



Philip Aziz Centre / Emily's House

Annual Report 2021-2022

Providing respite, practical, emotional, spiritual, bereavement, therapeutic / recreation 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



CEO's and Board Chair's Report

Reflecting over the past two years, on our struggle and navigation through the COVID pandemic locally and globally, I am reminded of not only the grief, uncertainty, and fear left in its wake, but also the emergence of human kindness, resilience, and compassion amid such an unprecedented crisis. We all discovered a bit more about ourselves, what we are capable of achieving as a hospice team, and as a community. Together, we explored and implemented creative solutions to mitigate disruptions in the delivery of a comprehensive continuum of paediatric palliative care and in-home hospice visiting services. The team's resolve and strength ensured adults, children and families were not isolated, caregivers were supported, and hospice supports were available. We are grateful to our staff, whose extraordinary efforts to remain vigilant and follow the COVID-19 safety precautions allowed us to keep the house open and COVID-outbreak free to date. Nursing shortages across the province challenged occupancy at **Emily's House** and thankfully, our partnership with **SickKids** allowed us to second two nurses to help fill our staffing gaps. Our volunteers trained in PPE continued to offer visiting hospice services, in-person and virtually to those at home. The mental health of caregivers and clients isolated by the pandemic, as well as food security, became an evolving concern and our team expediently resourced the essential supports to meet these needs.

Advance Care Planning (ACP) training was developed and offered to staff, volunteers, and community. Again, the pandemic affirmed the imperativeness of communication about values and wishes, and letting our loved ones know what kind of health and personal care is wanted in the future if we were unable to speak for ourselves. Through the ups and downs of the pandemic, we continued to press forward in our development of practices that would be adopted and recognized by **Best Practice Spotlight Ontario**, a prestigious and honorable designation from **RNAO (Registered Nurses Association)** for excellence in the delivery of hospice care.

We re-evaluated our organization's commitment to **Equity, Diversity, and Inclusion (EDI)**. Our mandate maintains a strong, solid foundation of justice and fairness, a community for all, inclusion and respect of all cultures, a valued and meaningful work experience, free from discrimination and harassment, and where all clients, staff and volunteers feel they are safe to be and express who they are. EDI training is now required education for all staff to ensure safe, equitable and inclusive delivery of care.

As a hospice team we have learned from this crisis, our healthcare partners, community, clients and parents, key lessons that will inform the strategic planning of future goals. One of our learnings birthed a new initiative,

Emily's House at Home, a program that enables children and families to be supported in the comfort of their own homes. Much like the work of **Philip Aziz Centre Visiting Hospice** for years, this initiative will facilitate seamless care for children from hospital to home and/or to **Emily's House**. We bring all the services of **Emily's House** to their home, allowing them to stay at home for as long as possible, or seamlessly facilitate a transition to **Emily's House** for end-of-life care, bypassing an admission to hospital or an emergency department.

Our next priority is to hire our own **Nurse Practitioner** who will work in partnership with the **SickKids Advanced Care** team, to provide medical oversight for our **Emily's House** at Home in the community and offer consultations to other partners/physicians and nurses involved in clients' home care.

We are grateful to the loyal individuals, client families, foundations, service clubs, faith communities and the **Ministry of Health** and our **Toronto LHIN** for their financial support, not only during these difficult times but throughout all the years that have enabled us to become a hospice care hub of excellence. Your steadfast support is critical and the impact immeasurable as we have been able to offer hospice supports throughout all stages of a life-limiting illness. Thank you to our **Board of Directors** for their leadership and vision to ensure **Emily's House** and **PAC** continue to be sustainable and successful centres of excellence well into the future. As we continue to work with our healthcare partners, such as **HPCO (Hospice Palliative Care Ontario)**, **SickKids Hospital** and **Michael Garron Hospital**, and **Home and Community Care**, we provide a unified voice in our healthcare sector for quality and timely access to palliative care, wherever someone

calls home. **To all the caregivers, parents, families, and friends**, we thank you for trusting us in caring for your loved ones. You are our teachers. **To our staff and volunteers**, who are the heart and hands of hospice, thank you for your untiring commitment to hospice, compassionate care and excellence.

We would like to close with a very important announcement about a special event taking place in the summer of 2023 to commemorate 30 years of **Philip Aziz Centre Hospice** operations and 10 years of **Emily's House**.

I am humbled, encouraged, proud and grateful, for all the passionate people who have come on board over the years, taking us from small yet significant beginnings to where we are today. I am also ever mindful of Divine guidance, favour and love: a love that summons us to honour diversity, respect individuality and ensure a safe space where everyone (patients, caregivers, staff and volunteers) know they are valued and feel they belong.

With sincere appreciation,



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



Louise Summerhill, Chair
Board of Directors



Three Hospice Sector Awards: 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 was awarded to our CEO; the Frances Montgomery Award for Outstanding Personal Support Worker; and, the Mount Pleasant Group Hospice Innovation Award.

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)

Community clients continued to be well supported through the second year of the pandemic. Services continued in alignment with the **Ministry of Health** and **Toronto Public Health** directives, only suspending in-person visits and regular programming temporarily. We continued to: provide phone support and wellness checks to clients; modify our intake process to reach clients as they preferred – in person, on the phone, by Zoom; and, meet by Zoom, in person, or on the phone with clients and volunteers for continuity of support.

To ensure continued access to practical and psychosocial supports, we provided case management, social work and grief/bereavement and spiritual counselling. Additionally, for our children's programs we provided music therapy and recreational therapeutic supports. Professional group grief/bereavement therapy continued in person and/or online, as well as volunteer supports. During "lock-downs," in-home volunteer supports for clients were paused, and delivery of care shifted to virtual/phone, group virtual events, grocery shopping, errands, etc. In response to emerging needs identified by clients, we increased:

- › Transportation support to and from treatment appointments, via volunteer drivers, donated Uber cards/taxi chits;
- › Cultural access, equity and inclusion supports (e.g., assigning a volunteer who could speak a client's native language to assist in connecting to all available supports);
- › Home deliveries to meet essential practical needs, such as food, grocery/gift cards and care packages; and,
- › Delivery of resources (care packages; and in-home activities) to reduce isolation and encourage the wellbeing of families (i.e., materials to participate in virtual music/recreation programs, crafts for children during lock-down; donated gift cards/gifts; and special deliveries to lift spirits of clients and caregivers throughout the year).

“Client testimonial from a family:

“It's amazing, the things you do for the families who are going through the hardest time of their life.”

Philip Aziz Centre (PAC) Community Program	2019-2020	2020-2021 (COVID YR 1)	2021-2022 (COVID YR 2)	Change Over Previous YR	Change Over 3 YRS
Community Program clients supported in total	563	273	403	+148%	-28%
Children in Community Programs, plus siblings and loved ones	225	151	61	-60%	-73%

* As of November 2021, community hospice supports for children and their families were extended through the newly launched “Emily’s House at Home.”

Client testimonial from a family:

“My sister is so grateful for Philip Aziz for everything – for the meal support, and especially her visiting volunteer. She is so nice to her son, and takes him to the park to give them all a break.”

Testimonial from the caregiver/daughter of a client:

“The visits from our PAC volunteer have truly been welcomed. My mom enjoys her company and the help she provides. My brother does errands with the allotted time.”

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

This program provides community hospice care supports for adults and youth living with HIV/AIDS, and those who are HIV/AIDS-impacted, in times of short-term crisis and transition. Community needs are determined by referrals from **Toronto Central Local Health Integration Network (TC-LHIN)**, hospitals, agency partners and faith groups. In the past year, we collaborated and shared best practices with AIDS Service Organization (ASOs) to effectively support clients and their families, and to break down stigma and discrimination which are barriers to accessing services outside of ASOs. Our partners understand HIV/AIDS care needs, and the challenging long wait lists for services. Partners included: **People with AIDS (PWA)**, **Casey House**, **Women’s Health in Women’s Hands (WHIWH)**, **Across Boundaries**, and **Fife House**; with special thanks to **Faithworks/The Anglican Diocese of Toronto** for leadership funding.

Client care needs, observations and solutions provided:

- Over 70% of these clients are now over the age of fifty, with care needs complicated by age and additional medical conditions. Clients expressed concern about their mental state and accessing mental health services. They were unsure if it is because of their HIV/AIDS status or if it is part of the aging process.
- Aging clients experiencing isolation and anxiety reported they benefited from participation in our facilitated groups that focused on the issues they are dealing with.
- Most clients living with HIV/AIDS are on a fixed income, and rely on CPP or ODSP. Many find it difficult to pay rent or purchase health-related items not covered by health benefits. PAC patient advocacy helped address needs in crisis cases.
- Clients worried about not being able to maintain a proper diet required to stay healthy while consuming antiviral medications. PAC continued to partner with PWA, where PAC would pick up and deliver much-needed food relief.
- To support families and children experiencing mental distress, PAC offered tools for youth to cope with depression and anxiety; and worked with community agencies and local schools.



One treasured Emily's House tradition is to wrap a child in a beautiful, made-with-love "Butterfly Release" quilt, when they leave our care for the last time, while family and staff pay last respects.

Grief and Bereavement / Spiritual Care Programs, Emily's House and Philip Aziz Centre (PAC)

*"It has been more important than ever to be present with those
who often have so few to support them."*

Despite COVID lockdown restrictions, Grief and Bereavement and Spiritual Care visits were offered in-person all year long. Our counsellors also offered more virtual sessions, which enabled continuous care with other clients with precarious health, or individuals living with someone in an advanced palliative state. Due to demand, the department is expanding: an additional Grief and Bereavement counsellor is being hired to ensure timely access and relieve waiting lists.

The programs support palliative individuals and their families, the bereaved, caregivers, and those living with HIV/AIDS. Our Grief and Bereavement counsellors accompany individuals on their grief journey and offer group grief supports to all ages, who are anticipating or have experienced the death of a loved one. Spiritual Care is tailored to help individuals manage their own unique journey, clarify values, and explore personal meaning in life at end-of-life.

Core client support included:

- One-on-one spiritual care, anticipatory grief, and bereavement counselling;
- In-person and remote support for the many losses and grief experienced due to COVID, which added another layer of grief for many who were already struggling;
- 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; and,
- Being present in the last days of life and early days of shock and grief.

Highlights and milestones:



- Virtual Garden Memorial: In advance, participating families were sent garden stones, paint, and flower seeds, so they could paint a rock for their child, and place it in their garden in memory and celebration of their child.
- Grief and Bereavement Volunteer Facilitator Training: A great group of nine volunteers participated in weekly Zoom sessions, learning about grief, and how to run a Bereavement Support Group.
- Grief and Bereavement Support Groups: Fall and spring sessions offered with newly trained volunteers were a great success!
- Emily's House/Philip Aziz Centre Winter Memorial: Originally planned as an in-person event, it was video taped **Mount Pleasant Funeral Centre** and broadcast virtually due to resumed COVID lockdown.

“Testimonial: Emily’s mom, Lindsey shared:

“Memorial Gathering outside Emily’s House with many, many other families who have also lost a child sometime during the past nine years... Meaningful, thoughtful, gently led. Such an important sense of coming-together in community, to honour, to remember. Deep consolation of a fellow-grieving community. Each family was given a lovely plant to add to the garden, accompanied by a stone with our child’s name engraved on it. Tears. Laughter. Coming away with very full hearts...”

Bereavement and Spiritual Care Clients	2019-2020	2020-2021 (COVID YR 1)	2021-2022 (COVID YR 2)	Change Over Previous YR	Change Over 3 YRS
Philip Aziz Centre Community Program Clients	367	277	403	+45%	+10%
Emily’s House Children’s Hospice Program Clients	99	52	70	+35%	-29%

Due to demand for services, an additional Grief and Bereavement person is needed to provide an additional two days of care per week, to better support clients.



Emily’s House Clinical Programs

In this second year of the pandemic, the healthcare sector focused on new, team-based models for reaching out to vulnerable communities with accessible, equitable healthcare solutions. Our new **Emily’s House at Home** referral model with **SickKids Hospital** is already improving the outpatient referral process from hospital to hospice and encouraging earlier engagement of families in conversations for paediatric palliative supports – for both in-home and in-hospice outpatient supports simultaneously. Prolonged COVID exposure unfortunately produced new, sector-wide challenges in terms of nurse staffing shortages, which at times restricted the number of admissions **Emily’s House** could receive. However, **Emily’s House** total admissions more than doubled over the previous year (COVID Year One), and total new admissions also trended upward. (Admissions increased by 140%. Total pain and symptom management admissions

remained consistent with previous years.) While we have not yet achieved pre-COVID admission levels, directional movement is indicative of healthy progress tracking towards a new normal. With the introduction of **Emily’s House at Home** in-home care options, and residual COVID gathering precautions, we are optimistic that these initial stages provide potential for growth in the delivery and access to care to meet a wide range of patient needs in their preferred location.

This past year, **Emily’s House** also collaborated with the **Paediatric Advance Care Team (PACT)** and **Connected Care** to deliver synchronous learning to community nurses on the topic of paediatric palliative care; and **Emily’s House** continued to innovate as a “**Best Practice Spotlight Organization**” for a global nursing initiative, to elevate professionalism among clinicians, and further education in paediatric palliative care.

A new Social Worker role introduced to the Emily’s House Core Team is already making a client impact, especially for caregiver parents in crisis. A client’s mindset improves over time, as they co-develop new coping techniques to manage the most stressful issues prioritized by the client.

Emily’s House Clinical Care	2019-2020	2020-2021 (COVID YR 1)	2021-2022 (COVID YR 2)	Change Over Previous YR	Change Over 3 YRS
Total Admissions	364	89	214	+140%	-41%

*Note: Admissions increased by 140% over the previous year which indicates “post-COVID” directional progress towards a new normal.
Also note: These statistics do not include siblings and families supported.

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



“While the advantages of respite are easily recognized, there remains a sizable number of families for whom that first step of dropping their child off feels more like an impossible leap. As a result, many who would benefit from **Emily's House** services never end up taking advantage of them. How can we help those families that would tell you themselves they need the assistance, but remain reluctant to have their child stay with us? The answer – we go to them! **Emily's House at Home (EH@Home)** brings the best of what we have to offer into the homes of our clients and families. Our services compliment those provided by **Ontario Health** (government funded), in an effort to fill the gaps and give families of children living with serious illness the supports they need, not just to survive but to thrive. Those referred to EH@Home are first connected with a Client Care Coordinator who takes the time to get to know each individual child and family in order to create a customized plan for their unique needs. From then on, a well-trained group of professional care providers (volunteers, social worker, spiritual care, music therapy, art and recreational therapy, and more) periodically visit to give desired care and support, in the comfort of their own home, when it's needed most. Why is **EH@Home** a game-changer? First, because it is the essence of the patient and family centred care we have always strived to deliver. We are listening and adapting to meet the needs of our clients. **In the first months, there were three times as many new EH@Home clients as there were new referrals to our residential program.** While that alone is something to celebrate, what's more impressive is that 100% of the new **EH@Home** clients who completed our program evaluation survey reported that after their **EH@Home** experience, they would consider a respite stay at Emily's House in the future. Now that's what I call a game-changer!”

“A mom shared about Emily's House at Home:

“Emily's House at Home is such an exciting initiative by the Emily's House team, bringing their knowledge, care and love right to doorsteps. I think it is such a great program during a time of such turbulence and unknowns, when our biggest priorities are keeping our kids safe, and we don't always feel comfortable taking them out of the settings we know.”



**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@emilyshouse.ca or phone 416-363-9196.**



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

The launch of **Emily’s House at Home** expanded existing programs to better support families in their care environment of choice, including recreation and play – in hospice and in a child’s home. Respite programs, adapted recreation activities, and reliable consistent relationships are already adding quality to lives. We hosted a first-ever **Emily’s House “Hybrid” March Break** program, with children participating on site at **Emily’s House**, and from home for virtual group activities. The new approach is removing barriers to accessibility and inclusion.

Testimonial from a mom, when a program participant package was home-delivered:

“Brought tears to my eyes to receive a Barbie in a wheelchair. [My daughter] loved it. Loved everything. Thanks. Thanks. Thanks.”

- In addition to personalized, one-on-one sessions with our recreation team, a virtual recreation event was broadcast daily with children, siblings, families, and volunteers (until the season favoured outdoor recreation options). The therapeutic fun included activities like snowman painting, scavenger hunts, jewelry making, story times, weird pattern shirt day, and virtual photo walks. Special thanks go to the lead funder of **Emily’s House Daily Play and Art Therapies Program, The Lillian Meighen and Don Wright Foundation**.
- A major theme in our programming is creating family experiences and shared memories. When COVID guidelines permitted, children enjoyed outings with siblings to Raptors games and community events. In legacy work, meaningful and enjoyable experiences were created that could be “revisited” through collaborative art or a family photo shoot. Projects
- included legacy bears (with voice recordings); clothing/scarves crafted from a mom’s clothes; learning/preparing special family recipes; and kids journaling together. It helps children process anticipatory grief and treasure memories, while experiencing the strength of sibling and professional support.
- The new **Siblings Program** was launched virtually for children who are caring for a palliative brother or sister. The kids who participated benefitted by being able to do activities while sharing their experiences with other kids on a similar journey. Participant packages were delivered in advance to aid in the planned activity and facilitated group conversations. Our Coordinator helped facilitate fun yet therapeutic activities and could connect a sibling with additional counselling support when needed.

Recreational Play	2019-2020	2020-2021 (COVID YR 1)	2021-2022 (COVID YR 2)	Change Over Previous YR	Change Over 3 YRS
Clients served	94	42	61	+45%	-35%



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

Music Therapy continued both virtually and in-person through **Emily’s House**, **Emily’s House at Home**, and with **PAC Community** clients. Music Therapy served respite, symptom management, and end-of-life clients, adding quality to life through creative individualized care or group activities:

- › In individual and family sessions, moments of joy, relaxation, and emotional expression in music were shared. When safe, similar small group sessions on-site at **Emily’s House** filled the house with song.
- › Heartbeat recordings and song writing for legacy creation at end-of-life were offered. One family requested a recording of their newborn baby’s heartbeat. Other parents worked with our Music Therapist to write a song for their child, sharing loving messages and favourite memories.
- › The program also supported adults in the community, age 20 to 100+. Each, in-person session was unique, as Music Therapy used songs, improvised music, and instrument play to support relaxation, pain management, processing feelings, and finding meaning in life experiences.
- › For continuity in care through bereavement, on request, Music Therapy continued to support parents and children who lost a loved one who was receiving care.
- › Large group events included: a virtual holiday party for families, March Break camp, Emily’s House Garden Memorial, a Candlelight Memorial, funerals, and celebrations.
- › Programming is expanding to offer music therapy to families supported by **IMPACT – Emily’s House Perinatal Program**.

Client Testimonial – the mom of a child at home shared:

“I can’t properly explain what happens in Music Therapy. It’s been YEARS since I’ve seen [my son] that engaged and happy. It was incredible!”

The Music Program delivered support to 55 children, as well as 58 adults, with a total of 506 music programming sessions for the year.

Music Therapy program	2019-2020	2020-2021 (COVID YR 1)	2021-2022 (COVID YR 2)	Change Over Previous YR	Change Over 3 YRS
Children clients served	91	42	55	+31%	-40%



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

More COVID lockdowns this year meant reduced client sessions with volunteers, but volunteers contributed in creative and invaluable ways throughout the year: resourcing client care, assisting with art/memory making projects, performing administrative tasks, delivering care packs, supporting the food program, providing virtual care and programming when needed, resuming in-person visits when permitted, and beautifying our gardens. We are grateful for an incredible team who did whatever they could to support the organization, even when they were temporarily limited to cheering us on from the sidelines until they could serve in-person again. Continuing with our adapted programming, we navigated the unique challenges of volunteer management, and developed new strategies for engagement, retention, and deployment, to deliver programming as changing COVID protocols permitted. We onboarded and trained new, enthusiastic volunteers who could not wait to start providing in-person care.

- **Volunteer Trainings completed:** 9 PPE Training Series; 9 COVID Health and Safety; 5 Core Training Series for Hospice Volunteers; 3 Children's Trainings for Hospice Volunteers; 1 Grief and Bereavement Training for Hospice Volunteers. Total attendees: 374.
- **Volunteer Information Sessions:** 24 volunteer recruitment information sessions conducted with a total of 131 attendees, even though recruitment was secondary to volunteer retention of our current volunteer base.
- **Volunteer Wellness, Community Interest and Professional Development Sessions:** 21 sessions conducted with 414 total attendees.
- **Community Support:** Thank you to Elevation Church, C3 Church, Comfy Cases, Kids Kicking Cancer, Toronto East Rotary, Trulocal, Beech Nursery, VibeArts, St. John Ambulance Pet Therapy Program, Story House Ideas, Summerhill Market, Virtual Tours, Huron Park Baptist Church, Mattachioni Pizza, and Lorne Photography.
- **Emily's House Parent Council:** Met virtually to provide insights on programming development. (Thank you, Bruno, Marlene, Dominic, Christina, Amy and John).
- **Youth Advisory Council (YAC):** Welcomed some new members, who assisted with our holiday toy shop and assembling care packs for clients. (Members: Helena M, Matthew, Isabella, Helena H, Juliette, Burke, Bridget, Phineas, Charlie, and Sophia).
- **Awards and Recognition:** Congratulations to Luke Whitesell who won this year's **June Callwood Circle of Outstanding Volunteers Award!** Congratulation to Jill Craigie, Stephanie Cudd, Dennis Duffy, Nadine Lavoie, Sandra Pate and Greg Potter for winning the **2021 Ontario Volunteer Service Awards!**

Volunteer Hours	2019-2020	2020-2021 (COVID YR 1)	2021-2022 (COVID YR 2)	Change Over Previous YR	Change Over 3 YRS
PAC Community	37,585.10	12,760.80	11,207.80	-12%	-70%
Emily's House	11,289	2,270	5,655	+149%	-50%



Testimonial from a Volunteer:

“I was paired with a delightful woman who was almost 100 years of age, and still living independently. We shared fun times, like dancing to her old record player, as well as hard times, when there were medical procedures and tough decisions. It was a real pleasure to celebrate her ninety-ninth birthday. We looked forward to seeing each other weekly.”

Testimonial from a volunteer's first shift at Emily's House:

“The children were such a blast to hang out with! I spent the first hour getting a tour, and meeting/learning about the people. We had a dance party, and played with all the instruments, watched Peppa Pig, played Uno and Jenga, and then there were bath bombs and blocks. The time flew by so fast! A Rec Coordinator said it's different every shift, and that as I spend more time here, I'll start to build relationships with the kids, so I'm really looking forward to that!”



24 volunteers recruitment information sessions conducted with a total of 131 attendees.



IMPACT (Infant Maternal Perinatal Advanced Care Team)

IMPACT is a partnership program between **Emily's House Children's Hospice**, **Sick Kids Hospital**, and **Mount Sinai Hospital** (started in 2018). The IMPACT team meets families who have received a life-threatening diagnosis for their baby during pregnancy to have thoughtful discussions about some difficult and sensitive topics. During these prenatal appointments, we reflect on the following:

- What are your hopes and dreams for your baby?
- Who are the people that you would like to be a part of this journey?
- What are your specific worries?
- What reading material would you find helpful?
- Are there specific rituals that we can uphold during your pregnancy or at delivery?
- Would you like to engage in memory making before your baby arrives?

Each family is provided with a memory making kit during these appointments, and the Grief Support Coordinator goes over the contents of this kit with families. This kit contains ideas for memory making both during pregnancy, as well as after baby is born. An exciting addition to our memory making kits/legacy creation initiatives in the past year, is a creative collaboration with the Music Therapist, through the **Emily's House at Home** program. We are now able to offer families the opportunity to meet with our Music Therapist to create a personalized song for their baby. These IMPACT appointments are intended to provide a supportive environment for families to explore their hopes, worries, and wishes.

Program highlights from the last year:

- 72 new referrals to the IMPACT program from April 2021-March 2022.
- Grief support is offered to IMPACT clients both prenatally and after their loss. 65 clients received grief support throughout their pregnancy and grief journey in this fiscal year.
- The IMPACT Grief Support Coordinator continues to support families long-term, after their loss, and as COVID restrictions have started to ease, we have been able to meet more families in person early in their pregnancy.
- In this fiscal year, 150 phone/video calls were made, 350+ emails sent, and over 50 cards were sent to IMPACT families by the Grief Support Coordinator. As the program continues to grow, we anticipate these numbers will increase.

“Testimonial from one patient:

“This situation is so difficult, but these appointments, and these conversations are really what make the difference.”

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

Resource Development has been building sustainability, by sharing our story of resilience, equity, inclusion, and adaptive program delivery in support of our hospice clients. Donors responded to: innovations in hospice care; a community art mosaic that reflected the best of virtual and in-person recreation and bereavement supports for participating children and families; plus, a bowling baby demonstrated how adaptable assistance is an access point to pure joy. We discovered that, for a child with a palliative prognosis and access to music therapy, we can help make every note matter.

When the larger conversation in healthcare turned to communities with unequal access to care, we had compassionate solutions to share: from every area of hospice programming offered by the **Philip Aziz Centre** and **Emily's House**. This helped raise nearly \$1.4 million through donations. The family of the late artist Philip Aziz continued to make a meaningful difference, echoing his legacy impact. **The Barenaked Ladies** sent Emily's House a Valentine's Day video that helped raise awareness. **Frank Leo and Associates** raised capital funds for Snoezelen Room renovations; and, a **Michael and Carol Mueller Foundation** gift match motivated nearly \$100,000.

With thanks to temporary government funding (CEWS), responsible financial stewardship, and invaluable donor engagement, we ended fiscal year 2021/22 revenue positive. Revenues enabled continuity of care, throughout: reduced patient capacity measures for COVID protocol safety; temporary province-wide nursing shortages that reduced our client impact; and, increased complexity of care per patient. Fund Balances improved significantly (4-6 months operating), helping build sustainability and client care planning. Support from foundations, individuals, faith-based organizations, and service clubs was good; memorial donations increased; while revenue from events/third-party events remained relatively flat. Some of our corporate event sponsors made charitable donations to hospice programs, and new corporates were interested in investing in the improved quality of life, mental health and wellbeing outcomes our programs are designed to encourage. Target revenue channels continued to be diverse.



FairyBricks/ToroLug, Apr 21/21

FairyBricks, ToroLug: *"We hope the families you support make great use of the LEGO, and that we can provide a small distraction from the bigger challenges they are facing."*



Market Brewing/Hockey for Grace, May 5/21

Trivia games encouraged players to donate to Emily's House children, through Hockey for Grace.

Heron Park Baptist, May 9/21

Mother's Day donations inspired one mom to write: *"Thank you for remembering me and my family!"*

Malvern Christian Assembly, June 1/21

Thank you, for funding and prayers.

Riverdale Bootcamp, Summer 2021

Enea Perego and his trainees donated again with bootcamp vigor!

Lillian Meighen and Don Wright Foundation, 2021

The lead donor of our Daily Recreation and Music Programs wrote: *"Emily's House's programs have become so all-encompassing as you adapted to a lengthy pandemic. Congratulations on another year of inspiring work for these families!"*

Maureen Weeks and Friends, July 2/21



Maureen, Dorothy Woodward, Renee Duckworth, Susan Brisbane, Ashley Dey, and Zelda Plinte donated beautiful quilts.



Virtual Hike for Hospice Partners, Aug 30/21

Thank you to everyone who donated or hiked virtually: \$37,284 was raised in total, including \$21, 288+ for Emily's House/PAC. Congratulations to "Best Dog" Memo!



Scarborough Toyota, Sept 20/21

Thank you to the Scarborough Toyota team, and especially, Dealership Owner, Patrick J. Priestner.

FaithWorks, Anglican Diocese of Toronto, Mar 25/21

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

Michael and Carol Mueller Family Foundation, Dec 2021

The annual Matching Gift motivated gifts totaling \$92,000!



Victoria Dowe, Nov 5/21

A friend, who lived a remarkable life with cerebral palsy, inspired Victoria to donate toys from her Scentsy, Buddy Drive.

Beautiful Quilt, Nov 18/21

Glenna Reynolds made a beautiful quilt, to be placed over a child, as they depart from Emily's House in our sacred ritual.



Schevaune Parchment, Nov 22/21

Schevaune and supporters donated a mountain of toys in memory of Ayden Hendricks.

Emily Yeskoo Tributes, Nov 2021

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

Jean-Jacques Real Estate Team of Royal LePage, Nov 29/21

The Jean-Jacques Real Estate Team of Royal LePage held more Fund-It-Forward Funday Monday quizzes to raise awareness and \$7,000 for Emily's House.



Fluidigm Canada, Dec 2021

Michael Cohen, Janice Colis-Lazzaro, and Fluidigm employees raised another \$2,000 in Ethan's honour.

Conn Smythe Foundation, Dec 2021

Conn Smythe Foundation continued their leadership support.



Amy's Community Quilt, Dec 10/21

Thank you, Amy and Linda Pemas, Ann Hopkin, Amar Dewan and Deb Kopeschny for making a "Butterfly Release" quilt. See close-up photo on page 6.

Enbridge Fueling Futures, Dec 13/21

A Vibrant Community Grant supported programs for entire families. Thanks to Tracey Teed-Martin, Patrick Osland, Erika Golden, and Enbridge employees.



Toronto LEGO User Group, Dec 13/21

ToroLUG donated \$3,000 worth of LEGO to construct some big smiles!



Frank Leo & Associates, Dec 15/21

The Frank Leo & Associates Holiday Gift drive for Emily's House in Memory of Ava raised \$12,092 plus toys! Funds will renovate the Snoezelen Room for recreation therapies supporting medically-fragile children.



Continued on page 18

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

Thank you to our donors and special friends on behalf of the children, adults and families supported by our compassionate hospice programs and supports. You have made this possible. We gratefully acknowledge all the generous financial support we have received through the **Toronto Central Local Health Integration Network (TC LHIN), Ministry of Health**, foundations, corporations, faith organizations, service clubs, individuals and community partnerships. Due to space restrictions, we have listed donations of \$1,000 and greater from April 1, 2021 to March 31, 2022. Every effort has been made to ensure the accuracy of this list, but please let us know if you have any questions or concerns.

Allan's Waves of Love
Ava's Fund
Jim Andersen
Gregory Anderson
Anglican Diocese of Toronto, FaithWorks
Anglican Foundation of Canada
Balsam Foundation
Mitchell and Kathryn Baran Family Foundation
Bickle-Wilder Foundation
Birch Island Foundation
Sean and Peta Boyd
Sandy and Fred Broad
John Burrows
Jay Callowhill
Care For Kids (Toronto)
Catholic Charities
CP24 CHUM Charitable Foundation
Charities Aid Foundation of Canada
Conn Smythe Foundation
Control Gap Inc.
David DeGasperi
David Dunkin
Paul Dupuis
James Dutkiewicz
Lisa Eckler
Enbridge Fueling Futures Vibrant
Community Grant
The Estate of Jean Munro
Alireza Faghani
FairyBricks/ToroLug
Joanne Fine Schwebel
Fluidigm Canada
Forest Hill Lions Club
Frank Fuda
Sonny Goldstein
Michelle Goldstein Zaldin
Peter Goulos
Stacey Hazzard

Donna Henrikson
Susan Hillery
Hodgson Family Foundation
David Hope
Heather Hyland
iA Financial Group
Interdev Technologies Inc.
Keith Jacka
Sarah and Elliot Johnson
Marty and Gilda Kelman
Keslassy Freedman Gelfand LLP
Kim Veisbergs of Grand and Toy
Kindred Foundation
Mark Kowalski
Jennifer Kroezen
Martin Lavigueur
Frank Leo & Associates
Millard Lerman
Lions Club
Lipton LLP (Mel Leiderman)
Liuna, Local 183
Malvern Christian Assembly
Manufacturers Life Insurance Company
Manulife
Marketing Kitchen Inc.
Sue McNamara
Lillian Meighen and Don Wright Foundation
Menkes Developments Ltd
Larry Moate
Michael and Carol Mueller Family Foundation
Mount Pleasant Group of Cemeteries
Jean-Jacques Real Estate Team of Royal LePage
Ontario REALTORS Care® Foundation (ORCF)
/ Toronto Regional Real Estate
Glen Pangle
Schevaune Parchment,
in memory of Ayden Hendricks
Sandra Pate

Enea Perego
Stewart Plotnick
Port Royal Mills
Michael Potter
Patrick J. Priestner
Rand Kildare Charitable Foundation
Registered Nursing Association of Ontario
Cindy Reid
Janice Ribble
Janet Rice
Roman Catholic Episcopal Corporation
Jessielyn and Christian Roxas
Royal Mechanical Inc.
Rauni Salminen
John Schmidt
Scotia Capital Inc
Cathy Shantz
Jennis Sivagunam
Philip Smith Foundation
Dora So
Steadfast Fire Extinguishers Ltd.
Styles Family Foundation
Louise Summerhill
Summerhill Market
Sycamore Fund
T.K. Butler Real Estate Corp.
Karen Tanz
Diane Taylor
Terrequity Children's Foundation
Deepan Thavarajah
Toronto LEGO User Group (ToroLUG)
Dr. Paul Truelove
Gretchen Van Riesen and Murray Rowlands
Michelle and John Visser Fund
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 FY21/22 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 2021 - 2022
REVENUE			
Government Funding	\$ 2,600,626	\$ 630,635	\$ 3,231,311
Non-Government Funding	1,326,478	261,456	1,587,934
	3,927,154	892,091	4,819,245
EXPENSES	2,692,048	860,248	3,552,296
EXCESS OF REVENUE OVER EXPENSES	\$ 1,235,106	\$ 31,843	\$ 1,266,949

Continued on next page.



Gingerbread Carnival, Dec 16/21

Yvonne Chan and Katherine Lui's gingerbread creation featured a ferris wheel that lifted spirits!

Care for Kids (Toronto), Dec 2021

Sonny Goldstein and Michelle Goldstein Zaldin, champions of paediatric palliative care in Ontario, increased their annual donation to \$25,000 in this challenging time!

Ava's Christmas Fund, Jan 2022

Dom and Christina Ciuffetta generate an outpouring of generosity in Ava's memory. Ava's Fund raised \$10,273 in direct donations; and inspired over \$23,000, plus gifts for our children and client families!

Ontario REALTORS Care® Foundation/Toronto Regional Real Estate Board, Jan 7/22

ORCF and TRREB donated \$3,200 toward all our children's care environments.



Allan's Waves of Love and Inspiration, Jan 12/22

Jessielyn and Christian fundraised year-round to raise over \$7,725, plus an HD TV for Emily's House, and gifts in kind to bring joy to our children and families.

Mount Pleasant Group, March 2022

Thank you to this Community Partner/employee group who donate, hike, and provide memorial service space.

Summerhill Markets, March/22

Over the year, Summerhill Markets donated approximately \$5,000 worth of nutritious, prepared meals and food. The Summerhill team knows that food is an important aspect of care and comfort.

Development Results	2019-2020	2020-2021 (COVID YR 1)	2021-2022 (COVID YR 2)	Change Over Previous YR	Change Over 3 YRS
Non-Government - Operating, Capital and Deferred Revenue Raised	\$1,399,741	\$1,035,691	\$1,370,904	+32%	-2%

Note: The COVID YR1 Skinny Budget Target was \$1/2 million lower than non-COVID years.

Statement of Operations

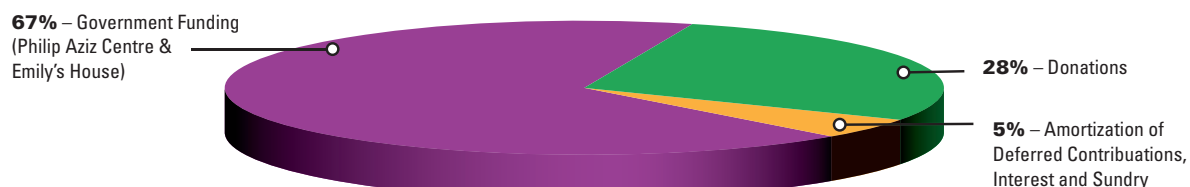
For the year ended March 31, 2022



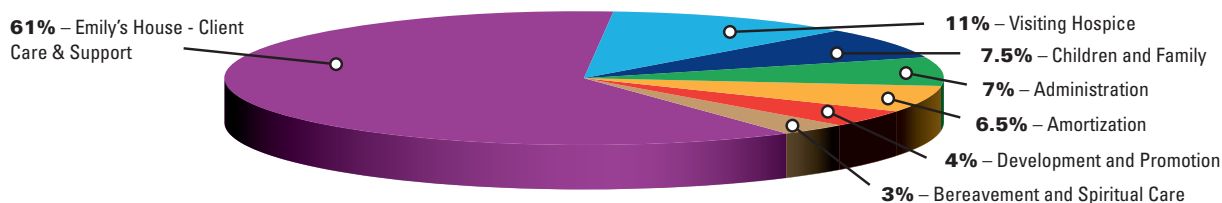
	FY 2021-2022	FY 2020-2021
REVENUE		
Government Funding	\$ 2,318,435	\$ 2,315,144
Government Funding – temporary funding	912,876	1,407,989
Donations and Fundraising	1,370,904	1,035,691
Amortization of Deferred Contributions	189,710	194,982
Interest and Sundry	27,320	17,321
	\$ 4,819,245	\$ 4,971,127
EXPENSES		
Emily's House - Client Care & Support (*)	\$ 2,163,530	\$ 2,147,642
Children and Family	265,697	196,777
Visiting Hospice	379,333	331,348
Bereavement and Spiritual Care	117,541	104,424
Development and Promotion	146,188	141,168
Administration	251,165	248,550
Amortization	228,842	239,667
	\$ 3,552,296	\$ 3,409,576
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	\$ 1,266,949	\$ 1,561,551
ALLOCATED AS FOLLOWS		
Emily's House Operating Fund	\$ 1,235,106	\$ 1,345,124
General Fund	31,843	216,427
	\$ 1,266,949	\$ 1,561,551
FUND BALANCES		
General Fund	\$ 269,447	\$ 237,604
Emily's House Operating Fund	2,729,337	1,494,321
	\$ 2,998,784	\$ 1,731,835

* 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



Note: This is a condensed version of the Audited Financial Statements by KPMG. Complete signed Audited Financial Statements for the Year Ended March 31, 2022 is also available 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 and home care.

Board of Directors, 2022 - 2023

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

Parent Council, 2022 - 2023

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 Azia Centre (PAC) (Current)

Rauni Salminen, *Chief Executive Officer*
Lorely Angcos-Garcia, *Director of Finance*
Marilyn Basa, *Finance and Administration*
Sandy Broad, *Spiritual Care Practitioner/
Grief & Bereavement Coordinator*
Donna Cadeau, *Administration/Reception*
Dan Dempster, *Director of Operations*
Kristen DiMarco, *Music Therapist*
Kimberley Goring, *Manager of Hospice Administration*
LaToya Hillson, *Coordinator of Recreation
and Therapeutic Programs*
Sarah Johnson, *Client Care Coordinator*
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 Work/Manager of PAC Client Services*
Amanda Taylor, *Client Care Coordinator*
Erik van de Ven, *Coordinator of Recreation
and Therapeutic Programs*
Andrea Steadman, *Interim Grief Support Coordinator Infant
Maternal Perinatal Advanced Care Team (IMPACT)*
M Ellen Weir, *Fundraising Data Coordinator*

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*
Kim Daffern, *Manager of Clinical Programs*
Karen Cross, *Care Coordinator*
Patty Malloy, *Coordinator of BPSO Project
(Best Practice Spotlight)*
Nicole Wagschal, *Nurse Educator*
Anesia Baylan, *RN*
Emily Skoutarou, *RN*
Jenna O'Reilly, *RN*
Rebecca Cote, *RN*
Janice Tang, *RN*
Julian Semczyszyn, *RN*
Noellen Patel, *RN*
Haley Dobski, *RN*
Alana Chung, *RN*
Angelica Valencia, *RPN*
Lisa Brugger, *RPN*
Tionna Kinglocke-Christian, *RPN*
Inge Boerma, *RPN*
Nicole Albay, *PSW*
Catherine Benson, *PSW*
Elizabeth Kagabe, *PSW*
Justine Kaddu Ndibalwanya, *PSW*
Nancy Puig, *PSW*
Dorice Andrew, *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](https://www.instagram.com/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

