue as our biggest champions and advocates. We are grateful to everyone who forwards our mission by sharing our story.

*(continued on page 15)*





## Hockey for Grace 3-on-3 Hockey Tournament / Charity Social for Emily's House, Apr. 1/17

Thank you to Chris and Amy for their event planning, fundraising, media interviews, story sharing, community building, cup-cake tasting, long-day of hockey battling, which raised \$12,150. Special thanks to event, rink and jersey sponsors: **Sweet B's; Create It Promotions Inc.; Print Graphics Inc.; Copy Centre; KobeSportswear; Don Cherry's Sports Grill; The Arts Music Store; Gabrielle Ross; Chris Manning; Amy Ross; Create It Promotions Inc;** plus, auction prize donors, volunteers, hockey players, and folks who supported in any way.

## Mount Pleasant Group, May 2017



Thank you to **Mount Pleasant Group**, a Community Sponsor of Hike for Hospice, a repeat patron of Emily's House programs, and host of our winter memorial for client families.

## Toronto Hike for Hospice Partners, May 7/17



Wearing our "collectible" Canada 150 t-shirts, a fun group hiked, walked and celebrated, with many of our client families. With thanks to community partners, volunteer teams, sponsors and friends, we announced \$50,482 was raised for Emily's House / PAC.

## Emily's House Celebrates "Where Love Lives" a Gala at Casa Loma, June 8/17



The gala raised \$340,000 towards the new **Emily's House Garden and Outdoor Upgrades**, and "**Days of Care at Emily's House.**" Special thanks to the **Emily's House Gala Volunteer Committee;** Co-presenting sponsors: **Agnico Eagle Mines Ltd. and Kinross Gold;** Entertainment: **My POP Choir, G Pinto, Liberty Silver, DJ Shane;** and emcee **Tom Harrington.** Thanks also to lead contributors: **Michael and Carol Mueller Foundation; 3C Marketing** (with funding support from **Hale Coffee and The Mostt); Flow Event Design;** and, **Elisabeth Linton**, an Emily's House mom; and, all our sponsors, guests, volunteers, staff, and contributors to this evening.

## Thank you to Gala Supporters

### Gala Volunteer Committee:

Martha Besse	Peta Boyd	Marian Carter
Rosanne McLean	Sally Rollinson	Judy Sollows
Cherrie Woodward		

### Gala Sponsors:

**Platinum/Co-Presenting Sponsors:** Agnico Eagle Mines Ltd. and Kinross Gold Corp.

**Silver Sponsor:** TD Securities.

**Matching Gift Sponsor:** Michael and Carol Mueller Foundation.

**Bronze Sponsors:** Blake, Cassels and Graydon LLP and KPMG LLP.

**Nickel Sponsors:** Barrick Gold Corporation; INFOR Financial Group Inc.; Manulife Financial; P & L Odette Charitable Foundation; and Paul and Ann-Marie Tompkins.

**Copper Sponsors:** Beacon Securities Limited; Canaccord Genuity; Canadian Health Care Agency Ltd.; CGOV Asset Management; CIBC Capital Markets/CIBC Global Mining Investment Banking; E&Y LLP; GMP Securities; Great West Life; Julie Charbonneau Design; and Osler, Hoskins and Harcourt LLP.

**Video Credit:** 3C with support/funding from Hale Coffee and The Mostt.

**Choir Guest Sponsor:** Hugessen Consulting.

**Emily's House Family Sponsor:** FAN XCHANGE.



## Healing Cycle for Ontario Hospices, June 11/17

Alex, Paul, Peter and Rauni, cycled a total of 410 km and raised \$3,210 for Team Emily's House / PAC!

## Manulife Ontario Advisory Services Annual Charity Golf Tournament, June 28/17

Over 120 Manulife staff and partners participated in the event, raising \$17,200. Special thanks to: **Matt Andrews, Gerri Bianchi, Graham Carter, Marian Carter, Mike Mueller, and Paul Tompkins** for their leadership support.

## Clyde & Co Toronto, Sept. 15/17

Toronto staff and partners donated \$3,315 of ping pong tournament proceeds.

## Damian's Campaign, Sept. 16/17



Thank you to the team who cycled as part of **Damian's Campaign 2017** in the Blue Mountains Centurion: **Lindsay Holtz, Tim Close, JD Christman and Terry Landrigan**. Over 25 people raised \$157,750 for Emily's House, with leadership support from their generous corporate matching philanthropic programs: **Employee Grants from Macquarie Group Foundation, AG Growth International, and Connor, Clark & Lunn Foundation**.

## Lindsay Giguere Tribute Race, Oct. 2017

Lindsay raised \$1,620 in Bella's memory, and gave her race medal to Bella's mom, Gillian.

## Applied System Technologies Golf Tournament, Oct. 2017

The annual employee and supplier golf tournament and raffle raised \$6,290 for Emily's House.

## Hollywood Cone, Oct. 2017



Thank you to **Hollywood Cone** for the "Green Aero" Mutant Shake fundraiser, inspired by **Stephen Amell**. On behalf of Toronto / Oshawa stores, **Ken Cabanaw** presented \$1,040. They also sent an ice cream truck for our Emily's House Halloween party, to treat our kids, families and volunteers!

## FaithWorks 2017 Synod of The Anglican Diocese of Toronto, Nov. 24/17

Special thanks to **FaithWorks of The Anglican Diocese of Toronto** for funding in support of the **PAC Community Program for People of All Ages Living with HIV/AIDS or who are HIV-impacted**. Rauni, Jenn and Vuso attended the Anglican Synod to share program impacts, updates and thanks.

## Catholic Charities, Dec. 2017



Thank you to the **Catholic Charities** for inviting us to share the Emily's House story at their employee / Board Christmas dinner, and for their annual, leadership support for Emily's House programs.

(continued on page 18)



# 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, 2017 to March 31, 2018. Every effort has been made to ensure the accuracy of this list. Please let us know if you have any questions or concerns.

Adex  
Lalit Aggarwal and Wendy Aggarwal  
AG Growth International Inc.  
Agincourt Pentecostal Church  
Agnico Eagle Mines Limited  
Gary Anderson  
Anglican Diocese of Toronto, The  
AON - Bill and Martha Besse  
Applied Systems Technologies Inc.  
Anique Asher  
Dr. Natasha Aziz  
Balsam Foundation, The  
Ian Barnett  
Barrick Gold Corporation  
Beacon Securities Ltd.  
Robert and Maria Bell  
Robert Bell  
Blake, Cassels and Graydon LLP  
Sean and Peta Boyd  
Brunty Corporation  
C. M. Odette Philanthropic Foundation  
Cadillac Fairview Corporation Limited  
Canaccord Genuity Corp.  
Canadian National Christian Foundation  
CAP Advisors Inc., Gary and Marian Carter  
Care for Kids (Toronto)  
Carol Sharyn Tanenbaum Family Foundation, The  
Catholic Charities  
JD Christman  
Martine Celej  
CGOV Asset Management  
Michelle Chislett  
CIBC / CIBC World Markets  
Dr. Robert Close  
Tim Close and Lindsay Holtz  
Conam Charitable Foundation  
Conn Smythe Foundation  
Connor, Clark and Lunn Foundation, The  
Karen Cross  
DRI Capital  
Mark Day  
James Dutkiewicz  
EY  
Karen Earl  
Gabie's Boutique  
Galaxy Plastics Ltd.  
Tara Fox  
Michael Freund  
GMP Securities LP  
Jennifer Gilgan  
Mary D. Gilgan  
Great-West Life Assurance Company, The  
Geoff Gold  
Elena Gordon  
Peter Goulos

Stacey and David Hazzard  
Healing Cycle Foundation, The  
Dr. Donna Henrikson  
Heron Family Foundation  
Trevor Hicks  
Hockey for Grace  
Hollywood Cone, Ken Cabanaw  
Lindsay Holtz and Tim Close  
Holy Family Catholic Elementary School  
Mary Huang  
Hugessen Consulting Inc.  
Industrial Alliance Insurance and Financial Inc.  
Infor Financial  
Integrated Asset Management Corp.  
Keith and Noreen Jacka  
JTF Homes Ltd.  
Matthew Johnson  
Julie Charbonneau Design  
Kinross Gold Corporation  
Terry Kirkwood  
Jennifer Kroezen  
R Gregory Laing  
Terry Landrigan  
Carolyn Langill  
Martin Lavigueur  
Alfred and Lisa Lee  
Mel Leiderman  
Lillian Meighen and Don Wright Foundation, The  
Lipton LLP  
Liuna, Local 183  
Jeff Lucassen  
M.A.C. AIDS Fund  
Macquarie Group Foundation  
George Main  
Roberto Mangoni  
Chris Manning and Amy Ross  
Manufacturers Life Insurance Company, The  
Manulife  
Maple Leaf Sports and Entertainment (MLSE)  
Foundation  
Vida Markic  
David Markle  
MBTW Group, The  
Rosanne and Ian McLean  
Christina McMillan  
Michael and Carol Mueller Family Foundation  
Michelle and John Visser Fund  
Warren Mills  
Mitchell and Kathryn Baran Family Foundation, The  
Larry Moate  
Mike Morreale  
Mount Pleasant Group  
Nicole Musicco  
National Bank Financial  
Ontario Medical Association

Ontario REALTORS Care® Foundation  
OPTrust Cares  
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Peter Gilgan Foundation, The  
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Port Royal Mills  
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Kelly Rainko  
RBC Royal Bank  
Re/Max Barry Cohen Homes Inc.  
Richard S. Hall Insurance Agency Ltd.  
R. M. I. Royal Mechanical Inc.  
John F. K. Robertson  
Roman Catholic Episcopal Corporation  
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David Smith  
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Howard Stockford  
Gillian Sultan-Khan  
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Summerhill Market, Christy and Brad McMullen  
Summit Veterinary Pharmacy Inc.  
Barbara Sweet  
Cindy, Brian and Victoria Sweet  
Tanya Taggart  
Diane Taylor  
TD Securities  
Telus Cares  
Teneo  
Paul and Anne-Marie Tompkins  
Toronto Luxury Suites  
Vicky Tzorlinis  
David Trahair  
Eric Tripp  
Gretchen Van Riesen and Murray Rowlands  
Dino Verbrugge  
Barbara Walkden  
Walker Wood Foundation, The  
Faye and Murray White, In Memory  
William and Nancy Turner Foundation, The  
Willowood Foundation, The  
Warren Wright  
Paul and Lindsey Yeskoo  
Richard E. Yeskoo

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

To provide additional context to the Statement of Earnings for FY17/18 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 2017-2018	
REVENUE				
Non-Government Funding	\$ 1,411,545	\$ 231,014	\$ 1,642,559	46%
Government Funding	1,586,464	373,902	\$ 1,960,366	54%
	<b>\$ 2,998,009</b>	<b>\$ 604,916</b>	<b>\$ 3,602,925</b>	100%
EXPENSES	<b>\$ 2,698,930</b>	<b>\$ 689,440</b>	<b>\$ 3,388,370</b>	
EXCESS OF REVENUE OVER EXPENSES	<b>\$ 299,079</b>	<b>-84,524</b>	<b>\$ 214,555</b>	

## Resource Development Program, Philip Aziz Centre and Emily's House (con't)

### Ava's Christmas Fund & Spectrum Realty Toy Drive, Dec. 31/17



Thank you to **Spectrum Realty Services Inc.** agents and everyone who donated. In celebration of Ava's life, \$8,495 was raised, plus toys, gifts, supplies, diapers, and gift cards. Thanks also to **Frank and Angela Fuda's family** for the bake sale that raised funds for two iPads. **Dom and Christina's family**, and the Fudas presented donations to CEO Rauni and nurse Kim, for our client families.

### OPTrust Employee Campaign, Jan. 18/18

OPTrust chose to fundraise for Emily's House in 2018 and began the year with lovely Valentine's gifts.

### Epilogue CTI Annual Winter Classic Outdoor Hockey, Feb. 16/18



Thank you for raising \$7,000+ in celebration of **Odd-Sock Ollie**: organizers **Rob Cameron** and **Dave Turner**; title sponsors, **Epilogue Developments** and **CTI Working Environments**; corporate sponsors **CDW Engineering**, **Colliers International**, **First Gulf Corporation**, **JLL**, **KDM Logistics**, **Panattoni Development Company**, **The Mitchell Partnership Inc.**, **Torque Builders Inc.**, and **VW Keenan and Associates**; plus, **Laura and Stuart**, Ollie's parents.

Development Results	2015-2016	2016-2017	2017-2018	Change
Fundraising Revenue (non-government funding)	\$1,600,448	\$936,682	\$1,642,559	+75%*

\*Note: 3% increase over two year's previous, which was a comparable year with a gala event.



# Statement of Earnings

For the year ended March 31, 2018, with comparative information for 2017



	FY 2017-2018	FY 2016-2017
<b>REVENUE</b>		
Donations	\$1,410,562	\$1,019,377
Government Funding	1,960,366	1,939,808
Amortization of Deferred Contributions	226,343	243,533
Interest and Sundry	5,654	3,869
	<b>\$3,602,925</b>	<b>\$3,206,587</b>
<b>EXPENSES</b>		
Emily's House - Client Care & Support (*)	\$2,099,778	\$1,875,233
Visiting Hospice	247,115	268,548
Amortization	268,799	268,771
Administration	254,133	244,812
Children and Family	227,641	199,869
Development and Promotion	191,023	147,158
Bereavement and Spiritual Care	99,881	105,794
	<b>\$3,388,370</b>	<b>\$3,110,185</b>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<b>214,555</b>	<b>96,402</b>
<b>ALLOCATED AS FOLLOWS</b>		
Emily's House Operating Fund	\$299,079	\$128,954
General Fund	-84,524	-32,552
	<b>\$214,555</b>	<b>\$96,402</b>
<b>FUND BALANCES</b>		
General Fund	\$152,889	\$237,413
Emily's House Operating Fund	215,058	-84,021
	<b>\$367,947</b>	<b>\$153,392</b>

\* Only represents the direct costs related to the operation of Emily's House. A portion of indirect costs are also allocated to the operation of Emily's House (i.e., amortization, administration, development and promotion, bereavement and spiritual care). Including these costs, the full cost to support Emily's House is \$2,698,9306.

## Revenue by Source



■ **39%** – Donations  
■ **54%** – Government Funding (Philip Aziz Centre & Emily's House)  
■ **7%** – Amortization of Deferred Contributions, Interest and Sundry

## Expenses by Program



■ **62%** – Emily's House – Client Care & Support  
■ **7%** – Visiting Hospice  
■ **8%** – Amortization  
■ **7%** – Administration  
■ **7%** – Children & Family  
■ **6%** – Development & Promotion  
■ **3%** – Bereavement & Spiritual Care

**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, 2018 are online at: <http://www.philipazizcentre.ca/financial-statements/>

**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.

For more information on the Philip Aziz Centre or Emily's House please visit our websites <http://www.philipazizcentre.ca/>, <http://www.emilys-house.ca>, or join us on Facebook at <https://www.facebook.com/PhilipAzizCentre>.

## Board of Directors, 2018 - 2019

Louise R. Summerhill, *Chair*    Mike Mueller, *Vice Chair*  
 Peter Goulos    Maggie Keresteci    Mel Leiderman    Larry Moate    Kathy Ribble    Barbara Walkden    Dr. Bill Watson

## Staff: Emily's House / Philip Aziz Centre (Current)

Rauni Salminen, <i>Chief Executive Officer</i>	Jennifer Kroezen, <i>Director of Development/Fundraising</i>
Lorely Angcos-Garcia, <i>Director, Finance and Administration</i>	Amanda Maragos, <i>Manager of Volunteer Programs, Education and Community Outreach</i>
Marilyn Basa, <i>Finance and Administration</i>	Heather Shillinglaw, <i>Coordinator of Children's Recreation and Legacy Programs</i>
Donna Cadeau, <i>Administration/Reception</i>	Lena Soje, <i>Case Manager and Community Outreach, PAC</i>
Rose Caruso, <i>Administration/Reception</i>	Amanda Taylor, <i>Case Coordinator, PAC</i>
Paul Davidson, <i>Spiritual/Bereavement Care</i>	Aisling Turtle, <i>Volunteer Administration</i>
Dan Dempster, <i>Director of Operations</i>	Ellen Weir, <i>Fundraising Data Coordinator</i>
Kimberley Goring, <i>Manager of Hospice Administration</i>	Hannah You, <i>Music Therapist</i>

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

Dr. Adam Rapoport, <i>Medical Director, Emily's House and Paediatric Advanced Care Team, SickKids Hospital</i>	Kim Daffern, RN, <i>Client Care Resource Nurse</i>	<i>Additional current Clinical Casual Staff are not listed here.</i>
Sandra Ross, RN, <i>Director of Clinical Programs</i>		
Jahra Akazawa-Eguchi, RN	Anesia Baylan, RN	Karen Cross, RPN
Nicole Albay, PSW	Catherine Benson, PSW	Sarah Hall, RN
Tabitha Arnold, RN	Chantelle Browne, PSW	Justine Kaddu Ndibalwanya, PSW
Michelle Badejo, RN	Lisa Brugger, RPN	Elizabeth Kagabe, PSW
Tori Bathurst, RPN	Bonnie Cheong, RN	Lindsay McBain, RPN
		Nancy Puig, PSW
		Victoria Rochford, RPN
		Carly Suderman, RPN
		Diothel Torne, RPN
		Timothy Valyear, RPN

## Memberships

Canadian Hospice and Palliative Care Association (CHPCA)	Kids Up Front	United Nations Volunteer Network
Canadian Pediatric Residential Hospice Network	Ontario Hospital Association	Volunteer/Bénévoles
Charity Village	Professional Administrators of Volunteer Resources, Ontario (PAVR-O)	Volunteer Canada
Children and Youth Grief Network	Rotary East	Volunteer Management Professionals of Canada
Hospice Palliative Care Ontario (HPCO)	Toronto HIV/AIDS Network	Volunteer Toronto
		VolunteerPro

### Philip Aziz Centre for Hospice Care

558 Gerrard Street EAST  
 Toronto, Ontario M4M 1X8  
[www.philipazizcentre.ca](http://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](http://www.emilys-house.ca)

**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.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](mailto:info@philipazizcentre.ca)



emily's house  
a special place for kids



philip aziz centre  
Visiting Hospice

