

COMPASSION / CARE / SUPPORT



Philip Aziz Centre / Emily's House

Annual Report 2015-2016

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





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

First, and most importantly, we want to mention how grateful we are to the families we serve, and to everyone who has contributed to this successful year of growth for Emily's House (EH) and Philip Aziz Centre for Hospice Care (PAC). Both operating divisions are committed to the highest standards of practice, quality, accountability, transparency, and excellence in the delivery of hospice palliative care. With your support, we were able to provide hospice care last year for hundreds of adults, children and families.

Emily's House Plays a Critical Role

Emily's House plays an important role in the provincial health care system. The Auditor General's report notes that hospital beds are more than double the cost of a residential hospice bed. Our team not only provides end-of-life care, but medical and respite care throughout the child's life from the point of diagnosis, through the progression of the disease, to bereavement. Our programs differ from adult palliative care, as the majority of children have complex genetic and neurological diseases that in previous generations they would not have survived. Because medical advances have extended these lives, paediatric palliative care is often delivered by a wide range of specialists over a long timeframe: hours, days, months, or in many cases, years. In those moments of living, we have come to learn that kids want to just be kids.

Growth, Outcomes and High Watermarks

At Emily's House, our total annual admissions of children with a life-limiting illness has increased by 25% since our previous fiscal year. With survey feedback from client families, programs have been enhanced, and new sustainability-building projects launched. Similarly, in our PAC Community Programs, we are increasing outreach, partnerships, joint training and innovation in response to emerging trends in care. Our community program continues to support adults, children, siblings and loved ones; we are responding to HIV-impacted youth, who are transitioning to adult care; and, persons with HIV/AIDS who are living longer with complex health care needs. We are observing that for children and adults, care-giver supports are more important than ever.

As Dr. Rapaport our Medical Director says, *"We can't add days to the life of a child. But we can add life to their days."*

Government Leadership and Partnerships

The government recently committed increased financial support for residential and community-based hospices, recognizing our importance in the provision of timely, accessible palliative care, when and where needed. Our relationship with the Community Care Access Centre (CCAC) and SickKids hospital is positioned to provide seamless pathways of care for families to access our programs. We continue to identify and grow partnerships to ensure this continuum of support, and a greater spectrum of services, while identifying efficiencies in service delivery. Partnering with hospitals, we are helping to meet palliative care needs in their wards and in the community. With the CCAC, we are now able to offer clients and caregivers in the community, a multi-disciplinary care team that is more efficient, and allows for more coordinated and timely access to palliative care services. We are able to grow and strive for the availability of an integrated and co-ordinated system to deliver seamless, quality palliative care, thanks to key partnerships with SickKids Hospital, the CCAC, Ministry of Health and Toronto Central Local Health Integrated Network (TC LHIN).

Building Sustainability

We are building financial sustainability, and have completed the fiscal year revenue positive: +\$325,612. Our total non-government funding has doubled in one year: from \$763,016 to \$1,600,448. Plus, an operational review of Emily's House, initiated by the Toronto Central Local Health Integration Network (TC LHIN), has made recommendations aligned with the direction we are already heading. These milestone achievements put us on track to contributing to the field of paediatric palliative care knowledge through research, and becoming the palliative care provider of choice for families. While we have made great strides since opening Emily's House,



Rauni Salminen, CEO, accepts cheque from heroes Cody Rhodes, WWE Superstar Stardust, and Stephen Amell, The Arrow.

"We're confident that 2016-2017 will see even more creative ways for Emily's House to reach more children and families than ever before!"

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

recognizing that the Ministry of Health funds approximately 50% of our operations, we continue to look for individual and corporate partners to help meet revenue requirements.

Measurement and Engaging in Research

As part of our commitment to quality assurance, we continuously improve on metrics to measure our success and/or opportunities for growth in providing care both at Emily's House and in our PAC Community Program. We are well positioned to research innovative opportunities and solutions that support children who have transitioned from pediatric palliative care, into the adult world. Our vision is to become a Center of Excellence in the provision of paediatric palliative care, expertise, research and education; and evidence and solutions/based quality measures in palliative care.

Grateful to So Many

Our volunteers, staff, doctors, counsellors, therapists, and support team are grateful to be invited into the sacred spaces of families, their love and the special moments that arise from challenging, life-altering experiences. I am also very grateful for the donors, volunteers, board, staff, friends and advocates, who have joined in the palliative care journey, supporting life lived fully to the end.

Sincerely,

A handwritten signature in blue ink that reads "Rauni Salminen".

Rauni Salminen, CEO,

A handwritten signature in blue ink that reads "Louise Summerhill".

Louise Summerhill,
Philip Aziz Centre for Hospice Care and Emily's House
Chair, Board of Directors

**To schedule a guided tour of our new Emily's House facility,
please email us at: info@philipazizcentre.ca or phone 416-363-9196, extension. 212.**



Client Services and Community Outreach Program: Philip Aziz Centre for Hospice Care

Working closely with the Community Care Access Centre (CCAC) in the past year, the Philip Aziz Centre Community (PAC) Program has adopted a new, multi-disciplinary, team-based model that brings together all the service providers, and focuses our shared resources according to geographic catchment area. The process delivers streamlined services to our adult and child clients in the community; and, ensures they have timely access to all the palliative care supports they need. When an individual has concerns or challenges, we are now able to communicate this to the palliative team in a timely manner, and the team takes appropriate steps to ensure the needs are met. Feedback reported on the coordinated community care team has already been very positive.

Testimonial from a mom whose daughter participated in a soccer program, with financial assistance from PAC:

"You would never know how much my daughter participating in the soccer program helped our family. She was very shy and had no friends. But, because of this, she was able to make friends and is always smiling. I thought I was getting respite but my daughter got to be a "child" and have fun."

Philip Aziz Centre (PAC) Community Program	2013-2014	2014-2015	2015-2016	Change in Last Year
Community Program clients supported in total	419	425	392	-8%
Children in Community Program, plus siblings and loved ones	107	168	174	+4%

* Note: PAC Community Clients reduction in annual numbers due to change in reporting requirements in CCAC.

Testimonial from a PAC Community Program Client's Life Partner:

"When my partner suffered a massive stroke I felt helpless, adrift ... with nowhere to turn for comfort and support, or so I thought. While the doctors and support medical staff were focusing on Richard's condition, we often felt very alone. All that changed when the first of the Philip Aziz Centre volunteers came to visit. It felt as if Richard and I met an old and dear friend. The PAC volunteers are 'Angels,' giving up so many hours of their own time, to spend that time with people they have never met before. And yet, they welcome us in their hearts and minds. They bring so much joy, not only to Richard, but also to me as Richard's partner. They give me such a relief knowing I can go out and about even for just a few hours knowing that Richard is with his 'friend' who is taking care of him.

In response to client demand, beyond volunteer visiting services, we are providing: additional counseling; one-on-one social, psycho-social/spiritual and practical supports; plus, coordination of services, agency referrals, and personal advocacy. While our total number of PAC community clients has decreased slightly, the complexity of direct care provision has increased.

For children in the community, we continue to offer opportunities to enjoy therapeutic and recreational play activity. This past year, we have seen an increase in the number of requests for children-trained volunteers within our community program. By providing volunteers specialized to support children in their own home, children experience more comfort and autonomy. Parents are also able to get some much-needed respite. This can be as simple as taking a few hours rest, running errands, doing household chores, while knowing their children are safely cared for by a volunteer.

PAC Community Program for Clients with HIV/AIDS or who are HIV-impacted:

Although antiretroviral drugs (ARVs) are enabling people to live longer, individuals with HIV/AIDS are still experiencing health complications. They not only have to manage the illness, but they are also dealing with the side effects of long-term medication on the body and aging with HIV/AIDS, including comorbidity, heightened isolation, stigma and reduced mobility. Our HIV/AIDS Support Groups provided professional and peer supports; as well as emotional, mental and practical care, while reducing social isolation and stigma. It is a safe place to find support, hope, friendship, and space to create new meaning in a life that has taken an unexpected turn. Our volunteers continued to visit and provide support weekly. They also supported youths who are HIV-positive, and have difficulty with medication adherence. Having a volunteer who can remind them and encourage them to take their medication is leading to improved health. As in past years, we offered opportunities for children infected or affected by HIV/AIDS to enjoy therapeutic and recreational activity, while providing some respite/caregiver relief for parents.

To address the specialized needs of this client group, PAC has increased the number of one-on-one supports and support groups facilitated by professionals; and continuously updates education and training for the front-line community care professionals and volunteers who visit and support these clients in the community.

We have come a long way since the 1980s, but sometimes it takes a volunteer advocate/visit in a long-term facility to remind professional medical staff that it is "safe" to touch, hug, or offer some sign of comfort, to an individual with HIV/AIDS.

Testimonial from a PAC Community Program Client with HIV/AIDS:

"I never thought that I'd fall so far, and lose so much (as a result of HIV/AIDS)... When I was first introduced to the Philip Aziz Centre it was through the men's group. We were a group of men with HIV, substance addictions, and other challenges, who met regularly to share food and to talk. By being part of this group, my life transformed in every way. Now, my volunteer meets me every week for three to three and a half hours, and we talk about everything under the sun. His visits make me want to be a better person. He helps me physically, mentally and emotionally."

Testimonial from a PAC Community Program Client with HIV/AIDS:

"All the volunteers that I have met have been so accommodating and helpful – and always with a cheery face and smile. I have been HIV / AIDS positive for 23 years, and would be unable to maintain any semblance of a normal life without the Philip Aziz volunteers. 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."

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



Spiritual and Bereavement Care help individuals in the process of a painful journey to find comfort, to create meaning in their lives as they face a new reality, and to celebrate moments while making new memories. These supports can reduce anxiety, isolation and fear, by offering a place for the healthy expression of feelings and concerns related to faith, no faith, relationships, and other matters of importance to the individual and their loved ones. Surviving loved ones are also supported throughout their grieving, to the re-organizing of their lives, and re-integrating into their communities. Our goal is that clients move through the process with greater physical, mental, and spiritual health, with individual counseling and/or a peer group support. We provide a safe place where clients, their families and friends have the opportunity to access spiritual supports that assist them in the process of dealing with the prognosis of eventual death and bereavement.

Spiritual care is requested by approximately 50% of our PAC clients, and increasingly by families through our newly opened

Emily's House children's hospice. We believe spiritual care is an integral part of hospice, which recognizes that spiritual pain can be debilitating and if not addressed will interfere with the coping and grieving process; it is essential in caring for the whole person: adult, child, sibling, care-giver, and family member.

2015-2016 saw an overall increase in demand for Bereavement and Spiritual Care, particularly as a result of annual program growth, the first bereavement group program offered to Emily's House parents, and new members joining our Women's Support Group. The year-round program included: groups and individual spiritual care counseling; grief and bereavement programs; two annual memorial services; a Women's Peer Support Group for women with HIV/AIDS, and, a men's support program; bereavement care group debriefs; as well as monthly peer-support groups (for parents with a child with an underlying life-limiting illness, for siblings, and for grieving parents.

Spiritual Care and Bereavement Clients	2013-2014	2014-2015	2015-2016	Change
Philip Aziz Centre Community Program Clients	185	172	243	+41%
Emily's House Children's Hospice Program Clients	25	52	64	+23%
Total	210	224	307	+37%



*Promise me
you will always
remember me and
smile...*



Testimonial – from a woman who attended our bereavement series and one of our memorial services:

“Thank you for the beautiful, candlelight memorial service. It was like heaven on earth... And thank you for the Griefshare program. It was healing. I am very grateful.”



Testimonial – from a mom who participated in our Bereavement Care program:

“Thank you, again for your support, compassion and time with the grief session, and especially over the last 12+ months. Your session helped bring the four of us even closer, and provided us with comfort and tools to help us with our grieving process. You’re a blessing.”



Emily's House Children's Hospice



Emily's House is entering its third year of operations. The halls now echo with the laughter, activity and stories of children and families who have come to live part, or all, of their lives with us. We continue to welcome children living with life-limiting and life-threatening diagnosis through our four admissions groups:

- 1.) Transitional Care for children and their families as they travel between home and hospital;
- 2.) Respite Care offering meaningful opportunities for families to recharge their batteries by allowing us to be the caregivers;
- 3.) Symptom Management for when children need enhanced medical and nursing services, but hospital is not within their goals of care; and,
- 4.) When death appears to be near, care at End-of-Life.

During the past year, we took the important step of rigorously evaluating the benefit that our hospice provides to families

seeking respite services. Admissions for residential respite services account for the highest proportion of both admissions and unique clients visiting Emily's House. Further, those admitted represent the most diverse in diagnosis. Themes of Trust, Benefit, Kindness and Burden were explored and scored highly with respondents.

What we learned is that integrated residential palliative hospice care is vital to the provision of good paediatric palliative care, and specifically through the alleviation of burden. Emily's House has had a successful initial two years when measuring benefit and through the continued efforts to build trust with all the families who access our services. We continue to engage in quality assurance improvement, implementing meaningful metrics to capture our performance, in terms of satisfaction, impact on the system as a whole, as well as our care of families.

Emily's House Paediatric Residential Hospice Program*	July 2013 - Mar. 31, 2014	Apr. 1, 2014 - Mar. 31, 2015	Apr. 1, 2015 - Mar. 31, 2016	Change
Total Admissions	143	302	379	+25%

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



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

"The 2015-2016 year has been another great one for Emily's House and the children and families that we serve. More families than ever are benefiting from our programs

and we're not done yet! We're constantly looking for new ways to improve quality of life for children with serious medical conditions, and their families, no matter where they are on their illness trajectory. We're confident that 2016-2017 will see even more creative ways for Emily's House to reach more children and families than ever before!"

***Congratulations to Dr. Adam Rapoport, for his Larry Librach Award, presented at the 2016 Hospice and Palliative Care Ontario Conference 2016.**

Sandra Ross, Director of
Clinical Programs,
Emily's House

"It is my belief that for children who face life-threatening and life-limiting diagnosis the cost should not be the sacrifice of a childhood. It is with intense pride that, at Emily's House, children are children, and delight in days filled with songs, craft projects, silliness and joy. My hope is that these are the memories families will carry with them through the challenging days or years ahead. That somehow we have made dark days brighter."



Testimonial – from an Emily's House dad:

"When the reality of my daughter's condition revealed itself, it was incomprehensible. As you can imagine, the sense of loss and hurt left us breathless, profoundly hurt, and sent us into a tailspin. In time, however, we recognized that we are the fortunate in a very unfortunate situation. Our family and friends rallied around us. Organizations such as Emily House immediately took us in, and gave us hope and a sense of belonging. The challenges for some families are even deeper than we can ever imagine. The relentless pursuit of organizations like the Philip Aziz Centre and Emily House to inject dignity, decency, as well as resources into a very challenging environment is truly priceless."

Testimonial – from one mom:

"It was shocking to learn how few options you really have once death comes knocking at your door. Emily's House not only gave Natalie the peaceful and dignified ending that she deserved, they also gave us hope; hope in knowing that they would be there to help us through our grief, and to provide all the support we needed as a family during her palliative care."



New Emily's House Website:

Our new, stand-alone Emily's House-branded micro website is now live at <http://www.emilys-house.ca>, and available via Google search for "Emily's House." It includes client stories, videos, and a virtual tour of our paediatric hospice.

Children's Play and Recreational Therapy Program



Of all our hospice care programs, our Children's Play and Recreational Therapy Program may provide the greatest impact in removing barriers to enjoying a "normalized" childhood, and accessing quality of life. For a child potentially dealing with end of life, depending on a child's stage of cognitive and emotional development, physical activity and recreational therapy may be the healthiest way to "work out" feelings (i.e., anxiety, excess energy, etc.), and provide a focal point for an active mind. In paediatric hospice care, we also strive to make "dreams come true" and to "make memories out of moments." This can include attending a sporting event as a spectator, or simply modifying traditional games / activities to enable children with complex disease and disability to participate as fully as they can. Recreation programs and leisure experiences help children with physical, cognitive, social or emotional limitations make the most of their lives.

During this past year, our play program has looked like: a big group dance party; a simulated torch running and opening ceremony of the Pan Am games; indoor camping; fun science camp water experiments; multi-sensory stimulation in our therapeutic Snoezelen room; outings and excursions to petting zoos, aquariums, the community library, or a live professional sporting event. It often also involved monthly birthday celebrations, large fondant cakes, wheelchair limbo that has everyone in the hospice participating, or special spaghetti nights with siblings.

In our residential hospice program, activity and therapy is customized to the needs and interests of each child. In our community-based program, recreational programs are selected by the child and family, who apply for funding support. Past programs have included art camp, piano classes, recreational after-school basketball, karate classes, horseback riding camp, dance and more.

Play Therapy	2015-2016
Children Served	66
Total participants in group sessions & events	244
Camps	3 per year
Sibling Grief Sessions	four weeks

**Note: only one year of statistics available.*



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

Music Therapy can improve an individual's quality of life by addressing their emotional, physical and spiritual needs. Through music improvisations, a musical dialogue between the client and the therapist occurs, allowing for the expression and release of emotions. The client is able to communicate his or her innermost feelings in a non-verbal and non-threatening way. It can be an access point to reduced anxiety or pain, and to shared joy. Weekly sessions were planned to meet the individual needs of clients of all ages. Our Music Therapist visited Philip Aziz Centre (PAC) clients in the community and Emily's House clients, and encouraged them to express themselves musically and verbally in a safe and trusting environment. In the past year, some of our Music Therapy clients have moved home from Emily's House, and continued with the music program with home visits, tracked in the PAC Community Program.

Client Impact – our Music Therapist wrote:

"There is one child who, due to her complex special needs, has difficulty with changes in her routine and would always become very anxious when a new instrument was introduced into our sessions. It usually took a few weeks before she would be willing to try playing it. So when I brought the double tom drum set into our session room for the first time, it was with some trepidation. Much to my surprise, she walked over to the drum set, took the mallet I gave her and began to play, striking it loudly and with great enthusiasm! She is now playing like a rock star and after each session tells me, 'That was amazing!' with a big grin on her face."

Testimonial – from a PAC Community Client's partner:

"Ellen is a Music Therapist and got along very well with P., who sang with many choirs when he was younger. She came for an hour every week. She brought her guitar and a drum or two, and got P. singing again with some old favourites – Danny Boy and Somewhere Over the Rainbow. The repertoire grew in response to P.'s requests. Ellen visited two days before P.'s death and he joined her, in weak voice, singing Silent Night. ... I thank you, and PAC, for the joy that you brought to P. and me in his final days."

Music Therapy Program	2013-2014	2014-2015	2015-2016	Change
PAC Community Program Clients who took part in Music Therapy sessions in their home and/or were followed to the hospital.	16	16	26	62.5%
Emily's House children clients who participated in individual Music Therapy sessions.	20	45	31	-31.1%

Note: Many former Emily's House clients continued with the Music Program at home through PAC.

Volunteer Program, Philip Aziz Centre and Emily's House



The Volunteer Program has been “happily explosive,” with new programming, exciting firsts and the highest level of volunteer involvement in the history of PAC/Emily’s House. Notable accomplishments and highlights:

- A partnership has been initiated with the Palliative Care Unit at the Michael Garron Health Network to provide hospice-trained volunteers to support hospital patients.
- PAC joined the Toronto HIV/AIDS Network and 12 other HIV/AIDS service providers to build a city-wide HIV/AIDS Core Training program for volunteers.
- Volunteers supported Grief and Bereavement Programs, such as Sibling Spaghetti outings, the Candlelight Memorial, and Garden Memorial service.
- In addition to professional development sessions, such as Explore and Tours, Play Workshops and Music Nights, we launched a new The Volunteers’ Skills Share Program.
- YAC (Youth Advisory Council): Our 7-17 year old volunteers helped with outreach, gardening, client care and special events, and recruited our first animal volunteer, Credo the Dog!

Testimonial – from a PAC Community Program volunteer:

“I had a great experience with my client and will always remember her fondly. Although I am sad to know that I will never share smiles with her anymore, I consider myself fortunate to have helped her with dying in a small way.”

Volunteer Program Statistics	2013-2014	2014-2015	2015-2016	Change
PAC Community Program Volunteer Hours	19,041 hours	20,004 hours	24,862.5 hours	+41%
Emily's House Volunteer Hours	3,615 hours	9,111 hours	10,963 hours	+20%
Training – Number of Volunteers Registered (in core and children’s training programs)	168 volunteers	212 volunteers	238 volunteers	+12%



Daniel Quigley: A Special Volunteer Championing Our Food Program

Volunteer Daniel Quigley spent hundreds of hours supporting our food program at Emily's House, shopping, delivering produce, and helping to advance the program. His dedication and passion to create something wonderful is unfailing. He also drives community clients to appointments and chemo treatments. Thanks for being awesome, Daniel!

Testimonial – from an Emily's House volunteer:

"I was there as C's family was gathering to say goodbye. Everyone gathered, including the nurses and staff. There was beautiful music playing, and the sun was shining. Although it was a very sad moment, it was also a very beautiful one... and I feel privileged to have been there." – Erik



Congratulations to our 2016 June Callwood Award Recipient: Erik Van De ven.



Testimonial – from an Emily's House volunteer's experience at playtime:

"I sat on the floor playing Barbies in the water with L, when it started to rain outside. She began singing "The Sun Will Come out Tomorrow." She was shocked when I started singing with her. She is actually quite a good singer, although she has to gasp sometimes to get her breath. I asked her to sing it for the nurses but, she refused since they had told her she needed a nap... I thought the song was a bit prolific, since it talks about what we are there for. We are always hoping for one more day, and that the sun will come out tomorrow." – Greg



Thank you to our inspiring volunteers for 24,862.5 hours served in the community through PAC, plus 10,963 hours at Emily's House!



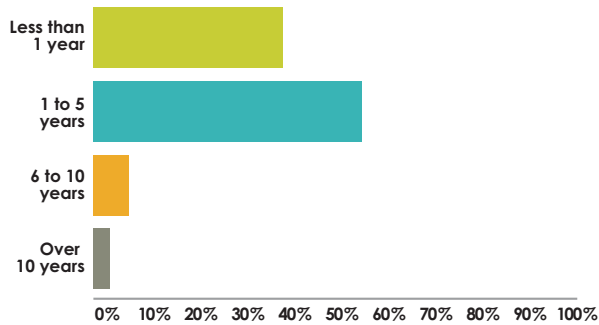
Additional Outcomes and Impacts

Volunteer Survey Highlights

Volunteer Retention:

62% of active volunteers surveyed have volunteered with PAC / Emily's House for 1-10 years.

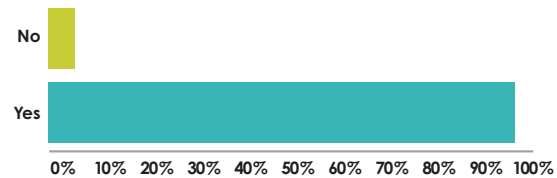
How many years have you volunteered with the Philip Aziz Centre?



Volunteer Impact: 94.3% Impacted in their Personal Life

When asked if the knowledge, skills and experience gained through volunteering at PAC/Emily's House has been useful in other areas of their personal life, 94.3% said "yes"!

Has the knowledge, skills and experience gained through your volunteering at PAC/EH been useful in other areas of your personal life?



Thank you to Kids Up Front, for including our kids in recreation in the community:

Our Coordinator of Children's Programs, Volunteer Manager, and PAC Community Case Workers continue to receive invitations, updates and tickets from KIDS UP FRONT. They have been able to share great joy with children, and offer moments of reprieve and a couple hours of normalcy to families, through Blue Jays tickets, hockey games, ROM passes, and visits to the Shrine Circus. Our Play/Recreation, Volunteer and Community Programs are able "to send kids everywhere! A family of six recently enjoyed the circus despite all the challenges of what they are currently going through. It's been incredible! Kids Up Front is always sending updates and we are able to jump in on opportunities so that a little bit of joy and surprise can be shared. We are very much looking forward to Summer Camp at Emily's House, as these excursion passes add a lot of excitement for the children enrolled in the program. And we have stand-by passes available for end-of-life cases, and siblings for anytime that may be needed."

Supporting Families



Recreational Dream Space: In Memory of “Odd Sock” Ollie – In summer 2015, a magnificent, multi-purpose, sports-themed recreation and play therapy space opened at Emily’s House children’s hospice, sponsored by the Fyfe Foundation. Special thanks to contributors: Jackie Morra Interiors; Sunpan Modern Home; Fathead; MuralUnique.com; Maple Leaf Sports & Entertainment Ltd; EB Games; and PlayStation.

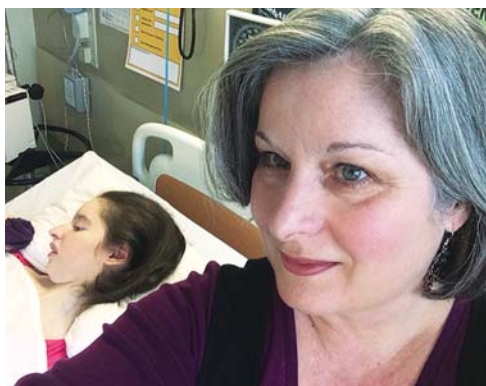
“Odd Sock” Ollie

“Bringing Ollie to Emily’s House was one of the hardest decisions of my life. When you are in the storm that is the beginning of the end of your child’s life, every decision about their care just carries so much more weight.

You want to be sure they are comfortable and able to do whatever they can that gives them even a small amount of joy. We decided to come here because we realized that the best way for us to ensure that we could give Ollie that comfort and some measure of happiness, was to allow ourselves to be cared for also. Only then could we focus exclusively on being Ollie’s parents for what little time we had left with him. The staff here gave us that care and thus the opportunity to have what we might not have had at home, or in the hospital. They supported our family during our most difficult days, in the most meaningful way. That is why Emily’s House will always occupy a special place in our hearts. Thank you... to everyone who contributed in order to help Emily’s House, and families like ours.” ~ Odd Sock Ollie’s Mom, Laura Muirhead



Home Caregiver Recognition Award Presented to Lindsey Yeskoo, Emily’s Mom:



Congratulations to Lindsey Yeskoo who received a Heroes in the Home Caregiver Recognition Award, from the Central Community Care Access Centre (CCAC). Caregivers like Lindsey play an important role in caring for their loved ones each

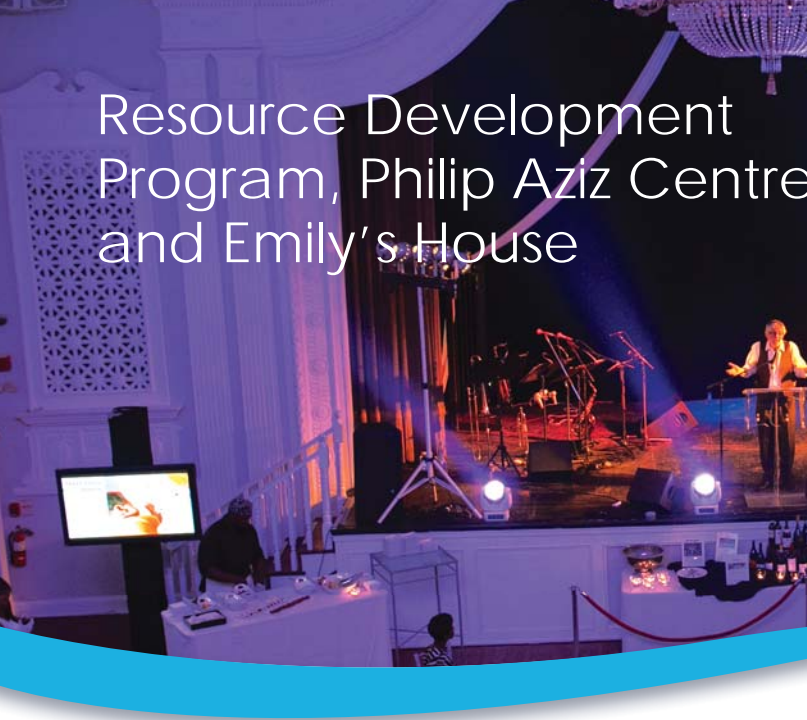
and every day. “Lindsey is both caregiver and advocate for her daughter,” says Sandy Hustler, Care Coordinator at the Central CCAC. “It’s a tough road she has to travel and she is an inspiration to all of us.”

First Family Legacy Tattoos: In Memory of Natalie Sweet

Here’s a contemporary family legacy idea that we have never witnessed before. The three members of Natalie’s immediate family each celebrated her life with a personally meaningful tattoo. This third tattoo completes the set.



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



To deliver invaluable, client-centred hospice programs and supports for adults, children and families – at no cost to them – our Resource Development Program has doubled our annual fundraising donations. We are very grateful to the private foundations, faith-based organizations, service clubs and individuals who have supported one-time projects, helped build sustainability, and financed core programs. Our signature fundraising events cultivated new corporate champions, and an inspiring “line up” of individuals who sponsored “Days of Care at Emily’s House.” In this third year of operations for Emily’s House, and as we witness more complex hospice care needs in the community, our revenue growth will need to continue at an aggressive rate. We hope we can count on your continued support.

Heart and Soul: A Musical Concert, April 25, 2015

Thank you to everyone who participated in this multi-faith community fundraiser, hosted by Forest Brook Community Church and Friends Indeed, which raised nearly \$10,000. Thank you to Emily’s mom Lindsey Yeskoo who spoke at the Heart and Soul event, and to live musical performances by Tariq Hameed, Shinez Janmohammed, Liam Kinnon, Sheldon Wong, and Amy Ribble.

Toronto Hike for Hospice, May 3, 2015

Purple t-shirts everywhere! Special thanks to Unifor, Mount Pleasant Group, West Jet, Danny Marks and band, Fly Girl Fitness, Artik Promotions, and all who joined in. Thank you, 2015 hikers, walkers, volunteers, supporters, staff and friends!

Mud Heroes: In Memory of Rylie, May 22-23, 2015

Our muddiest fundraisers of the year, Tina Durey and Debbie Tostik, participated in memory of Rylie, with proceeds to Emily’s House.

Jazz It Up for Emily’s House, June 4, 2015

Our most successful fundraising event yet! Over \$247,000 was raised. Thank you to co-presenting sponsors Agnico Eagle Mines Ltd. and Kinross Gold Corporation, Terra Restaurant for catering, host Diane Clemons, as well as: Bank of America / Merrill Lynch Canada, Barrick Gold Corporation, BMO Capital Markets, Canaccord Genuity, Canadian Health Care Agency Ltd., CAP Advisors Inc., E&Y LLP, GMP Securities, Great West Life, Johnson Inc., KPMG LLP, Polycorp Ltd., The Pottruff Family Foundation, RBC Capital Markets, Rogers Sportsnet, and TD Securities.

Development Results	2013-2014	2014-2015	2015-2016	Change
Fundraising Donations	\$744,094	\$763,015	\$1,600,448	+110%



Thank you to our Emily's House Gala Volunteer Committee.

Master Chef Dinner, June 17, 2015



The fourth dinner in the Master Chef series raised over 85 days of care at Emily's House. Thank you to Chef Massimo Capra of Sopra Upper Lounge, and Inniskillin Wine, for having a heart for hospice!

Chef Massimo and guests at the Master Chef Dinner Series for Emily's House.

Healing Cycle for Ontario Hospices, June 21, 2015

Our team raised \$4,573. Thanks to our top-fundraiser Donna Henrikson, and team captain Peter Goulos.



J&L Lemonade Stand with Cupcakes, July, 25, 2015

Two special kids released an international video to promote their lemonade-and-cupcake stand, inspired to support Emily's House by our fabulous volunteer, Renee Marshall.

Celebrations Remembering Natalie Sweet, October, 2015

Thank you to friends and family of Cindy and Brian Sweet who donated in memory of Natalie, including the Greater Toronto Sewer and Watermain Contractors' Association, and Maria Bell's Butterfly Kisses.

Amell vs Stardust, August 23, 2015

Arrow actor Stephen Amell and WWE Superstar Stardust (Cody Rhodes), were adversaries in the ring at WWE's SummerSlam event. They raised \$297,557 for Emily's House through the sale of 15,689 t-shirts, and presented a cheque at the opening of the new Emily's House recreation Dream Space: In Memory of "Odd Sock Ollie."



Veronika Zotochkina completed her first 15K run, and raised donations in memory of Matthew. The Geremia family and friends had a joyful reunion to accept the cheque on behalf of Emily's House!

Summerhill Market

Summerhill Markets' new monthly food donations are improving quality of life at Emily's House, with gourmet prepared meals, and an upcoming fundraiser to purchase a standing freezer.

Tribal CTA 2nd Annual Winter Outdoor Classic, February 18, 2015

The outdoor hockey event raised over \$8,000 for Emily's House families, and celebrated "Odd Sock Ollie," with thanks



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

Thank you to our donors and all our special friends on behalf of the children, adults and families supported by our hospice programs. You have made this care possible, when there is no cure.

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, 2015 to March 31, 2016. Every effort has been made to ensure the accuracy of this list, but please let us know if you have any questions or concerns.

1161889 Ontario Limited O/A Coldex
1235794 Ontario Inc
Anton Adamcik
Agincourt Pentecostal Church
Agnico Eagle Mines Limited
Ammar Aljoundi
The Anglican Diocese of Toronto
The Anglican Foundation of Canada
Applied Systems Technologies
Howard Atkinson
Joanne Aubin
Bank of America Merrill Lynch
Barrick Gold Corporation
Robert W. Bell
Douglas Bell
Aaron Bennett
Frank Blasi
Bloom Burton & Company
BMO Capital Markets
Sean and Peta Boyd
Matt Boyd
Jolyon Burton
Glen Butler
Frank Campoli
Canaccord Genuity Corp.
Care for Kids (Toronto)
Catholic Charities
Phillip Chang
The Christina Mary Hendrie Trust
CIBC
Richard Clark
Deborah Clark
Coca Cola Refreshments Canada
Company
Carolyn J. Cole
The Conn Smythe Foundation
Corix Water Products LP
Anna Cortellucci
Ciro De Ciantis
Paolo Dell Aquila

Deloitte Foundation Canada
Allan Donald
James Dutkiewicz
E&Y LLP
Fanxchange
F. K. Morrow Foundation
GMP Securities L.P.
Ling Goh
Peter Goulos
Graham Munro Charitable Foundation
Greater Toronto Sewer & Watermain
Construction Association
The Great-West Life Assurance
Company
Kate Gregorash
Ada Hall
The Harold E. Ballard Foundation
Stacey Hazzard
The Healing Cycle Foundation
Heavy Construction Association
of Toronto
Industrial Alliance Insurance
and Financial Inc.
Keith Jacka
John Sabine Professional Corporation
Johnson Inc.
JTF Homes LTD.
Jane Kinney
Kinross Gold Corporation
KPMG MSLP
Kraft Holdings Ltd.
Jennifer Kroezen
Johanne Labrecque
Landmark Capital Ltd.
Carolyn Langill
Scott Langley
Martin Lavigueur
Ledcor Industries Inc.
Marc Legault
Mel Leiderman

Mary Anne Lenio
The Lillian and Don Wright Foundation
Malvern Christian Assembly
Roberto Mangoni
The Manufacturers Life
Insurance Company
Maple Terrazzo, Marble & Tile Inc
Vida Markic
Phyllis Markle
Margaret McCain
Blair McDonnell
The Michael and Carol Mueller
Family Foundation
Michelle and John Visser Fund
Million Dollar Round Table
Diane E. Mills
The Mitchell and Kathryn Baran
Family Foundation
Lawrence Moate
Mount Pleasant Group
MTR Security Ltd.
Mike and Carol Mueller
Patricia Muir
James Nasso
Ontario Medical Association
Order of St. Lazarus
Toronto Commandery
Patrick and Barbara Keenan Foundation
PediaPharm
Jean Luk Pellerin
Delio Pelliccione
Peter and Pauline Dawson Foundation
PGF Family Corporation
The Philip Smith Foundation
RBC Capital Markets
RBC Royal Bank
Represent Holdings LLC
Amy Ribble
Shelley Riley
The Robert Kerr Foundation

Jean Robitaille
Roman Catholic Episcopal Corporation
The Rotary Club of East York
Nick Sacchetti
Dana Saccoccio
Salesforce Foundation
Rauni Salminen
Ebe Scherkus
Willi and Wayne Shillinglaw
Shoppers Drug Mart Life Foundation
Gerald Slemko
David Smith
Snap-On Tools of Canada
Debbie Snucins
Lisa Somers
Spectrum Realty Services Inc
David Stern
Howard Stockford
Louise R. Summerhill
TD Wealth
Telus
Daniel Therrien
Michael Timmins
Jonathan Toll
Toronto East Rotary
Unifor
United Way of Greater Toronto
Michael Varenbut
Barbara Walkden
James S. Walker
Walker Wood Foundation
Wanderosa Wood Products
Warner Bros Entertainment
Whistler's Restaurant
Don Wilkinson
Jason Wong
Lindsey Yeskoo
Richard E. Yeskoo
Veronika Zotochkina

Statement of Earnings

For the year ended March 31, 2016, with comparative information for 2015



	FY 2015-2016	FY 2014-2015
REVENUE		
Donations	\$1,600,448	\$763,015
Government Funding	1,620,953	1,635,027
Amortization of Deferred Contributions	264,056	295,075
Interest and Sundry	8,755	48,655
	\$3,494,212	\$2,741,772
EXPENSES		
Emily's House	\$1,840,160	\$1,858,151
Visiting Hospice	290,801	255,715
Children and Family	210,922	200,726
Bereavement and Spiritual Care	116,075	114,376
Development and Promotion	187,840	244,831
Amortization	279,168	299,396
Administration	243,634	251,658
	\$3,168,600	\$3,224,853
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	325,612	(483,081)
ALLOCATED AS FOLLOWS		
Emily's House Operating Fund	\$300,036	\$(525,907)
General Fund	25,576	42,826
	\$325,612	(483,081)
FUND BALANCES		
Emily's House Operating Fund	\$(212,975)	\$(513,011)
General Fund	269,965	244,389
	\$56,990	\$(268,622)

Revenue by Source



Donation revenue raised equals revenue received from government.

- 46% – Donations
- 46% – Government Funding (Philip Aziz Centre & Emily's House)
- 8% – Amortization of Deferred Contributions, Interest and Sundry

Expenses by Program



Emily's House 24/7 clinical and operation expenses represent the majority of annual expense

- 58% – Emily's House
- 9% – Visiting Hospice
- 8% – Administration
- 7% – Children & Family
- 6% – Development & Promotion
- 4% – Bereavement & Spiritual Care

NOTE: Total of percentage is greater than 100% due to rounding.

NOTE: Note: This is a condensed version of the Audited Financial Statements by KPMG which are available upon written request. Complete Audited Financial Statements for the Year Ended March 31, 2016* are online at: <http://www.philipazizcentre.ca/financial-statements/>.

COMPASSION / CARE / SUPPORT

Philip Aziz Centre (PAC) is a non-profit hospice providing respite, practical, emotional, spiritual and bereavement care for adults and children living with life-limiting illnesses and support to their loved ones, in the comfort of their own homes. 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-limiting 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 website <http://www.philipazizcentre.ca/>, <http://www.emilys-house.ca/>, or join us on Facebook at <https://www.facebook.com/PhilipAzizCentre>.

Board of Directors, 2015 - 2016

Louise R. Summerhill, *Chair*

Mike Mueller, *Vice Chair*

Conrad Beyleveldt
Kathy Ribble

Peter Goulos
Barbara Walkden

Maggie Keresteci
Dr. Bill Watson

Larry Moate

Staff (Current)

Rauni Salminen | *Chief Executive Officer*

Marilyn Basa | *Finance & Administration*

Donna Cadeau | *Administration/Reception*

Dan Dempster | *Director of Operations*

Rachel Lilley | *Administration/Reception*

Amanda Maragos | *Manager of Volunteer Services*

Heather Shillinglaw | *Coordinator of Children's Programs*

Ellen Weir | *Fundraising & Data Coordinator*

Lorely Angcos-Garcia | *Director, Finance & Administration*

Reverend Vicky Burke, Chaplain | *Spiritual/Bereavement Care*

Paul Davidson | *Chaplain, Spiritual/Bereavement Care*

Jennifer Kroezen | *Director of Development / Fundraising*

Ellen Lindau | *Music Therapist*

Sarah Robbins | *Manager of Hospice Administration*

Lena Soje | *Case Manager & Community Outreach, P.A.C.*

Clinical Full and Part-time Staff (Current)

Sandra Ross, RN, *Director of Clinical Programs*

Nicole Albay, PSW

Catherine Benson, PSW

Lisa Brugger, RPN

Dina Chaves, RPN

Erin Duggan, RN

Diane Friesen, RN

Elizabeth Kagabe, PSW

Nolana Ritskes, RN

Carly Suderman, RPN

Michelle Seto, RN

Kim Daffern, RN, *Client Care Resource Nurse, Emily's House*

Michelle Badejo, RN

Chantelle Browne, PSW

Laura Cameron, RN

Karen Cross, RPN

Karla Francique, RN

Chelsea Goldie, RPN

Lindsay McBain, RPN

Margrit Robertson, PSW

Diothel Torne, RPN

Additional current Clinical Casual Staff are not listed here.

Memberships

Canadian Hospice and Palliative Care Association (CHPCA)

Charity Village

Hospice Palliative Care Ontario (HPCO)

Ontario Community Support Association

Spark Ontario

United Nations Volunteer Network

Volunteer Canada

Volunteer Toronto

Canadian Pediatric Residential Hospice Network

ChristianVolunteering.org

Kids Up Front

Professional Administrators of Volunteer Resources, Ontario (PAVR-O)

Toronto HIV Network

Volunteer/Bénévoles

Volunteer Management Professionals of Canada

Philip Aziz Centre for Hospice Care
558 Gerrard Street EAST
Toronto, Ontario M4M 1X8
www.philipazizcentre.ca

**Emily's House, an operating division
of the Philip Aziz Centre**
45 Jack Layton Way
Toronto, Ontario M4M 0B7
www.emilys-house.ca

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

Twitter: @PACHospice_care

Facebook: www.facebook.com/PhilipAzizCentre

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

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

Charitable Registration # BN 89422 8063 RR 0001

