

COMPASSION / CARE / SUPPORT



Philip Aziz Centre / Emily's House

# Annual Report 2016-2017

Providing medical 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.





Rauni Salminen, CEO, helps receive toys from the Spectrum Realty Toy Drive in memory of Ava. Left to right: Christina Ciuffetta, Amanda Maragos, Rauni, Heather Shillinglaw, Domenic Ciuffetta, and John Lewin.

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

Thank you to our dedicated and compassionate community of donors, staff and volunteers who have again made it possible to provide timely, quality, accessible, client-centred hospice care through both Emily's House and Philip Aziz Centre (PAC) during this past year.

Emily's House and PAC have completed the second, revenue-positive fiscal year since opening our residential paediatric hospice doors in July 2013. On our four-year anniversary since welcoming our first Emily's House client we have marked continued overall growth in total clients served (children and adults), while strategically building capacity. Our volunteer base has increased by 21% thanks to additional training, partnerships and new online education modules which supplement in-class, core training. Leveraging the advantages of operating both a community home visiting hospice program, and a paediatric residential hospice, we've created additional operating efficiencies that support front-line care in all program areas. Thank you to everyone who helped make this possible, and who contribute to these annual "high-water marks."

### **Innovation and Reducing Barriers in the Community**

Eliminating obstacles and ensuring seamless pathways to care has been a primary focus for PAC. Barriers to timely access to services have been reduced through the introduction

of daily huddles, (multi-disciplinary daily meetings with all palliative care providers involved in a client's care), resulting in an improved, accelerated and coordinated response. This is part of the Toronto Central LHIN's (TCLHIN) "Integrated Access to Care" model, a ministry mandated direction for putting patients first. PAC is also partnering with another hospice in Toronto to improve timely delivery of hospice services across the TCLHIN, when and where they are needed. Policies and programs, recruitment and training have been strategically aligned creating a more efficient and far-reaching model of care and a greater base of volunteer resources. This partnership, with the support of the TCLHIN, will also build greater volunteer capacity within the system by establishing a centre of training and education that will be available to agencies, long-term care facilities, and hospitals seeking to train volunteers for their palliative care programs. PAC remains committed to its' original mandate of 24 years ago, in supporting persons living with HIV by adapting services and programs to meet the changing and diverse health and social challenges especially among youth,

of a disease now manageable with medication. For example, PAC has helped 83% of youth clients with HIV reach target viral counts, through specialized volunteer supports. In addition to hospice supports, PAC extends compassionate care to families facing financial challenges by providing food vouchers, and assistance with other household emergency expenses. Recently, a newly-arrived refugee widower and her two young children (one is living with a life-threatening illness), arrived for a tour of Emily's House. PAC stepped in to offer support in establishing their new home, which included securing furniture and stocking their cupboards with groceries. These extra supports are made possible through special gifts designated for benevolence.

## Emily's House: Increased Admissions, Complexity of Care and Facilities Updates

At Emily's House, we have witnessed continued overall growth in admissions, particularly for end-of-life care, and have strengthened our relationship with SickKids Hospital, with the shared goal of ensuring timely and seamless access to Emily's House. Possibly the most significant development of the year is the increase in admissions for complex and diverse care needs for children with a life-threatening illness. Given our recent government funding increase designated to help us "ramp up" from a 6-bed to a 10-bed model (covering approximately 54% of total EH operating fund budget FY17/18), we are scaling up our core and auxiliary therapeutic programs and services, to meet anticipated admission increases as well as the requests for more complex care. Concurrently, our Emily's House "hospice home" feels more "lived in" every year. We are delighted to report that 100% of funds for the Emily's House Garden and Outdoor Greenspace Upgrades project were raised through a volunteer-led gala fundraiser. The upgrades should significantly expand access to outdoor therapeutic and recreational play. Operating a residential hospice, however, also comes with challenges, including our first, major wear-and-tear expenses such as the UPS room battery back-up replacements, a new high BTU air conditioning system for the UPS battery room for temperature controls, preventing basement flooding, roof repairs, and security upgrades. With the anticipated program growth and capital projects, the need for a reserve fund is clear.

## Building Capacity and Financial Sustainability

As per our Audited Financial Statement FY16/17, the year ended revenue positive at \$96,402. The substantial revenue increase of FY15/16 (110% over previous year), was not

replicated: in the absence of a celebrity major gift; and, a year's hiatus for our gala fundraiser. Still, we completed FY16/17 revenue positive, with a 23% revenue increase over two years' previous, and strategic cost containment. At a macro-level, the overall trend is one of continued increase in annual giving from diverse non-government donors. Positive trending is the result of: leadership giving primarily from foundations and individuals; larger average gift amounts; plus, increased support from events, third-party fundraisers and client families.

## Looking Forward

As we grow, maintain, benchmark, repair, partner, and innovate in the field of palliative care, there is a clear need for ongoing support. You are our champions, advocates, funders and viral storytellers. Your ongoing support is essential to fulfilling our core objectives: to ensure quality of life at end-of-life (for children and adults) and to remove barriers to enjoying childhood, through therapeutic and recreational children's programming. As we continue to deliver client care programs and operationalize our strategic plans, we will launch capacity-building processes that go beyond sustainability. They will help ensure that adults, children and families are receiving the highest quality of care when and where they need it. We are not only committed to the sustainability of our operation, but also to advocating and leading the way in ensuring paediatric and community-based palliative/hospice care is recognized as an essential service within our healthcare system, and universally and equitably accessible across Ontario. Together, we can do this! Thank you!

With appreciation,



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



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

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 for Hospice Care (PAC)

During the 2016-2017 year, the Philip Aziz Centre (PAC) Community Program continued to work within the multi-disciplinary, team-based model introduced the previous year. We focused on three geographical “hubs,” worked on strengthening our volunteers’ capacity to meet client needs, and witnessed an increase in referrals from the community.

Barriers to service have been reduced. Recently introduced daily communications, with multi-disciplinary care teams of health care providers, have provided accelerated referrals for direct care needs. Our Case Managers’ weekly check-in with volunteers has resulted in program improvements and stronger relationships; while training has strengthened our volunteers’ capacity to meet and identify client needs. For example, when a volunteer recognized a client’s breathing was more labored

### Testimonial from a PAC Community Program Client:

*My nurse, who was a witness of my loneliness, told me one day that I was going to receive the visit of volunteers. Soon, two volunteers started visiting every week. After a little while, I expected them as one expects old dear friends. I am thankful for Philip Aziz, its mission, the wonderful people that work with such love, compassion and dedication.*

### Testimonial from a PAC Community Program Client:

*I’m grateful that there is such caring team at PAC! I really appreciate your help.*

Philip Aziz Centre (PAC) Community Program	2014-2015	2015-2016	2016-2017	Change in Last Year
Community Program clients supported in total	425	392	419	+7%
Children in Community Program, plus siblings and loved ones	168	174	213	22%

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

than the week before, she reported it to PAC, who consulted the care team. The doctor conducted an assessment, provided medical treatment, all resulting in additional nursing. Another volunteer found a client in extreme pain when his caregiver did not arrive to prepare meals. As a result, additional volunteer support was found to prepare meals, and the incident triggered a reassessment of the client's care plan by Home and Community Care. This enhanced client-centred approach has reduced hospital emergency visits, reduced isolation, and improved access to services.

The longer we work with the team, the more we are called on for additional services or referrals. A significant part of the daily conversations and support from our full-time staff Case Managers involves clients, and non-clients who phone in with inquiries, needing referral information and options (i.e., for disability benefits, housing resources, doctors, community health and social service programs, scholarships, funding sources, etc.). By being open to assist, we are well-respected and feel a part of a team. We are often acknowledged for "going beyond" to ensure that the needs of our clients are met; and our volunteers are recognized for their dedication to clients.

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

PAC continues to provide support for individuals and families living with HIV/AIDS. We work with Casey House, Fife House, The Teresa Group, other AIDS service organizations, and SickKids within a Care Plan model that ensures that clients' needs are met and there are no gaps in services. In the past year, we increased our focus on adults and youth experiencing short-term, health-related issues, or who have developed comorbidity due to side effects from HIV or antiviral medications. We provide personal advocacy; social service coordination; counseling; spiritual care; short-term volunteer visitation support; and, facilitated peer support groups for women. Additional respite is offered to adult caregivers, through financing and / or volunteers for after-school programs and summer camps.

Recently, we have responded to client needs with expanded HIV-related care in three key areas:

- Expanded services delivered by Social Work, Counseling, Grief and Bereavement Care professionals.
- Direct services for youth who are HIV positive and transitioning to adulthood, including targeted harm-reduction programs addressing special needs.
- New HIV/AIDS volunteer training modules and collaborative partnership projects.

Many of our HIV/AIDS clients are managing multiple challenges related to poverty, housing, access to care and treatment, stigma, discrimination, co-morbidity and medication fatigue. Some have been accompanied by volunteers to appointments and treatments; others have had their grocery shopping or errands managed; and bedridden and dying clients had a dedicated volunteer sit at their bedside, offering the precious gift of human presence. Our Case Managers and volunteers visited and advocated for individuals as they transitioned to hospital or nursing home care, to help reduce stigma, remove barriers to access "mainstream" services, and improve public attitudes.

Special thanks to **FaithWorks of The Anglican Diocese of Toronto** and the **MAC AIDS Fund** for leadership funding in support of these clients.

### **Testimonial – from SickKids Hospital, Social Work Department, for our PAC Youth HIV Medication Adherence Initiative:**

*The crucial children's health issues related to medication adherence for children with HIV can sometimes lead to children going into foster care if their parents are unable to administer medications well enough. In two situations, this was very likely but we were able to refer the families to the Philip Aziz Centre. With intensive support from the Philip Aziz Centre, the families developed understanding and skills to administer the medications. In this process, the children were able to remain with their parents and the parents also became more trusting and accepting. These children now have good immune systems, better current health, and bright futures.*



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

Our Bereavement and Spiritual Care Program continues to be an integral part of hospice care, offering skilled spiritual companionship in the lives of the suffering, dying, bereaved, or those anticipating grief over a loved one. Based on the principle that mental and spiritual well-being contribute to the health and welfare of clients and their family members, the program provides vital benefits when included in end-of-life care.

The anxieties that come with end-of-life can be complicated. Changes to physical abilities, medications, appointments, family, visitors, etc., add a new strain on what was likely already a very busy life. Perhaps there are issues to be addressed, life goals to be re-evaluated, relationships to reconcile. During the end of their life journey, people often want to talk about what's on their heart with a neutral, empathic listener, while being worried that discussions about hopes and fears may burden their family, who often appear already too upset or busy with caregiving.

Our team connects with clients and their caregivers, helping to ease the burden by coming alongside, being listening presence, while exploring those things that provide meaning, peace and hope. Most importantly, our team encourages clients and families to engage in things/activities/legacy work that will build memories in the moment, and encourage a life lived to its fullest right to the end.

In 2016/2017, the greatest demand of our Bereavement and Spiritual Care Program was for one-on-one supports for adults and parents seeking psycho-therapeutic help with anticipatory grieving; and, secondarily, for one-on-one counselling for individuals with HIV/AIDS and co-morbidity health factors needing support in dealing with loneliness and disconnect from family and friends. In summer / fall 2016, six-to-eight-week facilitated peer support groups were conducted: a Grief and Bereavement Group; a Parent Respite Support Group; and, a Sibling Support Group which transformed into more individualized care. Participation in our year-round Women's Peer Support Group increased by 67%. Emily's House supported more deaths of children than in previous years, which increased demand for bereavement care for family members; care was requested by approximately 50% of our PAC clients as in past years; and, participation in our memorials grows annually. For 2017/2018, our plans are to offer a volunteer base of trained individuals who can provide faith-specific support, so clients can access support with a language of commonality (i.e., Jewish faith, Buddhism, Indigenous beliefs, etc.).

**Testimonial – from a client’s sister:**

*I wanted to thank you from the bottom of my heart and on behalf of our family for being there until the end. Thank you for bringing the strength of faith back into my brother’s life. He is finally resting.*



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

*Thank you for being a part of our family’s journey and for the love, care, comfort and peace you have brought to our whole family, not only while [our daughter] stayed at Emily’s House, but also while we gathered to remember her and the other children who left us this past year.*



**Testimonial – from a community client:**

*I started to see love, rather than hurt or danger, and learned the meaning of trust. The past no longer was a minefield of pain and struggles but a source of deep knowledge.*

Spiritual Care and Bereavement Clients	2014-2015	2015-2016	2016-2017	Change
Philip Aziz Centre Community Program Clients	172	243	408	+68%
Emily’s House Children’s Hospice Program Clients	52	64	77	+20%
<b>Total</b>	<b>224</b>	<b>307</b>	<b>485</b>	<b>+58%</b>



## Emily's House Children's Hospice

Building capacity through partnerships, Emily's House is leading the way in a pilot project with St. Elizabeth and SickKids that will strengthen and sustain the paediatric nursing capacity available to children living with complex, life-threatening illnesses, in the community. Provincial, national and international clinicians have toured our facility, or interviewed our staff for knowledge and guidance in paediatric hospice care. Our team has presented at and attended key palliative care conferences, published an abstract in the Journal of Palliative Medicine, completed an accreditation process, joined an industry working group to establish Standardized Provincial Metrics for children's palliative care, and taken great strides towards being recognized as a Centre of Excellence.

Building capacity through partnerships, Emily's House is leading the way in a pilot project with St. Elizabeth that will benefit children and their caregivers, living with a complex life-threatening prognosis in the community. Our shared objective is to increase access to quality paediatric palliative nursing care in the community. Similarly, shared focus groups with SickKids Hospital have identified opportunities to identify barriers and

enablers, thereby increasing referrals, and helping to ensure seamless and timely access to Emily's House.

While we have seen steady, annual increases in admissions, new and enhanced partnerships, combined with additional funding from the Ministry of Health will have Emily's House transition to a ten-bed operating model by 2018. This means more children will have improved and timely access to quality palliative, medical respite and transitional care.

### Testimonial – from a dad for the Emily's House Transition to Home Program:

*“One of the supports Emily's House offers is the Transition to Home Program. Children with complex medical needs may transition from hospital to their own home through our program, where support and education is offered. One Emily's House dad was happy to share that they became well equipped to provide care at home, and, “manage [his daughter's] care with his eyes closed.”*

Emily's House Paediatric Residential Hospice Program*	Apr. 1, 2014 - Mar. 31, 2015	Apr. 1, 2015 - Mar. 31, 2016	Apr. 1, 2016 - Mar. 31, 2017	Change
Total Admissions	302	379	397	+5%
Total # Days of Care	1,475	1,487	1,674	+13%

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

*In last year's Annual Report, I promised that '2016-2017 will see even more creative ways for Emily's House to reach more children and families than ever before!' I'm happy to report that we delivered on that promise. In addition to maintaining and growing our programs, this past year, Emily's House found new ways to positively impact the quality of life of even more children with life-threatening conditions, and their families. Life is now a little bit easier for families that must travel long distances for a SickKids appointment – instead of packing up the car at 5 a.m. and fighting Toronto traffic, more families are choosing to stay at Emily's House the night before for an evening of well-needed respite, while cutting down the travel time the next day to just 10 minutes. We've also started to expand our end-of-life services to include adolescents and young adults (19-24-year old) who may not feel comfortable at an "adult" hospice. Together with our partners, SickKids and the Toronto Central Community Care Access Centre (CCAC), we've identified innovative ways to provide better and more seamless care to our patients and families. Finally, we've enhanced the Emily's House skillset to provide even more holistic care – five staff members are now certified to perform hypnosis for pain and distress management in children by the Canadian Society of Clinical Hypnosis. It's been four years since Emily's House first opened its doors and our impact has been tremendous. Here's another promise: we're just getting started!*

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

*What a wonderful year it has been at Emily's House! This year has seen us focusing on ramping up to our new eight-bed model. Additional staffing was required and the kiddos have been welcomed with open arms. Working closely with SickKids Hospital, it has been an honour to walk beside these families, offering them a home-like environment, the comfort of medical support, and delighting in more laughter and memories. This year has also found us strengthening our relationships with other children's hospices, provincially and nationally, collectively raising our voices to advocate for the care of the children for whom we care.*



**Testimonial – from one mom:**

*Thank you for being a part of our family's journey, and for the love, care, comfort and peace you have brought to our whole family.*



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



## Children’s Play and Recreational Therapy Program

Whether at Emily’s House or within their own homes, the focus of our Children’s Play Program is to support children and their families. Understanding that play is often referred to as “the language of children,” playful one-on-one interventions are created to provide children a time to express their challenges, successes and / or needs in a supported and play-filled way. Individual and group play, and, multi-sensory stimulation in our therapeutic Snoezelen Room continue to be popular year-round activities for daily play, with special thanks to **Emily’s House Daily Play and Art Therapies Program, Presented by The Lillian Meighen and Don Wright Foundation.** Our Children’s Play Program also includes: Recreational Summer / March Break Camps at our residential hospice; After School and Recreational Programs in the community; and, Children’s Volunteer Visits or Play Program Home Visits.

Celebrating milestones is a large part of our focus. For example, we celebrate a child victoriously reaching their one

month birthday, or another entering their teen years. We also celebrate seasonal events with Halloween parties, holiday parties, and barbeques where families can come together, laugh, eat and share with others who are on similar journeys. Emily’s House is absolutely bursting with activities and joy.

This year we programmed three weeks of camp experiences for the children at Emily’s House. The children enjoyed dance parties, imaginary camp fires under the stars in our Dream Space, baking cookies, planting, doing crafts, having group stories and music circle time, and more. Our daily play and medical respite program included more recreational outings than in 2016. Adventures included: investigating dinosaur bones and bats at the ROM, front row seats to Mary Poppins, Sibling Spaghetti Sunday, and, Jay’s Care box seats for a game the Blue Jays won!

Play Therapy	2015-2016	2016-2017	Change
Children Served	66	77	+17%
Total participants in group sessions & events	244	258	+6%
Camps	3 per year	3 per year	same
Sibling Grief Sessions	four weeks	Offered in alternate years	N/A

\*Note: only two years of statistics available.



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

Our music program encourages children, youth and adults with a life-threatening illness to express themselves musically in a trusting environment – at Emily’s House, or in their own home through the PAC Community Program. In past updates on music therapy and music programming, we have reported one-on-one stories; and, testimonials from families witnessing increased confidence and self expression in their child, as they achieved new milestones by learning through the arts at their own unique pace. While these types of sessions continue, and more trained volunteers are available to contribute compassionate hospice support through music-related activities, our Therapeutic Music Programmer has also come to discover a spontaneous communal musical expression he refers to as: **Emily’s House Jazz Band**. He wrote: *“One day I joined in Sid’s vocalizations, sitting down next to him on the mat, mimicking, modifying, and adding my own sounds. He began smiling and rolling around with delight, laughing when my own noises got too silly, and in a quick minute we were engaged in a conscious, responsive musical creation together! The next time we were together and began to play at this,*

*another young person that is often quiet started to sound out, adding their own voice to the song. In a few minutes, a spontaneous Emily’s House band was formed. Because of their physical limitations, it’s unusual to find an opportunity for these young people to directly interact with one another, and now we have a consistent forum where as many as are present, interested, and able, can express themselves and hear from others in an ongoing musical conversation – often with Sid as our band leader.”* Music creation and expression has a way of transcending differences and enabling connection with others in community. These magical and musical moments add an intangible impact to quality of life for these children and youth.

Music therapy and programs 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 / volunteer occurs, allowing for the expression and release of emotions.

Music Therapy	2014-2015	2015-2016	2016-2017	Change
Emily’s House children clients who participated in individual Music Therapy sessions, and PAC Community Program Clients who took part in Music Therapy sessions in their home and/or were followed to the hospital.	61	57	35	-39%
<b>NEW</b> - Emily’s House children clients who accessed group music activities/programming.	No statistics available.		77	—

**Note:** This number is a best estimate, as group music related client activity and programming support was not tracked specifically throughout entire year.



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

The Volunteer Department created extensive learning and fun opportunities for core volunteers, supporting the Philip Aziz Centre and Emily's House. More community partners and groups joined our program, creating an enriched and dynamic volunteer experience for everyone. In all areas (client care, administration, maintenance, fundraising, events, committees and special projects): "our clients inspired and encouraged us to give all we can, because they are the heart of all we do."

Highlights from the Volunteer Program include:

- **Volunteer Training** – nine trainings (including three new sessions) completed with 270 registrants.
- **Online Volunteer Training Platform** – launched to support Core Training requirements.
- **Volunteer Professional Developments Days, Skills Share Sessions, and Explore and Tours at Emily's House** – 83 participants (for music, art or illness-specific classes and guest speakers).
- **HIV/AIDS Core Training in partnership with Toronto HIV Network (THN)** – Our HIV Care Team grew as new volunteers completed training and the pilot became an official program.
- **Partnership with Michael Garron Hospital's Palliative Care Unit** – PAC volunteers delivered 504 visits to patients (1,008 hours), and the pilot became an official program.
- **New community engagement partners:** Doxa Journeys Youth Remix, George Brown College, Grace Church on the Hill, Princess Parties by Simone, People Living with AIDS Association, AIDS Committee of Toronto, Sole Power Productions, Toronto Police Services, Toronto East Rotary Club, and Vibe Arts.

Volunteer Program	2014-2015	2015-2016	2016-2017	Change
PAC Community Program Volunteer Hours	20,004 hours	24,862.5 hours	26,813.5 hours	+8%
Emily's House Volunteer Hours	9,111 hours	10,963 hours	11,665 hours	+6%
Training – Number of Volunteers Registered (in core and children's training programs)	212 volunteers	238 volunteers	331 volunteers	+39%



Congratulations to Toronto Legacy Awards Winner: **Joseph Daniel Quigley**: "It is a commitment and it should not be taken lightly, but it is a beautiful life affirming gift when you find your volunteer role."

**Testimonial – from a PAC Community Program volunteer:**

*During visits, my client shares her insights about life and reflections on her relationships. She asks me to read to her and we talk. It has been such an honor to accompany her on this journey, with all the highs and lows, and especially at this critical time. I am deeply touched by the honesty of her humanity, and her desire to live through the hardship, learn from it, and find meaning in it.*



**Congratulations to Vuso Moyana: a 2017 Recipient of "The June Callwood Outstanding Achievement Award for Voluntarism":**

*Thank you! It has been an incredible journey volunteering for PAC over the past five years and I look forward to many, many more years to come.*

**Thank you to our inspiring volunteers for 26,813.5 hours served in the community through PAC, plus 11,665 hours at Emily's House!**



## Additional Outcomes, Impacts and Milestones

### **A testimonial from an Emily's House mom dealing with the transition from hospital:**

*"My daughter just spent three days at Emily's House. It was very difficult leaving her. I called them a few hours later, and she had calmed down and was doing okay. I was on my own with the other three kids. What we often don't realize is that the amount of stress that we are living with daily is abnormal. We are doing hospital level-care mainly on our own. Every single time I look at [my daughter], I do a quick assessment (colour, airway-secretions, muscle-tone, temperature, mood, etc.). Even when I go out without her, I worry about her and think about her safety constantly. When she is at Emily's House, I know she is safe and looked after. Throughout her stay, the nurses sent me pictures and videos of her. One of the nurses brought her baby carrier and wore [my daughter] for most of her shift. She had music therapy and play therapy, did arts and crafts, and some water play. When I came to pick her up, she was sitting outside on the patio with the play therapist, an intern and two nurses. Her hair was in a little pony tail and she had just finished painting a Canadian flag. Overall, it was a very positive experience... I do know that she was happy most of the time, and I really needed this little break."*

### **Willi Shillinglaw: Director of Outreach Retires after a "Lifetime" Contribution**

We celebrate our beloved Willi Shillinglaw and her "lifetime" commitment and contribution. She completed the second volunteer training offered by PAC in 1995, was hired for "one year" that lasted from 2008 to 2016, served as a founding Board Member for Emily's House, and retired in June 2016 as Director of Outreach, for PAC / Emily's House. In her 17+ years, she recruited, trained, encouraged and loved hundreds of our front-line hospice volunteers and staff, and is best known for great hugs and a contagious compassion for hospice care.



### **Willi wrote:**

*"It has been my great blessing, privilege and honour to have had the opportunity to serve this great work in so many capacities. Getting to know each of you as you pick up your special roles and excel in even more service to our precious clients, has been at the top of the list of those blessings. I am confident that the organization is in great hands and will continuously grow in serving the community and the guests at Emily's House."*

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

This year, we did not replicate the incredible revenue increase of FY2015-2016 (110%), in the absence of an annual gala and a one-time celebrity gift of \$300,000. We did complete the year revenue positive, with a 23% revenue increase over two year's previous. Overall, annual giving is trending upwards from a wonderfully diverse range of donors, with thanks to: leadership giving primarily from foundations and individuals; larger average gift amounts; plus, increased support from third-party events. (See highlights below). Our roadmap to building capacity will leverage a new leadership cabinet, and prioritize strategic corporate channels. Thank you to everyone who initiates, supports, shares, plans events, and advocates on behalf of our adults, children and families. We encourage everyone to help tell the Emily's House / Philip Aziz Centre story, so we can generate the resources and enthusiasm that make access to hospice supports possible.

## Gaggie Media Communications' Catch Phrase Event, Apr. 19, 2016

This employee-driven event raised \$2,100 for a new medical-grade weight scale in memory of Odd Sock Ollie.

## Canadian Nursing Students' Association 2016 Ontario Quebec Regional Conference, Sept. 30, 2016

Volunteers and student nurses, Christina Pullano and Catherine Tran, introduced Emily's House to the conference. The auction raised \$2,017 and may even encourage future palliative care nurses!

## Hike for Hospice, May 1, 2016



A fun group hiked, walked and celebrated, with many of our client families. With thanks to community partners, volunteer teams, sponsors and friends, \$56,826 was raised for Emily's House / PAC.



## Healing Cycle for Ontario Hospices, June 26, 2016

Doctors Donna and Sue each cycled 100KM, contributing to \$5,613 raised.



## Million Dollar Round Table (MDRT) Foundation, Aug. 19, 2016

Jeff Dawson presented the \$5,000US cheque: "It is vitally important to consider new projects and grassroots initiatives where there is a gap that needs to be filled. Our hearts go out to all families with children who have life-threatening illnesses. We are grateful that Emily's House is there for them."



Development	2013-2014	2014-2015	2015-2016	2016-2017	Change
Fundraising Revenue (non-government funding)	\$744,094	\$763,015	\$1,600,448	\$936,682	-41%*

\*Note: 41% decrease over anomaly year, and 23% increase over two year's previous.

## Fed Ex Global Citizenship / FedEx Cares Community Fund, Sept. 26, 2016

Mark Armstrong and family visited Emily's House to share some photos, and some very special memories, while presenting a cheque for \$634 from the FedEx Cares Employee Fund.



## Malvern Christian Assembly, Oct. 17, 2016

Malvern Christian Assembly chose Emily's House / PAC as an annual funding project at \$5,000.



## Butterfly Kisses for Natalie, Oct. 2016

The family placed purple roses in the garden, sang Happy Birthday, and donated \$11,875 in celebration of Natalie.



## Summerhill Market In-store Fundraiser, Oct. 27, 2016

Summerhill Market raised funds for two freezers for Emily's House, and donated prepared meals year-round. The families at Emily's House have never received this level of fresh, nutritious care.

## Faith Works 20<sup>th</sup> Anniversary Gala, Oct. 31, 2016

Faith Works, of the Anglican Diocese of Toronto, continues to be the largest annual funder for our PAC Community Program for People Living with HIV/AIDS.

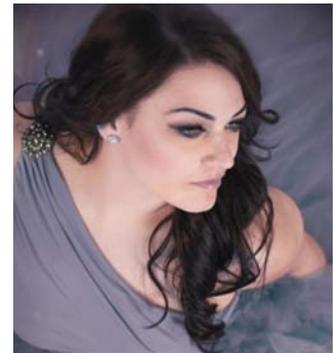
## University of Toronto, Trinity College - Class of 2016 Charity Ball, Nov. 16, 2016



Thank you to students Abigail Lendvai and Julianne De Gara, for leadership on this student and faculty event, and "presenting" a cheque for \$8,493 to our CEO.

## A Christmas Dream: Alessandra Paonessa, Soprano Concert, Dec. 10, 2016

We received rave reviews for the concert for Emily's House. Special thanks to Alessandra Paonessa and Michael Ciuffo for their performances and the \$1,000 donation.



## "3 Cute Girls" Swarovski Crystal Sale, Dec. 2016

The sisters work together to raise awareness to help Stephanie win her fight with chronic pain. They sold hand-made crystal stars and angel necklaces to raise \$1,545 for Emily's House.

## Spectrum Realty Annual Christmas Gift Drive for Emily's House, Dec. 2016

Celebrating Ava, the annual gift drive collected \$1,500, toys and treats for the Emily's House Family Holiday party. Thanks to Dom, Christina and all the Spectrum Realty agents.

*(Also see photo on page 2).*

## Olive Harper Foundation, Dec. 15, 2016

A very personal journey led Amber Richardson and her daughter Molly to donate \$3,330.

*(continued on page 18)*



## 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 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, 2016 to March 31, 2017. Every effort has been made to ensure the accuracy of this list, but please let us know if you have any questions or concerns.

1235794 Ontario Inc  
8155348 Canada Inc. o/a Don Cherry's Sports Grill  
Agincourt Pentecostal Church  
Agnico Eagle Mines Limited  
Algal Engineering Ltd.  
The Anglican Diocese of Toronto  
Applied Systems Technologies  
Aurora Co-Ed Tournament  
BMO Nesbitt Burns  
James Brooks  
Vicky Burke  
Buttcon Limited  
The Cadillac Fairview Corporation Limited  
Canadian Health Care Agency Ltd.  
Care For Kids (Toronto)  
Catholic Charities  
Clow Canada  
CNSA OQRC 2016  
The Conn Smythe Foundation  
James Dutkiewicz  
Kelly A. Dutton  
The E.W. Bickle Foundation  
Scott Ellis  
The Estate of Astrid H. Flaska  
Gabie's Boutique  
Evan Goldberg  
Peter Goulos  
Stacey and David Hazzard  
The Healing Cycle Foundation  
Dr. Donna Henrikson

Industrial Alliance Insurance and Financial Inc.  
The International Group Inc.  
Keith and Noreen Jacka  
Dr. Lisa Kellett  
Sister Shakila Khan  
KPMG  
Trish Krause and Nancy Evans  
Jennifer Kroezen  
Fai Michael Lau  
Martin Lavigueur  
The Lillian and Don Wright Foundation  
Mr. Dennis Loughhead  
M.A.C. Aids Fund  
Malvern Christian Assembly  
Vida Markic  
David Markle  
Douglas and Patricia Markle  
Mr. Ian McLean  
Ms. Christina McMillan  
Michael & Carol Mueller Family Foundation  
Michelle & John Visser Fund  
The Mitchell & Kathryn Baran Family Foundation  
Larry Moate  
Mount Pleasant Group of Cemeteries  
The Olive Harper Foundation  
Ontario Realtors Care Foundation  
Order of St Lazarus Toronto Commandery  
The Oscar C. Rixson Foundation, Inc.  
Alessandra Paonessa  
Bhavin Patel

Patrick & Barbara Keenan Foundation  
The Peter Gilgan Foundation  
PGF Family Corporation  
The Philip Smith Foundation  
Port Royal Mills  
The Potruff Family Foundation  
Mr. Michael U. Potter  
R M I Royal Mechanical Inc  
RBC Royal Bank  
Antara Ramkissoon  
Represent Holdings LLC  
Roman Catholic Episcopal Corporation  
Mr. and Mrs. Donald Ross  
Rauni Salminen  
Spectrum Realty Services Inc  
Speedy Electrical Contractors Limited  
St George's Golf and Country Club  
St. Andrew's Society of Toronto  
Summerhill Market  
Louise R. Summerhill  
Cindy and Brian Sweet  
Toronto Catholic Marriage Tribunal  
University of Toronto Trinity College  
Mr. Erik Van de Ven  
Ms. Gretchen Van Riesen and Mr. Murray Rowlands  
Barbara Walkden  
Warner Bros Entertainment  
Dr. William J. Watson  
The Willowool Foundation  
Lindsey and Paul Yeskoo

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

To provide additional context to the Statement of Earnings for FY16/17 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	GLOBA FY 2016-2017	
REVENUE				
Non-Government Funding	\$ 967,526	\$ 299,253	\$ 1,266,779	40%
Government Funding	1,582,194	357,614	\$ 1,939,808	60%
	\$ 2,549,720	\$ 656,867	\$ 3,206,587	100%
EXPENSES	\$ 2,420,766	\$ 689,419	\$ 3,110,185	
EXCESS OF REVENUE OVER EXPENSES	\$ 128,954	-32,552	\$ 96,402	

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



**Jarvis Student Council Gift Drive, Dec. 15, 2016**

The students donated piles of toys and donated goods. It is always wonderful to have teens visit our hospice home.



**Mount Pleasant Group, Mar. 15, 2017**

Mount Pleasant supports "providing the best quality of care possible to enrich the lives of individuals and families." They sponsor Hike for Hospice, and donate to Emily's House programs.



**Birch Cliff Public School, Mar. 16, 2017**

Inspired students from Birch Cliff Public School raised \$112 through a bake sale. They toured Emily's House with their teacher, Amy Ribble, moms, one grandma, and some good questions. A+!

**Epilogue Developments CTI 3rd Annual Winter Classic for Emily's House, Feb. 23, 2017**

These Odd-Sock Ollie inspired hockey fundraisers raised \$9,100. Thank you to: organizers Rob Cameron and Dave Turner; title sponsors, Epilogue Developments and CTI Working Environments; corporate sponsors CDW Engineering, Colliers International, Cushman and Wakefield, First Gulf, ITC Recovery, KDM Logistics, Panattoni, The Mitchell Partnership Inc., JLL and VW Keenan and Associates; plus, Laura and Stuart, Ollie's parents.



# Statement of Earnings

For the year ended March 31, 2017, with comparative information for 2016



	FY 2016-2017	FY 2015-2016
<b>REVENUE</b>		
Donations	\$1,019,377	\$1,600,448
Government Funding	1,939,808	1,620,953
Amortization of Deferred Contributions	243,533	264,056
Interest and Sundry	3,869	8,755
	<b>\$3,206,587</b>	<b>\$3,494,212</b>
<b>EXPENSES</b>		
Emily's House - Client Care & Support (*)	\$1,875,233	\$1,840,160
Visiting Hospice	268,548	290,801
Amortization	268,771	279,168
Administration	244,812	243,634
Children and Family	199,869	210,922
Development and Promotion	147,158	187,840
Bereavement and Spiritual Care	105,794	116,075
	<b>\$3,110,185</b>	<b>\$3,168,600</b>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<b>96,402</b>	<b>325,612</b>
<b>ALLOCATED AS FOLLOWS</b>		
Emily's House Operating Fund	\$128,954	\$25,576
General Fund	-32,552	300,036
	<b>\$96,402</b>	<b>\$325,612</b>
<b>FUND BALANCES</b>		
General Fund	\$237,413	-\$212,975
Emily's House Operating Fund	-84,021	269,965
	<b>\$153,392</b>	<b>\$56,990</b>

\* Only represents the direct costs related to the operation of Emily's House. A portion on 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 \$2,420,766.

## Revenue by Source



- **32%** – Donations
- **60%** – 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,**

- **60%** – Emily's House
- **9%** – Visiting Hospice
- **9%** – Amortization
- **8%** – Administration
- **6%** – Children & Family
- **5%** – 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, 2017 are online at: <http://www.philipazizcentre.ca/financial-statements/>.

**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, 2017 - 2018

Louise R. Summerhill, <i>Chair</i>	Mike Mueller, <i>Vice Chair</i>				
Peter Goulos	Maggie Keresteci	Larry Moate	Kathy Ribble	Barbara Walkden	Dr. Bill Watson

## Staff (Current)

Rauni Salminen, <i>Chief Executive Officer</i>	Lorely Angcos-Garcia, <i>Director, Finance and Administration</i>
Marilyn Basa, <i>Finance and Administration</i>	Donna Cadeau, <i>Administration/Reception</i>
Rose Caruso, <i>Administration/Reception</i>	Paul Davidson, <i>Spiritual/Bereavement Care</i>
Aisling Turtle, <i>Volunteer Administration</i>	Dan Dempster, <i>Director of Operations</i>
Paul Kitz, <i>Music Programming</i>	Jennifer Kroezen, <i>Director of Development / Fundraising</i>
Amanda Maragos, <i>Manager of Volunteer Services</i>	Heather Shillinglaw, <i>Coordinator of Children's Programs</i>
Lena Soje, <i>Case Manager and Community Outreach, P.A.C.</i>	Amanda Taylor, <i>Case Manager and Community Outreach, P.A.C.</i>
Ellen Weir, <i>Fundraising and Data Coordinator</i>	

## Clinical Full and Part-time Staff (Current)

Sandra Ross, RN, <i>Director of Clinical Programs</i>	Kim Daffern, RN, <i>Client Care Resource Nurse, Emily's House</i>		
Nicole Albay, PSW	Catherine Benson, PSW	Chantelle Browne, PSW	Lisa Brugger, RPN
Dina Chaves, RPN	Michelle Badejo, RN	Chelsea Goldie, RPN	Elizabeth Kagabe, PSW
Lindsay McBain, RPN	Karen Cross, RPN	Carly Suderman, RPN	Diothel Torne, RPN
Michelle Seto, RN	Nolana Ritskes, RN	Timothy Valyear, RPN	Martha De la O, RPN
	Jahra Akazawa-Eguchi, RN		
	Sarah Hall, RN		

Additional current Clinical Casual Staff are not listed here.

## Memberships

Canadian Hospice and Palliative Care Association (CHPCA)	Professional Administrators of Volunteer Resources, Ontario (PAVR-O)
Canadian Pediatric Residential Hospice Network	Spark Ontario
Charity Village	Toronto HIV Network
ChristianVolunteering.org	United Nations Volunteer Network
Hospice Palliative Care Ontario (HPCO)	Volunteer/Bénévoles
Kids Up Front	Volunteer Canada
Ontario Community Support Association	Volunteer Management Professionals of Canada
Ontario Hospital Association	Volunteer Toronto

### 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  
Children's Hospice



PHILIP AZIZ CENTRE  
FOR HOSPICE CARE



HOSPICE PALLIATIVE  
CARE ONTARIO

