



Philip Aziz Centre / Emily's House

# Annual Report 2023-2024

Mission: To support a life lived fully to the end by making a difficult journey more manageable, meaningful, and memorable.



emily's house  
a special place for kids



philip aziz centre  
Vallig Hospice

COMPASSION / CARE / SUPPORT





## CEO's and Board Chair Report

2023-24 was a year of exciting and strategic growth and new opportunities for both Philip Aziz Centre (PAC) and Emily's House (EH). Emily's House hosted in-house camp experiences that generated contagious joy. Right now, we are once again partnering with Campfire Circle and SickKids to offer a weekend away camp experience in Muskoka for our families and their children. Our community, in-home programs offered through PAC and EH@Home also enjoyed a resurgence of new volunteers and growth in our professional recreational and psycho-social team, allowing us to support the increasing demand for care at home, optimizing living and reducing suffering and isolation.

Our Quality Improvement initiatives, strategic organizational plan and newly revised Mission and Vision statements have all paved the way for us to grow forward in influence, reputation and ability to offer increased opportunities for access to care. It is important to note here that all we do, is informed not only by best practice in the delivery of hospice care, but by the vital participation of caregivers and their loved ones with lived/living experience. Our patient-family engagement framework includes a formal Family Advisory Council who provide insights into improving care and services based on their lived experience, and who also

participate in program ideation, memorials, and events to support other families. Annual feedback surveys support our evaluation of the effectiveness of our services and assist in navigating any necessary changes and visionary proposals. Our clinical and administrative teams value, learn and grow from this collaboration and partnership with families.

As an organization we want to assure a safe, thriving and welcoming workplace where everyone is heard, and their contributions respected. To guarantee that this commitment remains at the centre of all we do, we contracted a project

facilitator to help create and navigate a template that is meaningful, attainable, measurable, and able to monitor our progress in ensuring the experience of equity, diversity and inclusion for clients, volunteers and staff.

Looking forward, initiatives in development will include expanding our Grief and Bereavement programs and scope. Providing clients and their caregivers with timely, quality hospice palliative care and grief and bereavement services that support their mental health and emotional well-being, and that can prevent escalation to clinical interventions. Additionally, new pathways are being explored to: reach communities with underserved populations; to strengthen our perinatal care program outreach capacity; and to partner with SickKids in establishing EH as a hub of excellence in paediatric palliative care that will formally position us to become a trusted resource for other paediatric care providers in our region.

#### In Ontario:

- › Each year, 16,000 trained volunteers help over 25,000 patients stay home and support the well-being of family caregivers.
- › Hospice residences support about 10,000 patients each year, with 3,000 transferred directly from hospital and 7,000 admitted from home. (This frees up 143,300 hospital bed days annually, with an annual cost of care \$89 million lower than hospital care).

PAC and EH are trusted, recognized and sought after as leaders in the provision of exceptional, excellent and compassionate paediatric and adult palliative care. This reputation is made possible by the generous and vital support of our individual donors, foundations, corporations, faith-based donors, service clubs and government partners. This support: gives seriously-ill children a chance to live life to their fullest; families a break from caregiving through medical/respite programs; and, continues to support clients of all ages and their caregivers in the comfort of their own homes, leveraging 30 years of experience in hospice care delivery.

Our accomplishments and future vision are possible thanks to the many folks who have joined us on this journey of care. We are truly grateful to our Board of Directors for their guidance and governance; and to our staff team who continue to give of their skills and compassion and are daily touched by the challenges and gifts that come from caring; and our volunteers who give of their time to be with strangers who quickly become “neighbours.” This work is the heart of our humanity as a community. Thank you for being part of our team, and contributing to hospice programs that are essential, significant, timely, responsive and relevant to clients in their times of need.

Our mission and vision statements:

**Vision:** To be the recognized leaders in the delivery of hospice palliative care, ensuring it is accessible and equitable when and where needed.

**Mission:** To support a life lived fully to the end by making a difficult journey more manageable, meaningful and memorable.

With sincere appreciation,



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



Louise Summerhill, Chair  
Board of Directors

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





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

Throughout the 2023/2024 fiscal year, our dynamic client services team continued to offer a comprehensive range of psycho-social support services to children and adults in our community living with life-limiting illnesses. These supports included service coordination, bereavement counseling, spiritual care, music therapy, child life support, social work, support groups, and client advocacy. Our visiting volunteer team welcomed many newly trained volunteers to offer companionship and practical supports to additional clients. Keeping in mind the importance of addressing the needs of each client's immediate circle of loved ones, our team also continued to offer services such as spiritual care, sibling support, grief and bereavement support, and respite to family members, friends, and caregivers.

With an intent to collaborate, learn, and grow together, our team met regularly to discuss how to seamlessly coordinate to provide client-centered care in our efforts to honour the dignity and unique needs of our clients. The team engaged in daily huddles with our Home and Community Care Support Services partners and weekly rounds with our Emily's House paediatric residential hospice clinical team. We regularly attended trainings and information sessions such as McMaster's QoLA Care Educational Rounds, SickKids' ECHO Project and the Canadian Healthcare Navigation Conference. Through ongoing partner collaborations, skills

and knowledge sharing, we continuously improved effective and timely client care.

Our team organized multiple holiday events to support the families in our community including a donation-driven "Toy Shop" which provided toys and gifts to over 50 of our community families. With the annual help of Heron Park Baptist Church, Mother's Day gift bags were hand-delivered to honour more than 40 of our moms in the community.

- › We have been able to support an increasing number of child clients and their families in the comfort of their homes through the Emily's House @Home program. These services include music therapy, child life, social work, grief & bereavement, sibling groups, and trained volunteers.
- › Continuing to collaborate with our network of external partners allowed our team to connect our clients to holistic social and healthcare services. These partners included: SickKids' Paediatric Advance Care Team and Transplant Teams; Home and Community Care Support Services (HCCSS); Casey House; Toronto People with AIDS Foundation; Toronto Central HCCSS Palliative Care Program; The Neighbourhood Group Community Services; and other community and in-patient hospices.



Philip Aziz Centre (PAC) Community Program/EH@H	2021-2022 (COVID YR 2)	2022-2023 (COVID YR 3)	2023-2024	Change Over Previous YR	Change Over 3 YRS
Community Program clients supported in total	403	674	747	+11%	+85%
Children in Community, plus siblings and loved ones / EH@H	61	89	104	+17%	+70%

\* As of November 2021, community hospice supports for children and their families were extended through "Emily's House at Home" (EH@H).  
**Note:** FY22/23 includes 190 Michael Garron Hospital patients supported by PAC volunteers not previously included in annual report statistics reporting.

### Client Testimonial from an adult client:

“When I was diagnosed with terminal cancer, I was placed in palliative care at home. My volunteer has been helping me once a week for several months to run errands and go on outings. He makes me feel safe and secure. I also enjoy his company and care.”

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

This program comes alongside hospice clients facing complications and new challenges of medication compliance, ageing with HIV/AIDS, comorbidities, cumulative side effects of being on aggressive antiviral medications for decades, youth transitioning to adulthood with HIV/AIDS, pain management, financial/ food insecurity, stigma, isolation, and more. PAC helps facilitate resilience in their unique life journey - through counselling, patient advocacy, mediation, peer/group supports, spiritual care, home visits, volunteers, and connections to care during times of crisis. A new **PAC**

**Men's Peer Group for People with HIV/AIDS** began in 2024, with participants who have lived with complications related to their HIV/AIDS status their entire adult lives. The men report side effects of HIV/AIDS medications, brain damage or mental health challenges, financial insecurity, outliving friends, and experiencing loneliness. Special thanks go to **FaithWorks/Anglican Diocese of Toronto** for supporting the Philip Aziz Centre for Hospice Care and programming for people living with or impacted by HIV/AIDS.

### Client Testimonial:

“HIV might not be the thing that kills me, but it might be the complications of these medicines that are supposed to keep me alive.”

### Client Impact - PAC Men's Peer Group:

One participant experiences challenges in his relationship with his family and is unable to talk with them, safely share his experiences, or lean on them for support. As with many of our palliative clients, family members are not able to relate to the experiences of the individual with a palliative prognosis, and for clients with HIV/AIDS, often there is a wider gap of relatability and understanding of what the client may be experiencing. A PAC Care Team member accompanied him to court and legal meetings for support. For him, PAC provides a consistent relationship that he can count on in times of difficulty. For this gentleman, during difficult life challenges, PAC was the most reliable, consistent and judgement-free source of support: a friend.

# Social Work, Emily's House and Philip Aziz Centre for Hospice Care

Demand for Social Work support has increased steadily since it was expanded and officially introduced into the Emily's House core team with the launch of Emily's House at Home in 2021. As of 2024, our organization officially has two Social Workers offering case management, counselling and patient advocacy, as well as Grief and Bereavement supports, responding to the changing and specific needs of individuals and families.

Complete Social Work coverage includes Emily's House clients in our children's hospice, and PAC and Emily's House @ Home clients in the community. For Emily's House clients, Social Work supports children at end-of-life and their families by providing emotional and psychosocial support, assistance in funeral planning, and connecting them to financial assistance. For clients in the community, Social Work serves clients and their families who are managing complex or medical needs holistically, by assessing their diverse needs and providing resources to meet their unique complexities and experiences.

Social Work utilizes client and family-centred approaches to improve quality of life. Hospice clients have been seeking counseling, patient advocacy, conflict resolution, practical supports, financial support, general support, or assistance in dealing with the loss of a child or a family member. Some service provision in the last year included Advance Care Planning (POA, Wills and assistance with funeral planning), counselling, psychosocial assessments, assistance with coordinating care, advocating for families, applications for government funding/pensions, applications for Wheel-Trans and for special funding (i.e., medical equipment, rent and funerals).

## Trending challenges addressed:

- **Need for Advanced Care Planning:** Some palliative clients have died without any Advance Care planning in place, and with no family members to implement their wishes. This has resulted in their bodies being sent to the coroner's office to decide on burial options. In some cases, the Social Worker must spend a lot of time working with clients on their Advanced Care Plans, learning their wishes, and how they would like the wishes to be carried out. More education is needed.
- **Integrating Newcomers:** Social Workers support families who are new to the country and dealing with

a palliative diagnosis. The Social Work team continued to find solutions and make referrals to external resources and community supports for families who were new immigrants or refugees. It can be very difficult for families to integrate into a new country while providing care for a dying child, or an adult who was the primary income earner for the family. The Social Worker advocates: providing resources, linking them to services/housing, and assisting in securing essential documentation.

- **Financial Assistance:** Most families find it difficult to be able to provide palliative care for a child or family member while maintaining employment. This creates financial hardship on the families. Some are unable to make monthly rental payments or buy food. PAC assisted by providing gift cards, donated food items, or making referrals to food/rent banks for qualified families.
- **Practical Support:** Social Workers advocate for client's end-of-life wishes and support them in processing the emotional aspects of their illnesses. Social Work enhances the quality of life for clients by providing assessments, care planning, education, information, connection with resources or appropriate referrals, and compassionate care.

Special thanks to lead donors helping to fund our hospice Social Work capabilities: **Petro Canada CareMakers Foundation** and **Enbridge Fueling Futures Vibrant Community Grant**.

Social Work	2023-2024
PAC Community/EH@H	65
Emily's House	27



# IMPACT (Infant Maternal Perinatal Advanced Care Team)



IMPACT stands for Infant Maternal Perinatal Advanced Care Team. It is a multi-disciplinary team that provides support to families who have received a life-threatening diagnosis for their babies during pregnancy. The IMPACT Grief Support Coordinator meets families early in their pregnancy and continues to provide support after their loss. In this fiscal year, the IMPACT Grief Support Coordinator connected with 49 families to support them through their pregnancy journey. She stays in touch with families for years after their loss and continues to provide support.

IMPACT continued to expand the ways they provide grief support and resources to families. Last year, IMPACT hosted their first memorial to remember the little lives lost too soon. The memorial was held virtually, as many patients live across the province, and it enabled more families to participate. IMPACT created an individual beaded ornament with each baby's name on it to be placed on a memorial tree during the service. The team then mailed these ornaments out to families, for them to keep in memory of their baby. Families shared: *"The service was wonderful. Even though it was a sad occasion, seeing the effort that was place in it made it worthwhile;"* and, *"I felt my baby is not forgotten."*

IMPACT developed a grief and bereavement resource package customized to the highly unique patient population. The team identified that while families receive lots of information and support during their time in hospital, often they are in a state of shock and grief that prevents them from being able to fully absorb information. Each family

who experiences a loss receives a personalized card signed by each member of the team, letting them know they are remembered. These cards are accompanied by a package containing information on a number of different supports and answers to common questions. This package is sent out a few weeks after their loss, once they have been discharged and are settling in back home. Some of the information in the package includes: a letter to the birthing parent; a letter to their partner, whose grief often goes less recognized than that of the birthing parent; information on peer support networks and groups; information on seeking professional counselling services; book recommendations that have been shared by other grieving families. Support for questions and anxiety surrounding future pregnancies. One family shared: *"This package was the most helpful thing we received. We were given so much information, and had so much support in the first short while after our loss. This package arrived in the mail at just the right time, as things were starting to settle down, when we felt we needed some help."*

## Program Statistics:

- › From April 2023 - March 2024, 55 families were referred to the IMPACT program.
- › The IMPACT Grief Support Coordinator reached out to 116 bereaved families to offer support.
- › Eleven babies were remembered at the first IMPACT memorial, with many parents, extended family members, and friends joining to honour their little lives. Members of their care teams also joined. Maternal Fetal Medicine, Neonatology, and Nursing all shared thoughts and reflections during the service.



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

Often, **Spiritual Care** conversations are about how to adjust to profound life changes, making sense of dying and death, or finding meaning. The PAC counsellor explains: "We get to be 'real' together as we explore, reflect and grieve. It is such a privilege to be invited into someone's most vulnerable and often beautiful moments. Death is common to all of us - and yet we are often unprepared. There is beauty in coming alongside a dying person as they prepare their mind, and heart, to leave what and who they have known. Acknowledging their losses and grieving with someone who understands is truly a spiritual experience."

Our PAC counsellor spent time with a woman in the last months of her life as she grappled with what she was facing after death. Through conversations, she found peace even as cancer ravaged her body. Another woman lived alone: her family in another country; no friends to support her palliative journey. She loved the PAC visits which began with reading and praying together, and ended with holding her hand in hospital when she could no longer speak.

### Client Impact:

"PAC has helped me through my grief, fears, and frustrations. It has taught me how to process situations I find difficult and communicate my needs to others. This has helped me significantly. I'm now more confident in addressing situations that would otherwise overwhelm me. Without the Philip Aziz Centre, I don't know how I would be able to navigate this journey."





There is a quote shared with families in a personalized letter within the first year after the death of their child. Joanne Cacciatore writes: ***“Grief is the most mysteriously central part of becoming fully human.”*** This resonates deeply with people facing an unexpected and often unwanted future without the physical presence of their loved one. The program served parents, partners, and siblings, from the time of palliative diagnoses through post-death. It is sacred space as each one is honoured in their unique situation.

In **Grief and Bereavement** work, grief-trained volunteers were matched with clients; and for more complex cases, practitioners walk alongside the bereaved. The work creates a safe place to be honest about the loneliness that results from our society’s grief illiteracy. Each individual is free to share, be validated and encouraged that their grief is normal and healthy.

One young adult died unexpectedly young, leaving their family devastated – each family member reeling. The grief practitioner could not change their reality. Showing up in their home, holding onto hope that seemed too far away, providing a place for them to find the freedom to “be,” and sharing some insights about grief to support them finding a new way forward, made a difference. The lifelong journey of grief has begun for them, and they are facing each new day. It is a profound experience to witness – and witnessing makes a difference.



## Client Impact:

“I truly believe that the support my family received, and continues to receive, has been invaluable to our grief journey. Because we felt so connected to the care we received in hospice, it made us that much more comfortable with asking for and receiving grief therapy.”

Grief & Bereavement / Spiritual Care	2021-2022 (COVID YR 2)	2022-2023 (COVID YR 3)	2023-2024*	Change Over Previous YR	Change Over 3 YRS
Clients	403	541	321	-40%	-20%

\*Note: Some G&B supports were incorporated into Social Work, Child and Family, and Music Therapy.



## Emily's House Clinical Programs

This past year, Emily's House has achieved exciting new milestones. The implementation of an electronic documentation and electronic medication administration record system has significantly enhanced accuracy, accessibility of client records and improved overall efficiency of care coordination. The system allows for real-time updates and seamless information sharing among the interdisciplinary team. Additionally, electronic documentation facilitates better data tracking and analysis, leading to more effective care planning and resource allocation. This year we incorporated paediatric palliative care nursing standards, developed through a national paediatric hospice project, which Emily's House is part of. It is now an integral part of new staff orientation. This ensures that all new staff are trained to deliver a consistent and high standard of care to meet the organization's mission, vision and values. Admissions to Emily's House exceeded expectations with a 27% increase in unique (first time ever) admissions which speaks to the community outreach work taking place and the effectiveness of the Emily's House @ Home program.

Emily's House Clinical Program	2021-2022 (COVID YR 2)	2022-2023 (COVID YR 3)	2023-2024	Change Over Previous YR	Change Over 3 YRS
Total Admissions	214	385	336	-13%	57%



## Client Testimonial from an Emily's House mom:

“Well, we are all settled back in at home and [my son] told us all about his adventures at Emily's House. **He LOVED it!!** I wasn't so sure it could happen, but you have made me a believer. And he even said he wants to go back! I can't tell you how those words made my heart soar! [My husband] and I are so deeply grateful to you all. I wish we did this sooner ... because we definitely were long overdue for a break. My fears have been allayed. You are all pretty amazing over there at Emily's House. Thank you all so much!”

## Testimonial from an Emily's House Volunteer:

“Hearing laughter, and getting to experience a family coming by for their first Emily's House tour is magical.”



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

Over the past decade, Emily's House has become a trusted and important organization for children living with serious illness, and their families. We have earned our reputation – as a place where medically fragile and complex children can come to receive great care and have fun while their parents (or other caregivers) get some well-deserved rest; as a place that helps families during difficult transitions between hospital and home; and as a place that welcomes and supports families when end of life is near. But did you know that Emily's House is also playing a key role in building and growing children's palliative care across Ontario? It's true! In 2020, the government passed the Compassionate Care Act with the purpose of developing a framework to ensure that every Ontarian would have access to quality palliative care. The Act specified that children required a distinct approach because of their unique needs. That set the wheels in motion for the creation of a provincial paediatric model of care – a way of organizing and delivering care so that all children had access to expert palliative care, no matter where they live in the province. I was chosen by the province to lead this initiative and Kim Daffern (Emily's House Manager of Clinical Services) was selected to be a Working Group member. The two of us have been collaborating with other leaders ever since. The model is still in development, but at its core is a 'Hub and Spoke' design in which specialized 'Hubs' with expertise in paediatric palliative care provide 24/7 support to 'Spokes': local community clinicians who want to help, but often lack the knowledge and comfort to do so. Emily's House, and our partners on the paediatric palliative care team at SickKids, are proud to serve as the Hub for our large region of Ontario. While our physical location may be too far for some, our expertise and knowledge knows no bounds; we are honoured and excited to help children and families everywhere access high quality palliative care.

For more Emily's House stories, news and videos,  
please visit: <https://paceh.ca/what-we-do/videos/>. To schedule a guided tour of  
Emily's House, please email us at: [info@philipazizcentre.ca](mailto:info@philipazizcentre.ca) or phone 416-363-9196.



## “Children and Family Programs” (formerly Children’s Play and Recreation Program) Emily’s House/PAC

Emily’s House strives to provide the best experience for children and their families, offering recreation and therapeutic programming that meets a wide range of needs. The best patient-centered care includes families. With this in mind, our Coordinator of Recreation and Therapeutic Programs and Child Life Specialist took on the new role of Manager of Children and Family Programs for Emily’s House and Emily’s House @ Home, and the team grew to three people. With an increasingly family-inclusive orientation, the Children and Families Program is enhancing holistic psychosocial care.

- › **Collaboration with Care Teams:** Collaboration between our clinical and psychosocial teams has produced a more fulsome intake process with more psychosocial details to support clients’ needs in an individualized manner. It has also bolstered caregivers’ confidence and client experiences.
- › **Family-Centered Programming:** The year was about learning from our families and their experiences at Emily’s House, and exploring what they are looking for, to better engage and support them. It was an opportunity to examine what we were providing, looking at the successes and finding the gaps in the current programming in order to continually enhance and build new programming. This assessment led to the exciting work that came to fruition for the 2024 launch of Emily’s House Explores, a program

where families engage in activities around the GTA that are fully-accessible, have opportunities to connect to their local community, and build a community of support.

- › **Collaboration with Community Partners:** Understanding the importance of connections, the program has continued to expand partnerships with community organizations that bring experiences and supports onsite to Emily’s House, such as One Health Partners pet therapy and Campfire Circle’s children’s programming.
- › **New Snoezelen Therapeutic Sensory Stimulation Medical Equipment:** The new equipment generously donated by **Frank Leo & Associates** is versatile and provides access to an enhanced sensory experience at any bedside or environment at Emily’s House: *“The new Snoezelen cart is so compact, we can take it anywhere and create a relaxing, engaging or stimulating environment for any child on site, in any room, at Emily’s House. It has been used with palliative patients in need of a relaxing space, with our smallest clients who are fascinated by the rhythmic lights and sounds, and even with caregiver parents.”*
- › **Special thanks to lead donor:** The **Lillian Meighen and Don Wright Foundation** for increased lead funding for **Daily Play and Recreation** in 2024.

Emily’s House Clinical Program	2021-2022 (COVID YR 2)	2022-2023 (COVID YR 3)	2023-2024	Change Over Previous YR	Change Over 3 YRS
Total Admissions	61	140	193	38%	216%





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

Music Therapy continued to compassionately serve clients of all ages in our Emily’s House, Emily’s House @ Home (EH@H) and Philip Aziz Centre for Hospice Care programs. Sessions have been delivered one-on-one, with families, and with groups onsite at Emily’s House and virtually with our EH@H families. Music Therapy sessions offer diverse music-making and music-listening experiences that address the unique needs and goals of each individual and group. This often includes creating connections, managing distressing symptoms, and creating lasting memories. Music Therapy also supports individuals and families after a death, by journeying alongside them in their grief through individual music sessions, or through our annual memorial events: the Emily’s House Annual Garden Memorial and the Philip Aziz Centre’s Annual Candlelight Memorial Service.

A Music Therapy group for EH@H families was offered virtually three times throughout the year, providing opportunities for families to connect with each other while engaging in music-making activities over a six-week program. Families reported appreciating the opportunity to make new friends and have an activity tailored to their child’s unique needs. One mom mentioned that her baby responds as he recognizes familiar faces in this peer-family program: *“He gets so excited to see all his friends!”*

Special thanks to **The Lillian Meighen and Don Wright Foundation**, the lead donor who helps make this program available to our children, including: 442 Music Therapy Sessions in total for the year (in person, group, online, hospice, home).

### Client Impact - Youth:

One teen likes to create video montage projects. He collects family photos according to a theme, adds music, and produces short video productions. Part of his creative process involves conversations with our Music Therapist. She asks him about his experiences, and he expresses thoughts, hopes, and messages he would like to share with the people in his life.

### Client Impact - EH@H Parent:

“I wanted to express my sincere gratitude for the positive impact your Music Therapy sessions have had on [my daughter]. The atmosphere feels incredibly uplifting, and she seems to be enjoying and benefiting from the experience.”

Music Therapy Program	2021-2022 (COVID YR 2)	2022-2023 (COVID YR 3)	2023-2024	Change Over Previous YR	Change Over 3 YRS
Children	55	90	97	+8%	+76%
Adults	Not reported	52	59	+13%	-



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

Focus remained on deploying volunteers in client-facing roles within the visiting hospice program and at Emily's House. The volunteer program enhanced in-person training and offered frequent professional development, community events and recognition. We experimented with new strategies to encourage client engagement. While we achieved periodic success, we recognize that time commitment remains an ongoing challenge for our volunteers, and will reassess our training program and service delivery model for next year. Volunteers helped provide psychosocial and practical supports through client visits and activities for adults and children, enhancing services and improving quality of life for clients. To engage and retain volunteers, new communications were introduced, such as The Connection and the soft launch of our Volunteer Storytelling campaign. This campaign featured three videos, social media, volunteer stories, and program participant quotes. Volunteer engagement increased in event support, community outreach, recognition events, client events, and socials. We are profoundly grateful for every volunteer who gives time, energy, and passion to our cause. Their dedication advances our mission, inspires hope, and fosters a stronger, more connected community.

- › **Trainings: Total Sessions of Core, Grief & Bereavement and Children's Trainings for Hospice Volunteers:** 40; Total training attendees preparing for client care: 165.
- › **Wellness, Community Interest & Professional Development Sessions:** 30 sessions with a total of 241 attendees.
- › **Information Sessions:** 24 sessions with 183 attendees.
- › **Our new Volunteer Community Outreach Team completed:** 6 presentations with 122 attendees.
- › **Emily's House Family Advisory Council (FAC):** Members participated in family and fundraising events; engaged client families; and offered lived-experience perspectives on program development. (Members: Bruno, Marlene, Amy, Melissa, Schevaune, Christina and Dom).
- › **Youth Advisory Council (YAC):** While some members aged out of the group, we welcomed: new members; volunteer Vincent Tam as committee lead; and, YAC's participation in special events. (Members: Helena, Lila, Phineas, Charlie, Emily, Jet, Christian, Noah, Bridget, Jia, and Matthew).
- › **Awards/Recognition:** Lisbeth Paisley-Smith won this year's June Callwood Circle of Outstanding Volunteers Award! Pat Durante, Lisa Eckler, Shelagh Fitzgerald, Shahil Hossain, Marilee MacFarlane and Carol Taylor won Ontario Service Awards that recognize outstanding volunteers dedicated to making Ontario a better place to live!
- › **Special thanks to community partners and groups who volunteered resources, time and talent:** Elevation Church, C3 Church, Huron Park Baptist Church, Comfy Cases, Heroes Circle, Kids Up Front, Beech Nursery, VibeArts, One Health Partners Pet Therapy Service, Summerhill Markets, Mattachioni Pizza, Second Harvest, Mark Anthony Wine and Spirits, Lorne Chapman Photography, Lou Lou's, and Descendants Pizza.



Volunteer Hours	2021-2022 (COVID YR 2)	2022-2023 (COVID YR 3)	2023-2024	Change Over Previous YR	Change Over 3 YRS
Community Program / EH@H	11,208	14,626	15,513	+6%	+38%
Emily's House	5,655	8,108	9,744	+20%	+72%



### Testimonial from an Emily's House @ Home parent:

"It has been so wonderful working with [our volunteer]. She has a gentle way about her, patient and kind. [Our son] adores her and it is obvious in the way he acts that he enjoys the time she spends with him. It is super helpful when she is here. While she's being attentive to [our child], we are able to get other things done. I cannot thank you enough for enrolling us, finding a match and providing this type of support to families."

### Testimonial from Community Volunteer:

"When I visit my client, who has so little and is all alone, he is so upbeat and positive... When I leave, he nearly always tells me that he prays for me. That really touches me. That shows how much the little I do means to him."



### Testimonial from a PAC Volunteer:

"Volunteering in palliative care has been one of the most profound experiences of my life. I'm grateful for this experience. I am humbled to do this work and I feel a great need to be here."

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

To grow donor revenue, our **30/10 Gala Anniversary** (June 2023) created opportunities for special occasion donations, donor re-engagement, prospecting, and the introduction of a **Leave Your Own Legacy Program**. Since then, seven **Legacy/Planned Gifts** have been confirmed; plus, one endowment fund is pending. Entering a “new decade” of fundraising, relationship development has been a priority, building on established stewardship practices and heartfelt appreciation for established donors. To continuously improve engagement, upgrades were initiated in our online donor experience, donor database technology, online navigation and content.

In 2023/24, our operating budget increased from approximately \$3.9M to \$4.3M, and reflected an anticipated \$700K increase in government funding. This planned growth was largely related to: retention/ recruitment strategies in a challenging healthcare environment; staffing for increased direct (non-medical) client care in client homes when community nurses/PSWs were in short supply; outreach to underserved communities; and continued responsiveness to meet palliative care needs with compassion and expertise.

The Reserves/Fund Balances of FY23/24 were in part applied for needed facilities and infrastructure upgrades. We also recognized Capital Funding: **Emily's House Flooring Replacement Phase One** (\$30,000) with thanks to the **J.P. Bickell Foundation**; and, **Emily's House Hospital Bed Replacement** with thanks to: the **Balsam Foundation**; **Michael and Carol Mueller Foundation**; **Anglican Foundation of Canada**; **Care for Kids (Toronto)**; and the **Jean Jacques Real Estate Bed Fundraiser**. At the time of compiling this report, Fund Balance Reserves total \$2.9M (approximately 82% or 9.8 months of Annual Operating). Building sustainability, we gratefully continue to pursue and appreciate diversified funding sources (foundations, corporations, individuals, faith-based groups, service clubs, memorial tributes, estate/bequest gifts, monthly donors, events and third-party events).

## Malvern Christian Assembly, Mar 16/23

Thanks to MCA for prayer, \$6,000 mission funding, and an invitation to share at Easter Sunday services.

## Riverdale Bootcamp, Apr 18/23

“You just keep going,” said Coach Enea as bootcamp sponsorships raised another \$1,200 for EH.

## Sycamore Foundation, May 2023

Thank you to this generous group for a transformational donation.



## Hike for Hospice, May 7/23

\$37,610 was raised for Hike for Hospice, including \$25,256 for Emily's House/PAC. Thanks to all!

## Melissa Givelos, May 16/23

Melissa Givelos and friends raised over \$46,000 to celebrate a milestone birthday!



## Heron Park Baptist Mother's Day Donations, May 2023

Beautiful Mother's Day gift bags were a huge encouragement for our moms - clients and caregivers.



## Beloved Women, May 17/23

Eliane Akiki Massaad and Beloved Women Organization hosted a Mother's Day event for women from middle eastern counties. The ladies agreed that families should not have to face palliative care alone.





### Time to Celebrate: 30/10 Gala 2023, July 13/23

It was a **Time to Celebrate: Philip Aziz Centre/Emily's House 30/10 Anniversary Gala** – 30 years of in-home hospice, and 10 years of in-patient paediatric hospice care. See Gala spotlight and Patron List on page 20.

### Anna's Art Drive, Aug 30/23

Student Anna's fundraising provided resources enjoyed by children in our Recreation Program.

### Roman Catholic Episcopal Corporation, Aug 2023

Annual Cardinal's Dinner faithfully donated \$5,000.



### FaithWorks, Anglican Diocese of Toronto, Nov 21/23

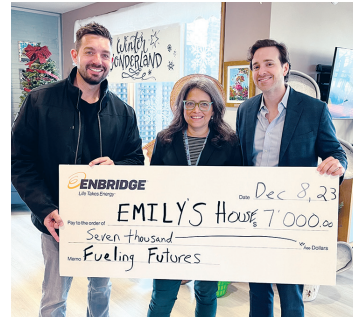
Annual leadership funding provides supports for the PAC Community Program for People Living with HIV/AIDS or who are HIV/AIDS-impacted.

### Color Street Foundation, Nov 2023

Sales agent sharing and social media accompanied this \$13,000 donation.

### Conn Smythe Foundation, Nov 2023

Their leadership donation multiplied benefits for hospice clients through a Gift Match co-sponsorship.



### Enbridge Fueling Futures Vibrant Community Grant, Dec 8/23

Enbridge added \$10,000 to our vibrant community: a grant towards Social Worker access for Emily's House families, plus barbecue sponsorship at our hike fundraiser.



### Applied Systems Technologies, Dec 8/23

AST resumed their annual golf tournament, raising \$5,680 plus \$225 in gift cards for Emily's House.

### Balsam Foundation, Dec 11/23

A painting by Emily Yeskoo, the namesake of Emily's House, was presented as a gift from Emily's House to the foundation with thanks for years of leadership funding for our hospice mission.



### Lillian Meighen and Don Wright Foundation, Dec 2023

The lead donor for Recreation and Music wrote: *"Incredible! The accomplishments at Emily's House during 2023 are exceptional. We loved the mailboxes built by children into which they could "mail" any of their "Wonders, Worries, Wishes and Wows" so they could be managed before bedtime!"*

### Andrea Concil, WSIB, Dec 14/23

Andrea (Poppy's mom), Meghan and the WSIB team donated toys and online donations.







### Standard Bio Tools, Dec 18/23

Michael and Christina delivered toys and donated a \$3,000 employee/corporate match gift. Michael posed in front of the toy mountain with a photo in memory of his son Ethan.



### Manulife, Dec 20/23

Manulife's Global Asset and Liability Management team donated welcome baskets for our end-of-life patient admissions, plus \$500 from employee giving and company match. Special thanks to Melissa Mieke for sharing her son Ethan's story to motivate this fundraising.



### Frank Leo & Associates, Dec 20/23

The Frank Leo & Associates Holiday Gift Drive: for Emily's House Children's Hospice in Memory of Ava raised \$18,024+. Representatives participated in a ribbon-cutting in the Snoezelen Room (therapeutic sensory play space), renovated with thanks to their previous donation. For more:



<https://paceh.ca/frank-leo-associates-gift-delivery-and-ribbon-cutting-in-emilys-house-snoezelen-room/>

### Care for Kids (Toronto), Dec 2023

Special thanks to Sonny Goldstein and Michelle Goldstein Zaldin. Their leadership donation multiplied impact through a Gift Match co-sponsorship, Gala sponsorship, and the donation of a hospital bed.

### Ava's Fund, Dec 2023

The memory of Ava inspired \$23,600+ in donations and gifts for our children and families. Thank you to Christina, Dom, Ava's family, the realtors, donors, bakers, teachers, and all Ava's Angels.

### Petro-Canada CareMakers Foundation, Feb 29/24

This \$7,500 donation to caregiver programming supported those: "quietly helping loved ones in our communities."



### Mount Pleasant Group, Mar 13/24

Employee fundraising for Hike for Hospice kicked off with pancakes and protein! The group has donated \$71,000+ over 10 years.





### Jean-Jacques Real Estate Team, Mar 2024

The team donated through Funday Mondays, the Jean Jacques Real Estate Bed Fundraiser, Hike for Hospice, and outreach micro-campaigns. Congratulations to Obed for a CREA Realtors® Care Award Nomination 2024 for supporting our hospice since 2019!



### Hockey for Grace 2024, Apr 22/24

Amy and Chris Manning' annual Hockey for Grace Tournament/Charity Social inspired nine adult hockey teams (each named after an Emily's House child), a children's hockey game, bingo nights and a packed community centre raising \$30,000. Thanks to "Grace Nation"!

### Summerhill Markets - FY23/24

Comforting, nutritious prepared meals/food, worth \$8,411, lifted our Emily's House families all year long.

Development Results	2021-2022 (COVID YR2)	2022-2023 (COVID YR3)	2023-2024	Change Over Previous YR	Change Over 3 YRS
Fundraising Revenue (unrestricted donations)	1,370,904	1,201,102	1,564,861	+30%	+14%

Note: Capital Funds raised are not included in Operating Funds summary for consistency with Financial Statement.



## Time to Celebrate: 30/10 Gala Patron List

**It was a Time to Celebrate: Philip Aziz Centre/Emily's House 30/10 Anniversary Gala** - 30 years of in-home hospice, and 10 years of in-patient paediatric hospice care (June 21, 2023). The Philip Aziz Centre for Hospice Care and Emily's House origin stories were brought to life - reminding us all of a heartfelt mission that emerged from a heartfelt vision. Anniversary celebrations raised a total of \$202,288, including funds to replace Emily's House hospital beds. Event donations made Days of Care at Emily's House available to medically-fragile children with an underlying life-limiting illness, and a range of program options for hospice clients in their own home. Congratulations to the 30/10 Gala Event Committee: Rauni Salminen, Jennifer Kroezen, Mike Mueller, Obed Jean-Jacques, and Patricia Favre.

For more Gala coverage, visit: <https://paceh.ca/time-to-celebrate-30-10-gala-2023-with-photo-album-and-patron-list/>

# Sponsors:

## Presenting Sponsor:



# AGNICO EAGLE

## Event Sponsors:

**Deloitte.**

**Starlight™**

Goldstein Financial Consultants  
*"Creative Ideas in Financial Planning"*

## Guest Gift Sponsor:



## Photography Donor:

Lorne Chapman  
Photography

# Patron List:

## Hospital Bed Donors

Balsam Foundation  
Michael and Carol Mueller Foundation  
Anglican Foundation of Canada  
Care for Kids (Toronto)  
Jean Jacques Real Estate Bed  
Fundraiser

Elena Gordon  
Peter Goulos  
Jennifer Kroezen  
Mel S. Leiderman  
Patrick McGrade  
Lawrence Moate  
Mowat Family Fund  
Peter Puccetti  
Paul Raboud  
Revera Inc.  
Rauni Salminen  
Angie and Cal Stiller  
Paul Truelove  
Paul and Lindsey Yeskoo

Michael Hunter  
Maggie Keresteci  
Janina Nyke  
Dr. Adam Rapoport  
Anil K Rastogi  
Paul G. Smith  
Louise Summerhill  
Susan Wolburgh Jenah

## Time & Talent Major Donors

Jackie Richardson  
Barenaked Ladies  
Jim Cuddy of Blue Rodeo  
Tom Harrington

## Silent Auction Donors

Nicole Albay  
Lee Etherington, Lake Field Furniture  
Kimberley Goring  
Kawartha Winery  
Gail Kenny  
Amanda Maragos  
Mike Mueller  
Rauni Salminen  
Seppo Salminen  
Sherry Salminen  
Style Your Nest  
Victoria County Studio Tour  
Whetung Ojibwa Centre  
Lindsey Yeskoo

## Emily's House Day of Care Patrons or Major Gift Donors (\$1,000+)

Allaris Technology Solutions  
Balsam Foundation  
Rose Caruso  
Conam Charitable Foundation  
Vicky Crowe  
Tony Di Gaetano  
Goldstein Financial Consultants

## Event Donors

Stephen and Heshy Altbaum  
Sonia Baxendale  
Lorne Chapman  
Annie Chau  
Sami Elkhazin  
Bruno and Marlene Geremia  
Rob Halupka  
Stacey Hazzard  
Timothy Hodgson  
Hugessen Consulting Inc



# 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 care. We gratefully acknowledge all the generous financial support received through Ontario Health (formerly Toronto Central Local Health Integration Network or TC-LHIN), the Ministry of Health, foundations, corporations, faith organizations, service clubs, individuals and community partners. Due to space restrictions, we have listed donations of \$1,000 and greater from April 1, 2023 to March 31, 2024. Every effort has been made to ensure the accuracy of this list, but please let us know if you have any questions or concerns.

Agnico Eagle Mines Limited

Isaac Alexander-Cook

Allan's Waves of Love and  
Inspiration

Allaris Technology Solutions,  
Matt Rapoport

Jim Andersen

Anglican Diocese of Toronto

Anglican Foundation of Canada

Anonymous

Mark Anthony Wine and Spirits

Nada Aoudeh

Sa'id Aoudeh

Applied Systems Technologies Inc.

Randi Auciello

Baking for Ava

Douglas Aziz

Mike Baldassarra

Mitchell & Kathryn Baran

Family Foundation

The Balsam Foundation

Barenaked Ladies

Beluce Canada Inc.

J.P. Bickell Foundation

Blair Bilodeau

The Birch Island Foundation

Anita Brigden-Butterfield

Sandy Broad

John Burrows

T.K. Butler

Canada Helps - Anonymous

Care For Kids (Toronto)

Rose Caruso

Catholic Charities

Lorne Chapman Photography

Color Street Foundation Inc.

Commix Communications Inc

Conam Charitable Foundation

The Conn Smythe Foundation

Vicky Crowe

Jim Cuddy of Blue Rodeo

Evan Dell'aquila

Deloitte LLP

Tony Di Gaetano

Wennan Dong

Dunpar Developments Inc.

James Dutkiewicz

Julie Edghill

Enbridge Fueling Futures Vibrant

Community Grant

Evolve Funds Group Inc.

Matthew Fava

Patricia Favre

Robert Fidani

Forest Hill Lions Club

Darren Gingras

Giselle Foundation

Givelos Partners Search

Melissa Givelos

Jeffrey Gittesman

Goldstein Financial Consultants,

Sonny Goldstein

Elena Gordon

Peter Goulos

Breanne Graham

Stacey Hazzard

Donna Henrikson

Susan Hillery

Hinchey Homes Inc

Hockey for Grace

Keith Jacka

Jean-Jacques Real Estate Team

Obed Jean-Jacques

Jeffrey Dawson and Janice James

Foundation at Toronto Foundation

Sarah Johnson

Barry Jones

Dr. Nick Katsikeris Professional

Dentistry Corporation

The Kimel Family

Kindred Foundation

Terry Kirkwood

Knights Templar Charitable  
Foundation of Canada

Holly Knowles

Jennifer Kroezen

Jesse Lammers Wolski

Martin Lavigueur

Mel Leiderman

Frank Leo & Associates

Frank Leo

Andrea Lombard

Nona Macdonald Heaslip

Malvern Christian Assembly

Diane Mara

Mark Anthony Wine and Spirits

Notisha Massaquoi

Brian McComb

Patrick McGrade

John McGrath

Chris McIntosh

Lillian Meighen and Don Wright

Foundation

Jean-Michel Menard

Lawrence Moate

Craig Moore

Mount Pleasant Group

of Cemeteries

Mowat Family Fund

Ontario Inc

Darnell Nurse

Antonios Dan Palikrousis

PeakHill Capital

Enea Perego

Petro Canada

Philip & Fannie Smith Foundation

Michael Potter

Michael Prebeg Chiropractic Profes-

sional Corp

Peter Puccetti

Paul Raboud, Bird

Rand Kildare Charitable Foundation

RBC Royal Bank

Revera Inc.

Janice Ribble

Janet Rice

Jacqueline Richardson

Roman Catholic Episcopal  
Corporation

Royal Mechanical Inc.

Saint Lazarus Canada

Salesforce

Rauni Salminen

John Schmidt

Chris Sexton (via Conam  
Foundation)

Simon & Sons Aluminum

Starlight Group Property

Holdings Inc.

Dr Calvin Stiller

Styles Family Foundation

Louise Summerhill

Summerhill Market

Lee Karen Sweetland

Sycamore Fund

Christopher Tanev

Susan Taylor

Diane Taylor

Toronto Community Foundation

Dr Paul Truelove

William and Nancy Turner  
Foundation

Gretchen Van Riesen

Samuel VanderVeer

Barbara Walkden

Walker Wood Foundation

Luke Whitesell

Willowool Foundation

Madeleine Yeskoo

Lindsey and Paul Yeskoo

# Statement of Operations

For the year ended March 31, 2024



	FY 2023-2024	FY 2022-2023
<b>REVENUE</b>		
Government Funding	\$ 3,066,169	\$ 2,745,193
Donations and Fundraising	1,246,800	1,201,102
Amortization of Deferred Contributions	189,975	189,502
Interest and Sundry	128,086	67,372
	<b>\$ 4,631,030</b>	<b>\$ 4,203,169</b>
<b>EXPENSES</b>		
Emily's House – Client Care & Support*	2,493,370	2,544,014
Visiting Hospice	674,344	577,060
Children and Family	386,842	319,105
Administration	348,395	308,340
Development and Promotion	246,275	175,876
Amortization	267,342	237,889
Bereavement and Spiritual Care	108,280	142,775
	<b>\$ 4,524,848</b>	<b>\$ 4,305,059</b>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<b>\$ 106,182</b>	<b>(\$ 101,890)</b>
<b>ALLOCATED AS FOLLOWS</b>		
Emily's House Operating Fund	\$ 245,646	(\$ 110,861)
General Fund	(139,464)	8,971
	<b>\$ 106,182</b>	<b>(\$ 101,890)</b>
<b>FUND BALANCES</b>		
Emily's House Operating Fund	\$ 2,864,122	\$ 2,618,476
General Fund	138,954	278,418
	<b>\$ 3,003,076</b>	<b>\$ 2,896,894</b>

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

Note: This is a condensed version of the Audited Financial Statements by KPMG. Complete signed Audited Financial Statements for the Year Ended March 31, 2024 are online at: <https://paceh.ca/who-we-are/annual-reports-financials/>.



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

To provide additional context to the Statement of Earnings for FY23/24 on the previous 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.

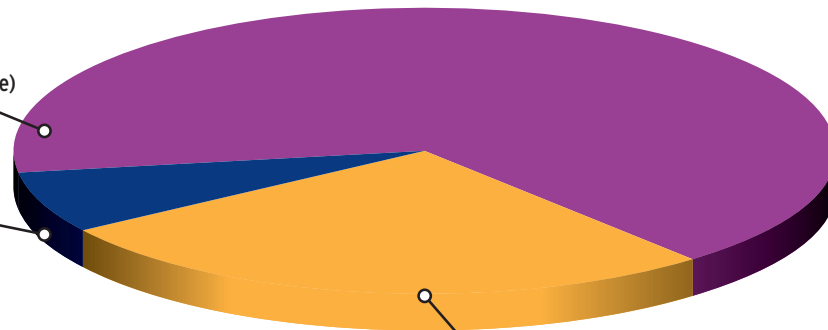
<b>OPERATIONS BY FUND</b>	<b>EMILY'S HOUSE</b>	<b>PAC COMMUNITY</b>	<b>TOTAL</b>
<b>REVENUE</b>			
Government Funding	\$ 2,436,000	\$ 630,169	\$ 3,066,169
Non Government Funding (Donation and Fundraising)	1,003,897	560,964	1,564,861
	<b>\$ 3,439,897</b>	<b>\$ 1,191,133</b>	<b>\$ 4,631,030</b>
Direct Program Cost	\$ 2,493,370	\$ 1,169,466	\$ 3,662,836
Administration	272,886	75,509	348,395
Amortization	238,154	29,188	267,342
Development and Promotion	189,841	56,434	246,275
<b>EXPENSES</b>	<b>\$ 3,194,251</b>	<b>\$ 1,330,597</b>	<b>\$ 4,524,848</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>\$ 245,646</b>	<b>(\$ 139,464)</b>	<b>\$ 106,182</b>

**Revenue by Source**

**66.2%** - Government Funding  
(Philip Aziz Centre & Emily's House)

**6.9%** - Amortization of  
Deferred Contributions,  
Interest and Sundry

**26.9%** - Donations



**Expenses**

**55.2%** - Emily's House - Client Care & Support

**2.4%** - Bereavement  
and Spiritual Care

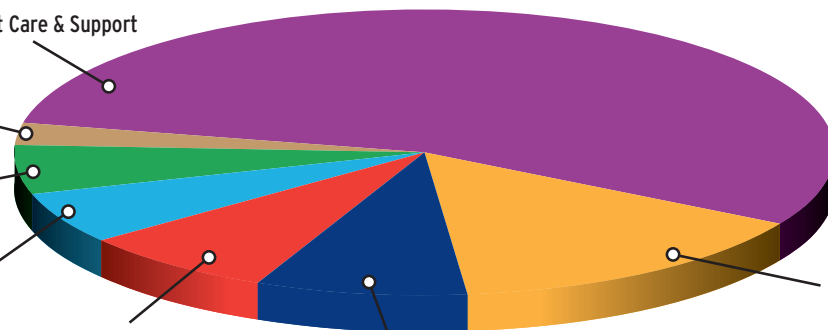
**5.4%** - Development  
and Promotion

**5.9%** - Amortization

**7.7%** - Administration

**8.5%** - Children and Family

**14.9%** - Visiting Hospice



**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 hospice residence that provides integrated respite and paediatric palliative care in a home-like setting, and increasingly in clients' preferred location of care. 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, 2024 - 2025

Louise R. Summerhill, <i>Chair</i>	Obed Jean-Jacques	Kathy Ribble
Mike Mueller, <i>Vice-Chair</i>	Maggie Keresteci	Rauni Salminen,
Patricia Favre	Mel Leiderman	<i>CEO - Ex officio member</i>
Peter Goulos	Larry Moate	

### Emily's House Family Advisory Council, 2024 - 2025

Bruno Geremia ( <i>Chair</i> ), <i>Father of Matthew</i>	Amy Manning, <i>Mother of Baby Grace</i>
Christina Ciuffetta, <i>Mother of Ava</i>	Melissa Mielkie, <i>Mother of Ethan</i>
Domenic Ciuffetta, <i>Father of Ava</i>	Schevaune Parchment, <i>Mother of Ayden</i>
Marlene Geremia, <i>Mother of Matthew</i>	

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

Dr. Adam Rapoport, <i>Medical Director, Emily's House and Paediatric Advanced Care Team, SickKids Hospital</i>	Mayra Bandeira, <i>RN Part-time</i>	Kate Jouravleva, <i>PSW Part-time</i>
Kim Daffern, <i>Manager of Clinical Programs, RN</i>	Tori Bathurst, <i>RPN Part-time</i>	Justine Kaddu Ndibalwanya, <i>PSW Part-time</i>
Karen Cross, <i>Care Coordinator, RPN</i>	Anesia Baylan, <i>RN Part-time</i>	Tionna Kinglocke-Christian, <i>PSW Part-time</i>
Dorice Andrew, <i>PSW Full-time</i>	Meaghan Bell-Gregory, <i>RPN Part-time</i>	Shaine Lazaro, <i>RN Part-time</i>
Tabitha Arnold, <i>RN Part-time</i>	Catherine Benson, <i>PSW Full-time</i>	Ameena Mustafa, <i>RPN Full-time</i>
Jeff Baine, <i>RN Part-time</i>	Inge Boerma, <i>RPN Part-time</i>	Geraldine Paalan, <i>PSW Part-time</i>
Katie Ballard, <i>RN Part-time</i>	Lisa Brugger, <i>RN Part-time</i>	Noellen Patel, <i>RN Full-time</i>
	Sarah Davidson, <i>RPN Part-time</i>	Nancy Puig, <i>PSW Full-time</i>
	Danielle Douglas, <i>RN Part-time</i>	Joanne Tay, <i>RN Part-time</i>
	Luke Hefler, <i>RPN Full-time</i>	

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

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

Rauni Salminen, *CEO/Founder*  
 Nicole Albay, *Reception*  
 Sharon Bailey-Wright, *Social Worker/ Grief & Bereavement Support*  
 Marilyn Basa, *Finance Administration*  
 Jordan Bast, *Grief & Support (IMPACT) Coordinator*  
 Emily Briggson, *Client Care Coordinator*  
 Sandy Broad, *Spiritual Care Practitioner*  
 Donna Cadeau, *Reception*  
 Dan Dempster, *Director of Operations*  
 Kristen DiMarco, *Music Therapist*  
 Kimberley Goring, *Manager of Hospice Administration*  
 Mark Goring, *Facilities Manager*  
 LaToya Hillson, *Manager of Children and Family Programs & Certified Child Life Specialist*  
 Sarah Johnson, *Client Care Coordinator*  
 Jennifer Kroezen, *Director of Development/Fundraising*  
 Amanda Maragos, *Director of Client Services & Volunteer Services*  
 Michael Nelson, *Coordinator of Volunteer Programs & Administration*  
 Isiah Robin, *Manager of Finance*  
 Sunni Rochelle, *Coordinator of Volunteer Programs and Administration*  
 Lena Soje, *Manager of Client Services & Social Worker*  
 Danielle Thorburn, *Children's Program Facilitator*  
 Angelica Tomnob, *Finance/Payroll Assistant*  
 Ellen Weir, *Fundraising & Data Administrator*

**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](http://www.facebook.com/PhilipAzizCentre)  
**Twitter:** @PACHospice\_care  
**Instagram:** Emilyshousetoronto

**VOICE:** 416.363.9196 • **FAX:** 416.363.6983 • **EMAIL:** [info@philipazizcentre.ca](mailto:info@philipazizcentre.ca)

<http://paceh.ca/>

Charitable Registration # BN 89422 8063 RR 0001

To receive our e-newsletter or to be added to our mailing list, please contact [info@philipazizcentre.ca](mailto:info@philipazizcentre.ca)



emily's house  
a special place for kids



philip aziz centre  
Visiting Hospice

