



Philip Aziz Centre / Emily's House

Annual Report 2020-2021

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



emily's house
a special place for kids



philip aziz centre
Vitality Hospice

COMPASSION / CARE / SUPPORT



A sign of COVID times: our 2020 Annual General Meeting was successfully hosted with Zoom technology.

CEO's and Board Chair's Report

It has been a whirlwind year of pivoting, adapting, implementing safety practices and measures, and restructuring programs and services to ensure ongoing caring was accessible and safe through both Emily's House and Philip Aziz Centre (PAC) visiting hospice programs. Throughout these changes and adaptations, we remained committed to our vision to deliver hospice supports to our clients, while being proactive in helping our health care partners in this pandemic: re-visioning initiatives and strategic priorities for ongoing programming and sustainability.

Together, we made it through the year of COVID. Our staff team are to be applauded for their untiring provision of exemplary care, our Board of Directors for their leadership, and our volunteers for their flexibility and creativity in adapting to virtual care outreach. Amidst this pandemic, our multi-disciplinary staff team stepped in, met the priority face-to-face care and emergent needs, and stretched to deliver supports normally covered by a roster of volunteers during temporary COVID restrictions. Our frontline team identified and served clients impacted by food insecurity, care needs made more complex due to COVID, systemic stressors on mental health, resource accessibility, increased isolation, and caregivers under extraordinary strain. Issues of healthcare access inequity had to be addressed, as not everyone has mobility, food, transportation, and computer access / skills (for remote schooling / virtual programs, vaccine registration). Regular

phone check-ins became a vital means of communication. Additionally, a small team of PPE trained volunteers conducted home visits to the most vulnerable and isolated, delivering food, gift baskets, craft / play and care kits. We were able to safely provide modified supports for children and adults, including Music Therapy, Recreation, Respite, Social Work Support, Spiritual and Bereavement Care, while responding to client care needs unique to this healthcare crisis. Our creative and innovative virtual hospice programming supports opened new pathways to accessible care available in all care environments, and developed new skills for increased responsiveness.

Programming at Emily's House pivoted for five months during phase 1 of COVID, as our team stepped up to help our partners in the midst of this pandemic. By committing to temporarily provide care for palliative adults, our team freed up eight hospital beds at Michael Garron Hospital for COVID-19 patients, while reserving two beds for paediatrics. Together, our staff, volunteers, Board, community partners, along with SickKids and Michael Garron Hospital, fostered hope, compassion and resiliency to ensure hospice was available throughout the pandemic. We also grieved with those who lost loved ones and were unable to gather together due to COVID; and established ongoing safe spaces for mental health supports for families, staff, volunteers and community partners.

Our perinatal pilot, designed to come alongside of families as early as pregnancy, has matured into a permanent program, whose impact is endorsed by families, SickKids, and Mount Sinai Health, and is now fully funded by the Ministry of Health.

Emily's House and PAC continue to uphold a commitment to excellence in meeting the unique palliative care needs of newborns, children, and their families in our children's hospice, and through our visiting home hospice program. After 27 years of sustainable operations and growth, we continue to be diligent and strive to attain the highest standards of accountability, transparency, best practices, and continual quality improvement. We strategically engage in the ongoing evaluation of programs and outcomes, internal structures, partnerships, and donor relations, while ensuring compliance with Ministry of Health and Ontario Health performance expectations.

Thank you to all our donors and the Ministry of Health, whose generosity, compassionate understanding, and heart for hospice palliative care has proven to be a firm foundation to our operations. We are immensely appreciative to have vital partners and donors, who are willing to listen, engage with us, and identify opportunities to contribute to the present and future of paediatric and adult hospice palliative care.

Together, with our team, community and health care partners and donors, we can help build and shape compassionate communities that embrace and honor the intrinsic value of each individual, and their right to quality-of-life and quality-

of-care, no matter where they live. We understand that our organizational culture needs to strive to remain equitable to continue to contribute to better outcomes for clients, families and providers within our health care system. We can accomplish this within this humane and anti-oppressive mindset, and grow successfully into the future, as we remain diligent and transparent in our commitment to Diversity, Equity and Inclusion. You can count on us to speak out as a united voice for hospice palliative care, to reduce inequities in the health system, and to increase access to paediatric and adult palliative care. Thank you for participating in this vision.

With sincere appreciation,



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



Louise Summerhill,
Chair, Board of Directors



Hospice Palliative Care Ontario (HPCO) awarded three hospice sector awards to Emily's House / PAC in 2021:

the Dorothy Ley Award of Excellence in Hospice Palliative Care; the Frances Montgomery Award for Outstanding Personal Support Worker; and, the Mount Pleasant Group Hospice Innovation Award. *See article on website for details.*



COVID Response Impact: 1,844 hospice clients and immediate family members in total benefited from the Emily's House / Philip Aziz Centre COVID-19 Crisis Response (Mar. 15 - Oct. 15/20). *See also: COVID-19 Response Client Impact and Testimonials on our websites.*

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



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

2020 was a challenging year. COVID-19 made it necessary to re-evaluate client service delivery through our community program. Aligned with the directives from the Ministry of Health and Toronto Public Health, we temporarily suspended face-to-face volunteer support for clients; shifted to virtual supports where possible; and increased case management / social worker support to help navigate continuity of care in a changing environment.

A service gap / needs assessment and daily care team huddles helped identify: the most vulnerable clients who had no caregivers or family support; emergent needs of clients with caregivers; and new ways staff could support clients. Staff connected regularly to conduct wellness checks, confirming that clients were coping, while reducing isolation caused by provincial lock downs. Clients accustomed to weekly in-person visits from volunteers, were given the option to transition to telephone or technology-based supports, on a case-by-case basis.

Client care expanded to where the needs were greatest, as identified by clients:

- Managing isolation / fear, reduction in personal support: staff provided more frequent telephone wellness checks and support as the need for connection increased for both clients and caregivers.
- Demand for personal support workers for in-home care, as well as: housekeeping, laundry, food/grocery deliveries, medication pick up and preparing meals. To address food insecurity, our volunteers initiated a food drive and helped provide groceries.

- Some clients and caregivers with school-aged children found it stressful to care for their loved ones, while at the same time supporting their children's new online learning and educational needs. A virtual homework tutoring program was created with volunteers to alleviate some stress.
- Additional client deliveries included: Mother's Day Gift Bags donated by Huron Park Baptist Church to energize and encourage moms; holiday gift cards (from multiple donors); fun crafts / activity packages with ideas to keep children entertained during the provincial lock-down; as well as, care and wellness packages for clients and caregivers.

While staff and some volunteers were able to assist with these requests, as the year continued, we witnessed a higher level of caregiver burn out.

Leveraging our network of community partners and organizational volunteers, everyone pulled together to ensure that the needs of our clients were met, and clients reported feeling supported.

Testimonial from a client:

[My hospice volunteer] became my friend, confidant, support at medical appointments, companion on outings, and a true light of consistent compassion, positive energy and blessing.”

Philip Aziz Centre (PAC) Community Program	FY18/19	FY19/20	FY20/21 (COVID)
Community Program clients supported in total	539	563	273
Children in Community Programs, plus siblings and loved ones	312	225	151

Shift in Focus:
a new concentration of care on individuals with the least supports (i.e., family, community).”

Testimonial from a client regarding virtual programming:

Thank you so much for thinking of the caregivers. These sessions all sound so great. Even just reading all the ways you thought to support us, quite literally brought tears to my eyes. To say this has been a challenging or stressful time is most certainly an understatement.”

From a client regarding resumption of volunteer visits after COVID restrictions:

It has been wonderful to have [my volunteer] back volunteering. It is making my life so much easier and somewhat less stressful. Thank you for re-launching this very vital program.”

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

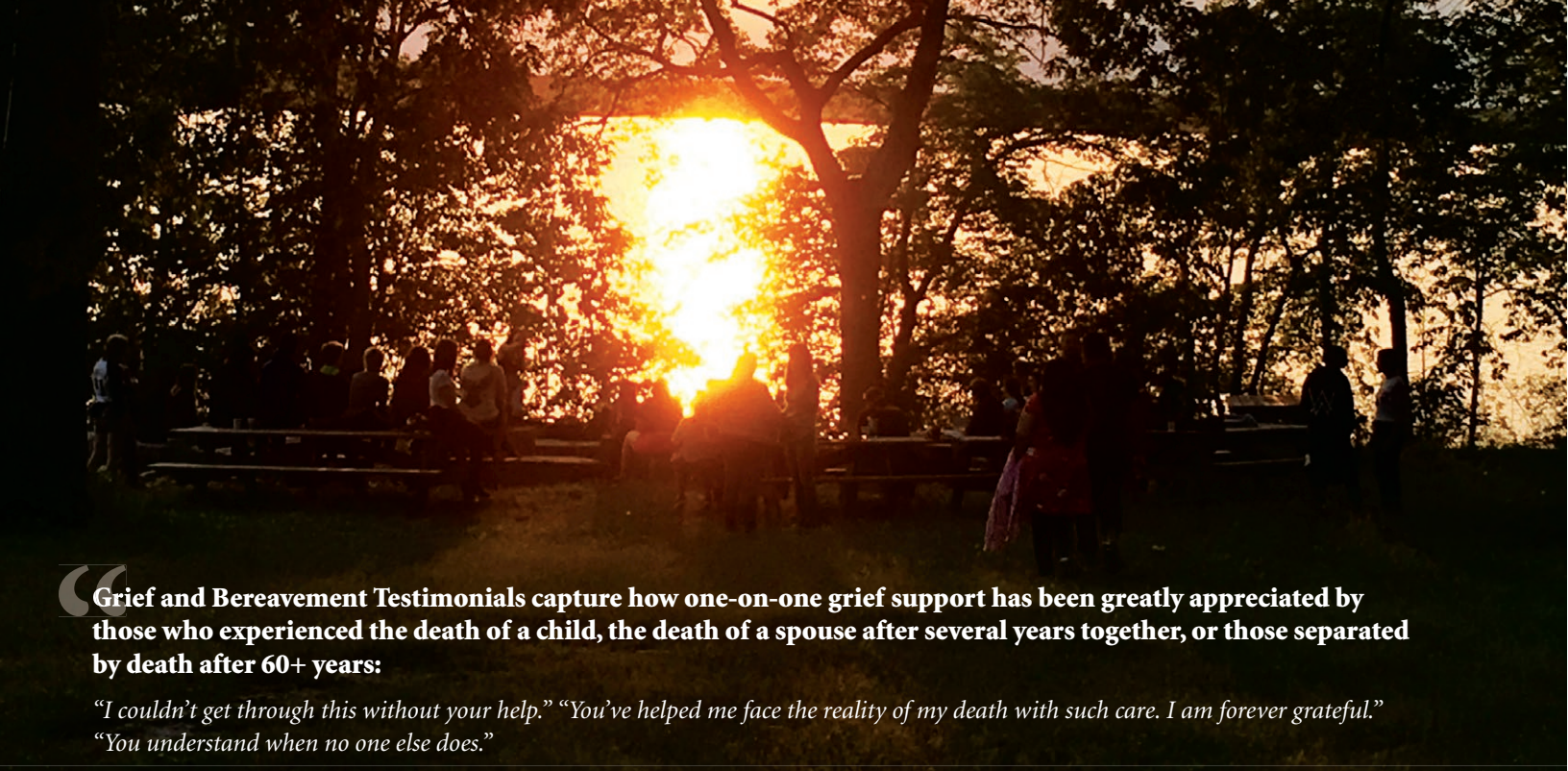
At the onset of COVID-19, we witnessed such a demand for emotional and mental support for people living with HIV that we increased the frequency of our women’s peer support group from monthly to weekly via secure video conferencing. Many of our past and present clients reached out to access counselling services. Some of the emergent issues identified were: fear of contracting COVID-19; food insecurity; and isolation. (People were not able to access their local AIDS service organizations, drop-in programs or other services to help manage their HIV diagnoses).

Program highlights:

- Connected once per week with individual clients (i.e., one-on-one check ins via phone, Zoom or FaceTime).
- Provided weekly counselling to clients who were experiencing stress and anxiety.
- Increased frequency of the Women’s Peer Support Group (secure video conference).
- Connected clients to other AIDS service organizations that provided a variety of services.
- Collaborated with People with AIDS (PWA) to provide continuous access to food and essential services.
- Worked with Casey House to ensure people were able to access the health services they needed.

Testimonial from the Women’s Group:

The weekly meetings by Zoom have been a lifeline to me. In all the trauma of COVID-19, I couldn’t sleep from stress. It helped... us coming together. It’s great to have something to hold onto and to have support.”



Grief and Bereavement Testimonials capture how one-on-one grief support has been greatly appreciated by those who experienced the death of a child, the death of a spouse after several years together, or those separated by death after 60+ years:

*“I couldn’t get through this without your help.” “You’ve helped me face the reality of my death with such care. I am forever grateful.”
“You understand when no one else does.”*

Bereavement and Spiritual Care Programs, Emily’s House and Philip Aziz Centre (PAC)

The program supports palliative individuals and their families, the bereaved, caregivers, and those living with HIV. Care is tailored to help individuals manage their own unique journey, clarify values, and explore personal meaning in life. Not surprisingly, with the pandemic came many concerns from all clients, navigating care while maintaining safety for themselves and their loved ones. Several clients became ill with the COVID-19 virus. In this unusual year, client support included:

- › One-on-one spiritual care, anticipatory grief and bereavement counselling
- › In-person and telephone support for the many losses and grief experienced due to COVID. It added another layer of grief for many who were already “in deep waters.”
- › Visits to deal with specific concerns related to illness or death for individuals receiving palliative care
- › Ongoing visits to support caregivers navigating their grief while still caring for their loved one
- › Assisting with applications for financial support for funerals and burials
- › Performing virtual or attendance-restricted memorials and funerals
- › Being present in the last days of life and early days of shock and grief



While far fewer in-person visits were possible than in pre-COVID times, visits continued for clients with the greatest need until the third wave, especially for those who lived alone. Phone support proved a less than satisfactory form of care for most clients, while other clients were not able to navigate Zoom / technology to access programs. The total number of new individuals served decreased over the previous year, however, the total number of visits increased. Adults admitted for end-of-life care at Emily's House (as part of our COVID-19 response), received in-person weekly Spiritual Care and Bereavement visits, and time spent on the phone with their loved ones. In the home-like atmosphere, gratitude abounded.

Our Annual Memorial was broadcast online in a video format. Emily's House families told us it was hard for them to not attend in person and see the rock with their child's name engraved on it placed in the garden, and that they missed feeling connected to familiar faces. A newsletter about managing grief and the holidays was mailed. New, weekly reflections and virtual wellness check-ins for staff helped us navigate turbulent waters together. While it has been extremely challenging, we are doing our best to support one another's emotional and mental health.

In a year when COVID-19 restricted in-person gatherings, a note from a mom brought back memories of better days:

A year ago today, we were all gathered in the garden for the Emily's House Garden Memorial, and this gorgeous butterfly was flying all around. Then, there was two together. Of course, we all smiled, and we didn't need to say anything to each other. We all knew our beautiful babies came to be with us. Sad that we can't celebrate our children in the same way as usual with all our Emily's House families. Just wanted to take a moment to say thank you for these precious memories and for all the love and support you all have given us and our little angels."

~ Cindy, Natalie's mom, and an Emily's House mom

Bereavement and Spiritual Care Clients	FY18/19	FY19/20	FY20/21 (COVID)
Philip Aziz Centre Community Program Clients	501	367	277
Emily's House Children's Hospice Program Clients	104	99	52
Total	605	466	329

The total number of new individuals served decreased over the previous year, however, the total number of visits increased.



Emily's House Clinical Programs

In the first wave of the COVID-19 crisis, clinical care shifted significantly to a higher proportion of end-of-life clients, relative to respite clients. In a very challenging environment of gathering restrictions and rapidly changing protocols, new standards were set for delivering the highest quality of care for the most advanced and complex patient needs.

Total palliative admissions increased by 56% over the previous year, and temporarily included end-of-life adults.

(See also: COVID-19 Response Client Impact and Testimonials on our websites). Emily's House Occupancy averaged 45%; partially due to respite admissions restrictions, and also because two patient rooms that do not have their own bathrooms could not have been occupied without patient risk. New admissions included adults for end-of-life care, children for end-of-life care, and only new cases for emergency respite, in an environment where referrals were minimal

across the sector for paediatric healthcare providers. **Total deaths increased by 40% over the previous year, equaling our historic maximum number of annual deaths** (2014/2015, 2016/2017, and 2017/2018). We would expect an increase in total deaths with the admission of advanced, palliative adults. We also observed an unexpected decrease in end-of-life admissions for children, as these medically-fragile children were largely isolated, with reduced exposure to common viruses and medical risks for much of the year.

In addition to receiving accolades from healthcare partners and peers for innovation and a rapid COVID pivot, Emily's House was selected as a **"Best Practice Spotlight Organization"** for a global nursing initiative, to elevate professionalism among clinicians, and further education in paediatric palliative care.

Emily's House Clinical Care	FY18/19	FY19/20	FY20/21 (COVID)
Total Admissions	395	364	89

Admissions for end-of-life care increased by 56% over the previous year; and total deaths increased by 40%.

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

"The past year has been a year like no other in recent memory, and naturally the pandemic has had a significant impact on Emily's House as well as the patients and families we serve. While the challenges faced must be acknowledged, it is the resilience and determination that we have shown that is most deserving of attention. Our occupancy dwindled as the province initially mandated a halt to respite services, but our staff were not content sitting on the side lines. We reached out to our adult palliative care colleagues at Michael Garron Hospital who were struggling to keep up during the first wave and we offered to assist. I was so proud of our organization for making the brave decision to temporarily open some of our unused beds to adult patients, and I beamed with pride as the positive feedback began pouring in from families whose loved ones spent their final days at Emily's House. Even as things began to slowly open up, most of our families insisted on keeping their medically-fragile children home out of an abundance of caution, but in doing so, their stress and isolation reached new heights. We knew we could help; but we also understood that families felt safest together at home. So, we took Emily's House to them. We've provided virtual support and made physically-distanced visits to countless families over the past year to help them get through these darkest times. The end of the pandemic cannot come soon enough, and when it does, we will emerge a stronger and better organization. We have been reminded this year that Emily's House is more than a special place; it is an idea, made manifest by a team of dedicated, highly skilled, and compassionate staff. This reminder is the driving force behind our newest development and one of our most ambitious programs yet – Emily's House at Home. But more on that next year!"



Testimonial from the sister of an adult patient:

Emily's House took my sister in amid a world cruelly defined by COVID-19. The time my sister spent in Emily's House was made less frightening, and much brighter, because of all of you. Your smiles, your compassion, your gentle persuasions, the light-hearted moments you shared with her, the self-less care you lavished on her, these images enfold my heart, just as I wish I could wrap each one of you in an embrace of love and thankfulness that you could carry with you into your shining futures."

An Emily's House testimonial from a family:

Our time at Emily's House as a family really brought us closer together. Being surrounded with so much love and support allowed us to enjoy every minute with our sweet baby. I truly believe our time in the hospice, celebrating her life every day, gave her the strength to live longer than expected. I know that we are one of the lucky few whose baby was expected to pass away soon after she was born, but instead has surprised us all by surviving and thriving and overcoming all odds. But we know that if she had passed away at Emily's House, we would have cherished her time with us, thanks to the amazing support from the staff at Emily's House."

For more Emily's House stories, news and videos, please visit: www.emilyshouse.ca.

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



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

This year saw a significant change in the way recreational and therapeutic programming was delivered at Emily’s House. With help from a dedicated and flexible team of volunteers, we were able to adapt and respond quickly to the changing public health situation and deliver ongoing, meaningful programming to our children and families. While on-site, one-on-one recreational and therapeutic play sessions continued, the number of regularly scheduled virtual programming events offered increased significantly, up to 40 per month. Group sessions included storytelling, music, games, and activities such as virtual visits to parks, museums, and the Toronto aquarium; plus, weekly sing-alongs and virtual visits from therapy dogs.

For families who could not visit Emily’s House for events, the special events went to the families! This year’s Halloween and winter holiday parties were also held virtually, with songs, games, and craft packages that were delivered to the families by volunteers in advance. In addition to regularly scheduled programming and seasonal events, special virtual sessions were

held, such as a four-week Zumba class for kids, a magic show, and a virtual family campfire. Legacy and memory making activities continued to be offered to families throughout the year, providing them with treasured keepsakes, such as hand castings and fingerprint charms.

Also from home, children and families participated in a tile mosaic art mural. Eighteen families Zoomed and mosaiced together for this therapeutic community project. Guided by an artist, each family created their own, unique mosaic tile contribution. Sessions proved expressive, social, and engaging, with beautiful results. One family inscribed the back of their tile: *“Thanks Emily’s House for all your helping hands that pour love on so many friends.”*

Special thanks to the lead funder of Emily’s House Daily Play and Art Therapies Program, The Lillian Meighen and Don Wright Foundation, which makes it possible to offer daily recreation and therapeutic fun.

One family’s review of the Emily’s House Virtual Campfire:

What a great night and program! We had so much fun at camp night! It was easy to access. The “guides” were fabulous. Loved their energy and excitement towards the kids. They also really engaged all those taking part. A few of the kids were non-verbal, but I really felt like they were fully included. It was a great mix of songs, games, and interaction.”

Recreational Play	FY18/19	FY19/20	FY20/21 (COVID)
Clients served	92	94	42

The number of regularly scheduled virtual programming events increased up to 40 per month.



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

In a time when creativity, expression, soothing and liveliness were desperately needed, our Music Therapy program “sang” and “drummed” backflips, and literally “breathed life.” When the year brought new levels of distance and disconnect, Music Therapy was there to break through the isolation, support individuals and families, and maintain some level of normalcy and care.

In the music business they have an expression “take the show on the road,” which is exactly what we did. Music Therapy was delivered virtually online, via videos, in backyards, outdoors beside chalk drawings, through window screens, and safely at the park. For one family, Music Therapy sessions continued with the bereaved family at the gravesite, where they felt connected to their child, as the family transitioned with Music Therapy support through the initial stages of bereavement.

Our Music Therapist was prolific, helping to create 54 “Hannahs at Home” videos to support children in their

homes. While the total number of children clients and staff participating in the Music Program was lower than in a non-COVID year, the number of music events was staggering. The program completed 601 total client visits (in-person and virtually); and introduced new instruments, with thanks to grant funding from the **Kiwanis Club of Toronto**.

Virtual video conferencing small group music therapy sessions continued into fall 2020; virtual large group programming events were delivered through technology and home deliveries of materials (including a Halloween Party, a December Holiday Party for Emily’s House families, and other celebrations); and, one-on-one music sessions were ongoing throughout the year, safely modified in-person or via technology. In April 2020, our Music Therapist presented best practices to hospice professional peers at a Hospice Palliative Care Ontario (HPCO) virtual conference: “Music therapy in paediatric palliative care: Continuity of care from hospital to hospice.”

Client Impact:

For one family with three children, drumming parade parties ensued in the backyard of their home, with the neighbors peeking over the fence. Each week the children would ask our Music Therapist with excitement, “What new instruments do you have today?!” They were excited to share every new sensory experience: to express and create new soundscapes, as they blasted out their feelings and processed their world, while being supported by the therapy of music.”

Music Therapy Program	FY18/19	FY19/20	FY20/21 (COVID)
# of children clients who participated in sessions	84	91	42

The Music Therapy Program delivered over 600 client visits (in-person and virtually), and helped create 54 program videos.



Volunteer Program, Emily's House and Philip Aziz Centre

During a year of uncertainty, adaptation and complexities that directly impacted volunteer programming, our Volunteers persevered with compassion and understanding. They contributed in new ways, sustaining client resources, and bravely resuming in-person visits to our most vulnerable clients. Others shifted to virtual care and programming when needed. Volunteers stepped up to support both PAC's Community Program and Emily's House (e.g., making care packs for clients and donating supplies). While we shifted our focus to retaining the core team, we also managed to recruit and onboard new volunteers who are ready to contribute their time and resources to clients. We are grateful for such committed engagement from our community and are proud of our accomplishments this year.

- › **Volunteer Trainings:** 9 training sessions with a total of 173 total attendees (with 85.5% graduating their training by the end of the year). 130 Volunteers completed our new COVID Health and Safety and PPE Training this year!
- › **Volunteer Wellness and Professional Development Sessions:** 55 virtual sessions conducted with 483 total attendees.
- › **Volunteer Information Sessions:** While recruitment was secondary to volunteer retention this year, we still conducted 16 information sessions for the community – 157 people attended!
- › **Community Support:** Thank you to Elevation Church, C3 Church, Dooreeana Manickarajah at WSIB and Tagan, Liberty Brown and Chosen Generation, Comfy Cases, The Bride's Project, Dean Cowell and Toronto Spartan Volley League, and Toronto East Rotary; plus, twenty of our own Volunteers who donated food, PPE, laptops, funds for virtual care support, personal care supplies, children's toys, gift cards, and care packs for clients.
- › **Emily's House Parent Council:** This committed team met virtually this year to help inform and improve programming. Thanks to parent volunteers Bruno, Marlene, Dominic, Christina, Amy and John.
- › **Youth Advisory Council (YAC):** Our youth group held a food drive (that yielded 30 food hampers for seniors and 29 family size food hampers), assisted in a research project, and met quarterly to brainstorm new ideas. While the majority of our YAC graduated to further education this year, they remain engaged. Some are mentoring new volunteers, and others joined our adult volunteer program. A big thank you to YAC Members: Leo, Hannah, Helena M, Juliette, Owen, Matthew, Phineas, Charlie and Shahil.
- › **Awards and Recognitions:** Congratulations to Lesley Robert who won this year's June Callwood Circle of Outstanding Volunteers Award! We celebrate Lesley's excellent service and the support to staff and other volunteers this year.

Testimonial from a Volunteer:

As the summer progressed and with my additional PPE/COVID training under my belt, I was able to start visiting with my client, in the real sense of the word! It was really lovely to finally meet and put a face to the name and voice. I was finally able to look at the plants, paintings and environment which had been described but not seen. Finally able to interact face to face (with a mask of course) and feel that we could continue on with the connection we had established.” – Anna



Testimonial from a Volunteer:

The client and I really enjoyed each other's company, and the family was grateful for the help. It made me happy I decided to take this on with you guys and looking forward to getting started again!” - Brandon



Due to Ministry of Health COVID guidelines, direct client support from volunteers was suspended temporarily, then modified for the safety of clients and unpaid frontline care resource people (e.g., phone, virtual, curbside deliveries, food drives / gift drives), then reintroduced with a small PPE trained team, and significantly reduced again to virtual / remote support, training and development. Like our other programs, annual impact statistics are not meaningful / representative during this COVID fiscal year, but particularly so for the Volunteer Program.

130 volunteers completed our new COVID Health, Safety and PPE Training this year!



Client Impact:
107 clients were
therapeutically
supported under
the program
(April 2019 to
March 2021).

IMPACT (Infant Maternal Perinatal Advanced Care Team): Pilot Becomes a Program

This past year has marked an extraordinary time of growth for the Toronto Perinatal Palliative Care Pilot. Firstly, in October 2020 the program officially underwent a name change to IMPACT: Infant Maternal Perinatal Advanced Care Team. This new name has been excitedly embraced by clients, families and our colleagues at Mount Sinai, the Hospital for Sick Children and Emily's House.

Also in the fall of 2020, a formal grief and bereavement program was developed for IMPACT. All families referred to IMPACT will now receive an introduction to the Grief Support Coordinator after their first or second pregnancy care planning consult with CNS team member at Mount Sinai. Perinatal grief support is offered to all families, regardless of the expected or hopeful outcome for their unborn child's life (be that pregnancy termination, life-prolonging intervention, or continuation of pregnancy with focus on comfort). Grief support is provided, predominantly through virtual communication at present (email, phone call or video call) at a time and frequency that is most meaningful to the family. Grief support continues through pregnancy to the time of loss (ongoing bereavement support) or to postnatal care (consultation with SickKids Palliative Advance Care Team, PACT).

One especially significant development in the delivery of perinatal grief support is memory making kits. IMPACT aims to get a memory making kit to every family referred to the program. The kit includes activities and legacy items for the family to celebrate the baby's life during pregnancy and after delivery. The kit is one tangible item the team can offer an expecting mother, that breeds hope and excitement – two important emotions of any pregnancy. One mother reflected upon the day where she received her memory making kit: *"Of all the (perinatal) appointments I've ever had, this one was the very best. It gave me something to look forward to."*

March 2021 marked the end of the 3-year pilot period of the Toronto Perinatal Palliative Care program. IMPACT was delighted to hear that an extension of funding has been granted by the Ontario Ministry of Health. We trust the ongoing provision of compassionate, family-centered perinatal hospice care in Toronto will lead to more meaningful client outcomes.

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

The last year confirmed that our core supporters are loyal and trust the track record of Emily's House / PAC. We have never communicated more, and donors have never been more engaged. We had an amazing COVID pivot story to tell, and we all learned about the capacity of hospice care to reach higher and respond wider in times of need. New crisis relief revenues were secured. Events, hospice tours, gatherings, and in-person meetings were postponed and reinvented. Although we were "socially distancing," the community of support stood together.

Implementing a "Skinny Budget" for FY20/21 proved strategic. In response to the early signs of COVID-19, our governance board recommended an annual operating budget \$500,000 less than the previous year; and nonessential Capital Asset projects were put on hold. CEWS government funding enabled retention of much of our critical care staff, despite reduced patient capacity measures for COVID safety (i.e., six-bed occupancy). Support from foundations, individuals, faith-based organizations, and service clubs was good; while revenue from events, third-party events and tributes decreased. Traditionally event sponsors, **Agnico Eagle** and **Kinross Gold** made leadership donations to our hospice programs. Thanks also to COVID-19 relief funders: **the Order of Saint Lazarus; Christina Mary Hendrie Trust / St. Andrew's Society of Toronto; Ontario Realtors Care Foundation / Toronto Regional Real Estate Board;** and **TD Canada Trust.**

At the time of writing, the year-end forecast for FY20/21 was revenue positive, with diversified donor sources tracking to hit the non-government revenue target of approximately \$1.1 million. Deferred revenues for a 2020 gala fundraiser were confirmed to be recognized next fiscal, after COVID-19 event postponements. We are grateful to the generous supporters who converted their sponsorships to donations, and to the tireless Gala Committee. Positioned for good cash flow through Q2 FY21/22, we anticipate a possible contraction in donor giving, given the economy's sustained COVID exposure. Target revenue channels continue to be diverse.

Margot Farmer – Jean's Day, Feb 2020

In memory of Matthew Geremia, Margot inspired a "jeans day" fundraiser with co-workers.



Malvern Christian Assembly, May 2020

Thank you to Malvern Christian Assembly and Mission Fest 2020 for funding and prayers for our families.

Heron Park Baptist Church – Mother's Day, May 9/20

Our face-masked team safely completed home deliveries of donated gift bags. One mom wrote: *"Thanks to everyone who participated in this. You are sunshine to us!"*



Jim Anastasiadis, May 15/20

Jim Anastasiadis donated Smart TVs (delivered by Joe Runza), to provide comfort and access to familiar programs for our families away from home.



Givex, May 26/20

GiftCertificates.ca donated a percentage of online gift card sales, while encouraging support for local business.

Riverdale Bootcamp, Summer 2020

COVID-19 was not going to stop Enea Perego and his trainees' annual, bootcamp fundraising.

Lillian Meighen and Don Wright Foundation, June 4/20

The lead, annual funder for Emily's House Children's Recreation and Music Programs wrote: *"That is exciting that [your music therapist] led a music session outside the window of a child's home! What a wonderful idea, and I'll bet the smile never left the child's face while it was going on. The team at Emily's House is coping so well with the challenges of this pandemic, and the extensive plans for when children can return safely. Honestly, the creativity of Emily's House despite the difficulties is so impressive. We love hearing your news!"*

Kiwanis Club of Toronto Foundation, June 2020

This \$6,000 grant purchased a “Wish List” of recreational play and music equipment, specific to the accessibility needs of our children.

Virtual Hike for Hospice Partners, Sept 12/20

Thank you to everyone who donated or hiked, virtually or at various locations: \$26,081 was raised in total, including \$19,000+ for Emily’s House/PAC.



Healing Cycle, Oct 8/20

Donna Henrikson, Peter Goulos, Michael Nelson, “hitchhiker Mordi the pup,” CEO Rauni Salminen, and donors raised \$4,000.

FaithWorks, The Anglican Diocese of Toronto, Apr 2020

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

Michael and Carol Mueller Family Foundation, Oct 2020

For three years, this Matching Gift Challenge has multiplied December donations. In 2020, it motivated gifts totaling \$77,297.

Emily Yeskoo Tributes, Nov 2020

Thank you to everyone donating, working, volunteering, or sharing compassion, inspired by Emily’s legacy.

Fluidigm Canada, Dec 21/20

Thanks to Emily’s House parent Michael Cohen, Janice Colis-Lazzaro, and the Fluidigm employees who raised \$6,000 in honour of Ethan.



Gingerbread: COVID Edition, Dec 14/20

Yvonne Chan and Katherine Lui’s annual gingerbread creation featured a vaccination centre with a giant needle on top: “We

wanted to pay homage to our health-care-front-line workers.”

Conn Smythe Foundation, Dec 2020

Annual leadership support is essential to Emily’s House operations. Christie Mathieu wrote: *“Very happy to hear you have all been recognized for the incredible work you do.”*

Frank Leo & Associates, Dec 22/20

The Frank Leo & Associates Holiday Gift Drive for Emily’s House in Memory of Ava raised \$13,000+. Thank you to everyone who helped support core hospice programs, and made it possible to purchase computer tablets for children to participate in virtual programs.



Quaker Village Public School, Dec 22/20

Julie Downs’ students in Uxbridge made cards, window clings, and jellyfish for our children. Thank you to sixth grader Paige, who sparked the campaign: *“I hope this brings smiles to faces!”*



Chloe’s Bead Mask Chains, Dec 22/20

In memory of Ava, nine-year-old Chloe sold COVID-19 mask chains and presented a cheque for \$3,200.



JEAN-JACQUES TEAM, Jan 6/21

The Jean-Jacques Team, of Royal Lepage Terrequity Realty, ran a year of FUN DAYS MONDAYS quizzes to raise over \$5,000.

Care for Kids (Toronto), Dec 2020

Sonny Goldstein and Michelle Goldstein Zaldin, the earliest champions of paediatric palliative care in Ontario, helped us exceed our year-end campaign target with their \$18,000.

Ava’s Christmas Fund, Jan 2021

Ava’s parents, Dom and Christina Ciuffetta, mobilize generosity annually, from: bakers, companies, children and friends. In 2020, \$6,000 was raised in direct donations to Ava’s Fund, and almost \$25,000 was inspired in total. Christina wrote: *“Wow. This is amazing!!!”*

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



Thank you to our donors and special friends on behalf of the children, adults and families supported by our compassionate hospice programs and supports. You have made this possible. We gratefully acknowledge all the generous financial support we have received through Toronto Health (formerly 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, 2020 to March 31, 2021. Every effort has been made to ensure the accuracy of this list, but please let us know if you have any questions or concerns.

Agincourt Pentecostal Church/OneChurch.to
Agnico Eagle Mines Limited
Gregory Anderson
Anglican Diocese of Toronto, FaithWorks
Dave and Val Ashfield
Balsam Foundation
Mitchell and Kathryn Baran Family Foundation
Benevity Community Impact Fund Donors
J.P. Bickell Foundation
Tanya Boehm
Sean and Peta Boyd
Colleen Braiden
Sandy and Fred Broad
John Burrows
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Canada Helps Donors
Canadian National Christian Foundation
Care For Kids (Toronto)
Charities Aid Foundation of Canada
Michelle Chislett
Christina Mary Hendrie Trust
CP24 CHUM Charitable Foundation
Conn Smythe Foundation
Christina and Dom Ciuffetta
Paul Dupuis
Bernard Dutka
James Dutkiewicz
Lisa Eckler
EY

Christopher Feasby
Fluidigm Canada Inc.
Frank Fuda
Givex Canada Corp
Peter Goulos
Stacey and David Hazzard
Healing Cycle Foundation
Christina Mary Hendrie Trust
Donna Henrikson
Hodgson Family Foundation
Ann Humphreys
iA Financial Group
Keith and Noreen Jacka
Kinross Gold Corporation
The Kiwanis Club of Toronto Foundation
Jennifer Kroezen
Martin Lavigueur
Frank Leo & Associates
Lipton LLP
Liuna, Local 183
Dennis Loughead
Malvern Christian Assembly
Lori Marcantonio
MBTW Group
John and Aileen McGrath
Lillian Meighen and Don Wright Foundation
Larry Moate
Michael & Carol Mueller Family Foundation
Michelle & John Visser Fund
Mosea Technologies Limited

Mount Pleasant Group of Cemeteries
C. M. Odette Philanthropic Foundation
Alanne O'Gallagher
Ontario REALTORS Care® Foundation
The Order of Saint Lazarus Canada
Podium Developments
Michael U. Potter
Prophix Software Inc.
Rand Kildare Charitable Foundation
Janice Ribble
Royal Mechanical Inc.
Rauni Salminen
SGGG Fund Services Inc.
Philip Smith Foundation
Mrs. Dora L. So
St. Andrew's Society of Toronto
Styles Family Foundation
Louise Summerhill & William McDowell
Summerhill Market
Diane Taylor
TD Canada Trust
Dominik Templeton Machek
Terrequity Children's Foundation
Toronto Regional Real Estate Board
Paul Truelove
Gretchen Van Riesen and Mr. Murray Rowlands
Barbara Walkden
Walker Wood Foundation
Willowool Foundation
Lindsey and Paul Yeskoo

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

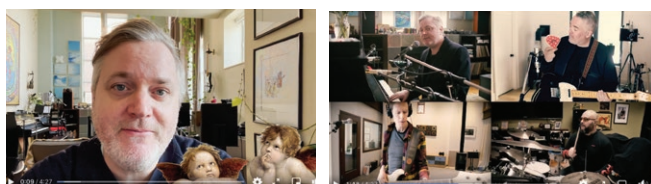
To provide additional context to the Statement of Earnings for FY19/20 on the following page, this executive summary of the Emily's House and PAC Operating Revenue provides a high-level breakdown of revenue and expenses per operating fund; as well as non-government and government funding sources.

OPERATIONS BY FUND	EMILY'S HOUSE	PAC COMMUNITY	GLOBAL FY 2020 - 2021
REVENUE			
Non Government Funding	\$ 1,072,684	\$ 175,310	\$ 1,247,994
Government Funding	2,949,052	774,081	3,723,133
	4,021,736	946,391	4,971,127
EXPENSES	2,676,612	732,964	3,409,576
EXCESS OF REVENUE OVER EXPENSES	\$ 1,345,124	\$ 216,427	\$ 1,561,551

Continued on next page.

Ontario REALTORS Care® Foundation & Toronto Regional Real Estate Board, Jan 19/21

ORCF and TRREB donated \$4,000 to provide short-term shelter and supports for entire families, as they accompany a child at end-of-life at Emily's House.



Bare Naked Ladies, Feb 14/21

Special thanks to Kevin Hearn and the Bare Naked Ladies for singing Christmas holiday wishes to Emily's House, and sharing the "passcode to their heart" on Valentine's Day. See the video on our website!



Allan's Waves of Love, Feb 16/21

Allan's mom, brother and dogs fundraised year-round with their high-energy Allan's Waves of Love and Inspiration campaign.

Mount Pleasant Group, Feb 2021

Thank you to this consistent Community Partner and employees who "hiked for hospice" in their hearts.

Prophix Software Inc., Feb 26/21

Thank you to the Prophix Corporate Social Responsibility team and employees, who: *"received a ton of positive feedback from people who really appreciate what Emily's House does. We are grateful for this opportunity to give to you."*

Summerhill Markets, March/21



Over the year, Summerhill Markets donated \$7,000 worth of nutritious, prepared meals and food. One mom wrote: *"The memories of these meals bring tears to my eyes. They were such a blessing to us during our stay! Summerhill Market's donation to Emily's House is something we will never forget."*

The COVID "Skinny Budget" Target was \$1/2 million lower than non-COVID years.

Development	FY18/19	FY19/20	FY20/21 (COVID)
Fundraising Revenue (non-government funding)	1,261,647	1,399,741	1,035,691

Note - June 17/21 – non-govt \$ to be validated with LG.

Statement of Earnings

For the year ended March 31, 2021, with comparative information for 2020



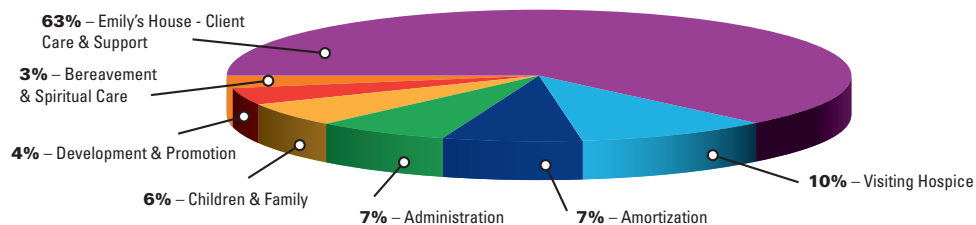
	FY 2020-2021	FY 2019-2020
REVENUE		
Donations and Fundraising	\$ 1,035,691	\$ 1,234,015
Government Funding	2,315,144	2,277,906
Government Funding - temporary funding	1,407,989	0
Amortization of Deferred Contributions	194,982	198,212
Interest and Sundry	17,321	19,162
	\$ 4,971,127	\$ 3,729,295
EXPENSES		
Emily's House - Client Care & Support (*)	\$ 2,147,642	\$ 2,405,232
Children and Family	196,777	228,344
Visiting Hospice	331,348	432,788
Bereavement and Spiritual Care	104,424	117,929
Development and Promotion	141,168	162,254
Administration	248,550	273,379
Amortization	239,667	235,418
	\$ 3,409,576	\$ 3,855,344
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	\$ 1,561,551	(\$126,049)
ALLOCATED AS FOLLOWS		
Emily's House Operating Fund	1,345,124	(13,162)
General Fund	216,427	(112,887)
	\$ 1,561,551	(\$126,049)
FUND BALANCES		
General Fund	\$ 237,604	\$ 21,177
Emily's House Operating Fund	1,494,231	149,107
	\$ 1,731,835	\$ 170,284

* Only represents Emily's House Direct Costs. For full revenue and expense details of operations by Fund, please see the Audited FS.

Revenue by Source



Expenses by Program



Note: This is a condensed version of the Audited Financial Statements by KPMG. Complete signed Audited Financial Statements for the Year Ended March 31, 2021 are online at: <http://www.philipazizcentre.ca/financial-statements/>.

COMPASSION / CARE / SUPPORT

Philip Aziz Centre Visiting Hospice (PAC) is a non-profit hospice providing respite, practical, emotional, spiritual and bereavement care for adults and children living with a life-threatening illness in the comfort of their own homes, and support for their loved ones. **Emily's House** is a residential hospice that provides integrated respite and paediatric palliative care in a home-like setting. Committed to optimizing the quality of life for children, with complex disease, disability and an underlying life-threatening illness and their families, it offers an alternate to hospital or home care.

Board of Directors, 2021 - 2022

Louise R. Summerhill, Chair
Mike Mueller, Vice Chair
Peter Goulos
Maggie Keresteci
Mel Leiderman
Larry Moate
Kathy Ribble
Dr. Esther Rosenthal
Rauni Salminen, CEO - Ex officio member

Parent Council, 2021 - 2022

Bruno Geremia
Marlene Geremia
Amy Manning
Christina Ciuffetta
Domenic Ciuffetta
John Howell

**Additional current
Clinical Casual Staff are
not listed here.**

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

Rauni Salminen, *Chief Executive Officer*
Lorely Angcos-Garcia, *Director of Finance*
Marilyn Basa, *Finance and Administration*
Sandy Broad, *Spiritual Care Practitioner*
Donna Cadeau, *Administration/Reception*
Dan Dempster, *Director of Operations*
Kimberley Goring, *Manager of Hospice Administration*
LaToya Hillson, *Coordinator of Recreation and Therapeutic Programs*
Jennifer Kroezen, *Director of Development/Fundraising*
Amanda Maragos, *Director of Client Services and Volunteer Programs*
Michael Nelson, *Coordinator of Volunteer Programs and Administration*
Sunni Rochelle, *Coordinator of Volunteer Programs and Administration*
Allan Shillinglaw, *Maintenance*
Lena Soje, *Social Worker*
Amanda Taylor, *Client Care Coordinator*
Erik van de Ven, *Coordinator of Recreation and Therapeutic Programs*
Sarah Van Meer, *Grief Support Coordinator Infant Maternal Perinatal Advanced Care Team (IMPACT)*
Ellen Weir, *Fundraising Data Coordinator*
Hannah You, *Music Therapist*

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

Dr. Adam Rapoport, *Medical Director, Emily's House and Paediatric Advanced Care Team, SickKids Hospital*
Patty Malloy, *Interim Manager of Clinical Programs Coordinator of Quality Improvement and Accreditation*
Kim Daffern, *Client Care Resource Nurse and Interim Manager of Clinical Programs*
Jahra Akazawa-Eguchi, *RN*
Cheryl Arneson, *RN*
Tabitha Arnold, *RN*
Anesia Baylan, *RN*
Jenna O'Reilly, *RN*
Jasmeen Sidhu, *RN*
Emily Skoutarou, *RN*
Joanne Tay, *RN*
Tori Bathurst, *RPN*
Inge Boerma, *RPN*
Lisa Brugger, *RPN*
Martha De La O, *RPN*
Tionna Kinglocke-Christian, *RPN*
Brianna Klauck, *RPN*
Lindsay McBain, *RPN*
Angelica Valencia, *RPN*
Nicole Albay, *PSW*
Doris Andrew, *PSW*
Catherine Benson, *PSW*
Chantelle Browne, *PSW*
Justine Kaddu Ndibalwanya, *PSW*
Elizabeth Kagabe, *PSW*
Nancy Puig, *PSW*

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

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

Facebook: www.facebook.com/PhilipAzizCentre
Twitter: @PACHospice_care
Instagram: Emilyshousetoronto

VOICE: 416.363.9196 • **FAX:** 416.363.6983 • **EMAIL:** info@philipazizcentre.ca
www.philipazizcentre.ca or <http://www.emilyshouse.ca>

Charitable Registration # BN 89422 8063 RR 0001

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



emily's house
a special place for kids



philip aziz centre
Visiting Hospice

