

Philip Aziz Centre / Emily's House

Annual Report 2024-2025

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







CEO's and Board Chair Report

Welcome to this years Annual Report and condensed Financial Statements. We would like to open this report by sharing the very best wishes of everyone at EH and PAC with those reading this today, and your loved ones.

Five-hundred-twenty-five-thousand-six-hundred minutes... How do you measure, measure a year?

In daylights, in sunsets, in midnights, in cups of coffee

In inches, in miles, in laughter, in strife

In five-hundred-twenty-five-thousand-six-hundred minutes

How do you measure a year in the life... How about love?

(Broadway Production - Rent)

The lyrics to this song capture the motivation and inspiration for hospice care. This Annual Report shares testimonies, evidence, and the client impact of services and programs: a glimpse at the tangible difference love in action has made. Together with a community of care, staff, volunteers, and donors, we have endeavoured to deliver quality hospice care, comfort, and support - to adults, children, and their families, facing life-limiting illnesses, when and where needed.

Hospice adds life to days when days cannot be added to life. Hospice provides safe spaces for adults, children and families, to be together, treasuring the moments and finding times, long or short, to create a lasting legacy. Shortened lives, do not mean shortened impact. At Emily's House and through our visiting hospice programs at Philip Aziz, every life, regardless of duration, leaves an imprint of love on our hearts and lives. Every moment and everyday offer one more opportunity to love. 525,600 minutes is a year;

how do we measure the value and worth of a year? Of a day? Of a few hours? ... we measure in love.

EH and PAC intentionally incorporate love, comfort, meaning, and support into everything we do. From frontline medical and social care, to recreational programming, counselling, outreach, education; from fundraising and governance, to government reporting, and ensuring transparency in achieving performance targets. Everyone brings excellence to their practice and teamwork rooted in love, skill, and a sincere dedication to caring for clients and families.

Programs are designed to meet individual and family needs, and their success is due to an incredible team of interdisciplinary professionals, volunteers, and board of directors who do what they do, not only because it's their job, but because it's their calling and conviction.

This current exciting phase of growth and innovation is exploring new ways to implement programs that ensure access in underserved communities while providing seamless pathways of care from hospital to community/ hospice residence. Our reputation and trust among our community, referring agencies, families and stakeholders continues to grow, as we remain purposefully committed to continuous learning, quality improvement, sustainability, transparency and best practice.

Recent recognition and milestones include:

- Accreditation (EH and PAC): A provincial benchmark for Ontario hospice palliative care programs recognizing the highest service standards and best practices.
- > King Charles Coronation Medal: Recognizing persons who have made significant contributions to hospice palliative care in their communities, provinces, the country, or abroad, that bring credit to Canada.
- SickKids Connected Care Engagement Award: For leadership in paediatric homecare.

As an organization, we are committed to advancing our sustained commitment to **Equity, Diversity and Inclusion** (**EDI**) in all our programming, client and staff relations, and overall practice: it's integral to all we do. We honour diversity – recognizing the strength, beauty, and contribution of every person – to ensure timely equitable access, outreach to underserved communities, and a safe inclusive environment of care.

The Ministry of Health has now committed to increased partial annual funding for our Grief and Bereavement programs, recognizing the beneficial impacts to well-being and mental health these services offer patients and their families.

IMPACT, our perinatal program is a specialized and comprehensive service for parents and families who learn during pregnancy or soon after birth that their baby has a life-limiting condition. Families are offered medical supports, counselling, memory-making/legacy work, and care at Emily's House if they chose to leave the hospital. In its fifth year, the program partnership with SickKids and Sinai Health receives committed Ministry funding.

Key partnerships with **East End Health Partners**, **SickKids**, and **Michael Garron Hospital** are yielding opportunities to implement innovative strategies aimed at creating improved pathways of seamless care, and equitable access across our region.

At the foundation of each program offering is an exceptional interdisciplinary team of professionals and volunteers who define and shape our delivery of care with excellence and compassion. From managing complex medical needs, to guiding families and individuals through life's most challenging of moments, they are at the core of our mission. This team includes our **Family Advisory Council** who ensure lived experience and family voices are heard and passionately well represented.

Thank you to the Ministry of Health, Ontario Health, Hospice Palliative Care Ontario, and all our engaged partners, stakeholders, and donors, large and small. You are committed to our mission, sustainability, and growth, and for that, we are deeply grateful. Together, for the cause of human compassion and belief that no one should journey alone with serious illness, we are helping to make a difficult life transition more meaningful and manageable.

Five-hundred-twenty-five-thousand-six-hundred minutes.

How do you measure, measure a year... how about LOVE.

With sincere appreciation,



Rauni Salminen, CEO
Philip Aziz Centre for Hospice Care and



Louise Summerhill, Chair Board of Directors

Emily's House

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

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Client Services / Community Visiting Hospice Program: Philip Aziz Centre (PAC) and the Emily's House at Home Program

Throughout the 2024/2025 fiscal year, the client services team at PAC continued to deliver a wide array of psychosocial supports to both children and adults facing life-limiting conditions in the community, along with their family members and caregivers. These services encompassed coordination of care, spiritual support, music therapy, child life interventions, social work services, grief and bereavement support, child advocacy, and parent coaching. We continued to meet clients in their preferred location of care - at home, or by phone/video chat, with both one-on-one support and facilitated support groups. Our visiting volunteers, strengthened by a new cohort of trained client care team members, extended companionship and hands-on help to clients; offering everything from practical supports like grocery shopping, to help with legacy work such as letter writing, to voice recording, to companionship at the bedside.

Recognizing the critical role of families and caregivers, the team maintained its commitment to offering complementary support to loved ones, including sibling support, grief counselling and companionship, respite care, and spiritual care services. With a strong emphasis on teamwork and integrated care, regular internal team meetings focused on aligning efforts to provide compassionate, personalized, holistic service. Daily briefings with Ontario Health@Home (OH@Home) and weekly clinical rounds with Emily's House paediatric hospice staff

helped ensure consistent communication and responsive care planning.

Through the Emily's House at Home initiative, the organization increased its reach to paediatric clients and their families, offering in-home services such as music therapy, child life programming, social work, grief support, sibling groups, and volunteer visits. The team also organized community-based events throughout the year, including a holiday "Toy Shop" that provided gifts for over 50 families, and Mother's Day gift deliveries — supported by Heron Park Baptist Church — that celebrated more than 40 mothers.

Team members actively pursued professional development by attending events such as McMaster's QoLA Care Rounds, the SickKids ECHO Project, and the Canadian Healthcare Navigation Conference, allowing for continued enhancement of knowledge and connections with colleagues at other hospices and healthcare organizations to keep our knowledge current and our conversations vibrant in service of our clients. Continued collaboration with external partners ensured that clients had access to wraparound supports across sectors. Key partnerships included SickKids' Paediatric Advance Care and Transplant Teams, OH@Home, Casey House, Toronto People with AIDS Foundation, The Neighbourhood Group, Toronto Central's palliative care programs, and various local and residential hospice providers.

Philip Aziz Centre (PAC) Community Program/EH@H	2022-2023 (COVID YR 3)	2023-2024	2024-2025	Change Over Previous YR	Change Over 3 YRS
Community Program clients supported in total	674	747	871	+16%	+29%
Children in Community, plus sibling and loved ones / EH@H	s 89	104	120	+15%	+34%

^{*} As of November 2021, community hospice supports for children and their families were extended through "Emily's House at Home" (EH@H). Since FY22/23, statistics include Michael Garron Hospital patients supported by PAC volunteers.

IMPACT - An Adult:

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

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

The program provides supports based on individual client's need assessments, giving priority to urgent short-term care. While most HIV agencies in the GTA do not have Christian faith roots or a mission to support clients seeking a Christian faith perspective, the Philip Aziz Centre for Hospice Care continues to be the hospice leader - where HIV/AIDS community supports and faith intersect. We get to know each individual and help facilitate resilience in their unique life journey - through counselling, client advocacy, mediation, peer/group supports, home visits, volunteers, and connections to care. Managing HIV/AIDS can be a long and isolated marathon of challenges. As individuals age, they experience compounded health challenges, decades of the

side-effects of harsh medications take a cumulative toll, and comorbidity or secondary health challenges impact the body. Often, personal finances are also a challenge for clients experiencing work loss, insurance benefit loss, and reduced incomes for seniors.

Fortunately, it is not without hope. In safe facilitated peer support groups, a specialized community of care, one-on-one counseling, approximately seventy-four unique individuals have received client care through the PAC community program for people with HIV/AIDS or impacted by HIV/AIDs. Special thanks to FaithWorks/Anglican Diocese of Toronto for leadership funding for this program.

IMPACT – Women's Group:

"Everything impacts mental health, which is why you need to be rooted in Strength, community, and a group who knows and supports you, where it is safe to share and disclose your pain."

IMPACT - Adult with AIDS:

"When I spoke at a closed HIV/AIDS conference earlier this year, many people came forward, from different countries and religious backgrounds, seeking access to my resilience and spiritual peer group supports for their own journey."

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

Grounded in a client and family-centred approach, the program enhances the quality and dignity of life by addressing the emotional, physical, and social challenges faced by clients and their families. Social work services provided: flexible support options available by phone/video or in-person; psychosocial assessments and individualized supportive counselling; connection to financial, emotional, and practical support services; advocacy and referrals to community resources; support for low-income families (i.e., applications for rent subsidies, geared-to-income housing programs); government application forms (i.e., Wheel-Trans; medical equipment, funeral and cremation funding). Client demand for social work increased in key areas:

- Mental Health Support for Individuals Diagnosed with Life-Limiting Illnesses: Both clients and their families often experience a range of mental health challenges, including anxiety, depression, anticipatory grief, and existential distress. These challenges underscore the need for integrated mental health support throughout the illness trajectory.
- Financial Assistance Support: Families struggle to balance caregiving responsibilities with employment, which can lead to financial hardship. Some are unable to meet essential needs (i.e., rent, food). To support these families, we provide gift cards, donated food items, referrals to food or rent banks, as well as assisting in applications for funding support.
- Practical Support: Social workers advocate for clients' end-of-life wishes and help them navigate the emotional aspects of serious illnesses through assessments, developing care plans, providing education, and connecting clients to resources. Clients increasingly sought help with practical and financial support, conflict resolution, and counseling.

- Transitioning to Adult Health Care: Supporting parents and caregivers as their medically-fragile child transitioned to the adult medical system at age 18, required: legal and decision-making planning; mental health and emotional support; counseling or peer support groups; normalizing grief or anxiety; and youth mental health supports during transition.
- Advance Care Planning (ACP): When a client's end-of-life wishes are unknown complications arise. Some die without any ACP (Wills or Power of Attorney) in place, and without family members available to make decisions on their behalf. Social workers engaged with clients about their values, preferences, and goals for care to document and respect plans when possible.
- Psychoeducation and Coping Strategies: Psychoeducation can empower patients and caregivers by helping them understand what to expect, reducing fear of the unknown, and promoting emotional resilience.

IMPACT - Social Work:

"Thank you so much again for all the help you give to our family."

Social Work	2023-2024	2024-2025	Change Over Previous YR
PAC/EH at Home	65	74	+13%
Emily's House	27	45	+66%



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. This year, IMPACT continued to grow and deepen the ways it supports families through loss, with a strong focus on meaningful connection and personalized care. Building on the foundations of previous initiatives, 2024/2025 saw the introduction of new experiences designed to honour the lives of babies gone too soon, and to support grieving families in tangible heartfelt ways.

In response to feedback and the evolving needs of families, IMPACT launched maternity photoshoots for parents carrying babies with life-limiting diagnoses in pregnancy. These sessions provided space for parents to celebrate and cherish their time with their baby in a way that felt sacred and meaningful. In addition, a special Mother's Day photoshoot was offered to bereaved mothers, made possible through the generous donation of time and talent from a local photographer. Capturing the essence of what this offering meant to so many, one mother shared: "Thank you for taking time to let me be my baby's mom."

IMPACT also continued to provide individualized grief support through a longitudinal model of care. Recognizing that the grieving journey does not end after discharge, the team offers ongoing, personalized connection to families as they navigate the complex road of loss. Underscoring the deep impact of sustained, compassionate outreach, one family expressed: "The empathy, compassion and outmost genuine care and concern has been uplifting."

The new and ongoing supports remain rooted in IMPACT's mission to ensure every family feels seen, remembered, and supported, long after their time in hospital.



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

Grief and Bereavement is designed to respond to the unique needs, lived experiences, strengths, and complexities of grievers within our diverse community. Operating within an anti-oppressive and trauma-informed framework, our team conducts psychosocial assessments, provides individualized supportive counselling, facilitates referrals, and connects clients to critical community resources. Through this work, we aim to reduce barriers and foster healing by addressing emotional, financial, and practical concerns.

Grief and Bereavement is a compassionate service that honours the emotional journey of those left behind. It recognizes that care does not end with death and acknowledges the long-lasting impact of loss on families and communities. A key component of the program is our collaborative work with the multidisciplinary hospice care team, social service agencies, and community partners. This integrated approach ensures seamless support for clients and their families across various stages of illness, caregiving, and bereavement. Over the past year, we have noted a significant increase in referrals—both from community partners and through self-referrals.

Flexible individual/one-on-one, family, and peer group counselling support with a certified Grief and Bereavement Practitioner encouraged healing, fostered connections, and reduced feelings of isolation. Specially trained volunteers provided an additional layer of compassionate care and companionship. Mental health and psychoeducational assessments were offered: to evaluate each client's unique needs, strengths and challenges; to inform individual care plans; and, to provide best strategies and resources to support emotional well-being (i.e., what to expect, how to cope with grief). The annual Candlelight Memorial celebrated loved ones and brought a community together in beautiful, meaningful shared remembrance.

IMPACT – Grief and Bereavement:

"My grief journey was tough. Your compassion and readiness to give me a space to explore my loss was really helpful. I am still grieving but with more strength."



IMPACT – Spiritual Care:

"It was so kind of you to come to our home and bring the comfort my wife sought. She was greatly comforted by your kindness and sensitivity to her questions. Thank you also for caring about me. I didn't realize how hard this was on me until you spoke with me." Spiritual Care is the honour and privilege of be invited into the sacred and personal space of those that are dying and those that care for them: to witness the deep places no one wants to go until they are faced with the end of their physical life. It involves curiosity, struggle, transition and the search for inner peace. This up-close engagement with humanity is real, visceral and raw. It takes great courage to go through the dying process; and to care for, support, and say "good-bye" as a loved one deteriorates and dies. The truth is, there is never an "end" to those who have been given an end-of-life diagnosis. The work of Spiritual Care explores and honours each client's unique beliefs, worldview and journey. Whether it is cancer, lung disease, ALS or a myriad of other diseases, we all come to that place of trying to make sense of our life. Together, alongside the client, we explore where they find hope, clarifying beliefs, coping with uncertainty, and all while living in the reality of their deteriorating health, relationships and impending death. Palliative care in our setting is a vital part of being fully human.



Grief & Bereavement/ Spiritual Care	2022-2023 (COVID YR 3)	2023-2024*	2024-2025	Change Over Previous YR	Change Over 3 YRS
Clients	541	321	569	+77%	+5%

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



Emily's House Clinical Programs

End-of-life admissions were at their highest since the pandemic. Deaths increased by 50% compared to the previous year. Staffing, clinical and quality-of-life resources gave priority to more advanced palliative care clients. Because our staffing model for advanced complex care reduces the total number of children who can be admitted at a time, there was a decrease in medical respite admissions, and consequently, lower total admissions. Similar trends have been observed in the increased quantity of complex care cases in homes, which are served by community nursing, SickKids PACT and Emily's House at Home non-medical supports. Education, professional development, and knowledge sharing strategies are contributing to improvements in the high standard and consistency of clinical care available in paediatric palliative environments across Ontario. Our new Emily's House Clinical Nurse Educator was recognized for a Connected Care Engagement — Homecare Leadership Award for Nursing Week 2025, and continues to raise the bar in terms of quality assurance and care.

Emily's House Clinical Program	2022-2023 (COVID YR 3)	2023-2024	2024-2025	Change Over Previous YR	Change Over 3 YRS
Total Admissions	385	336	297	-12%	-23%



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

Dr. Adam Rapoport, Medical Director, Emily's House and Paediatric Advanced Care Team (PACT), SickKids Hospital: "As I reflect on the past year at Emily's House, I'm reminded - once again - of the deep privilege it is to walk alongside families during some of life's most profound moments. Whether offering comfort during end-of-life care or providing respite and support during complex medical journeys, our team continues to embody the compassion and excellence that define Emily's House. This past year, we have expanded our services, deepened our partnerships, and welcomed new families into our circle of care. From enhancing our clinical care protocols to developing new bereavement supports, each initiative is grounded in our unwavering commitment to children and families. None of this would be possible without our dedicated staff, volunteers, donors, and supporters. On a personal note, I want to share a significant transition. At the end of 2025, I will be stepping down as the Medical Director of PACT, the pediatric palliative care service at SickKids, after nearly 15 years in that role. It has been an incredible journey, and I'm proud of all that our team has accomplished during my tenure. That said, I'm not going far. I will continue in my role as Medical Director of Emily's House and plan to devote even more of my time and energy to our hospice. Just as important, the partnership between Emily's House and SickKids remains strong - and will only continue to grow. Together, we are building an integrated model of pediatric palliative care that ensures families receive the best possible support, wherever they are in their journey."

IMPACT – A mom of a child who received an end-of-life care:

"People here know how to support parents, special needs children, family members who are hurting... You spoke gently. You knew what was happening and you knew what to do. You deal with problems and diseases, and make the families feel comfortable... When you see Daniel in a safe atmosphere, this is what you want. Just safety and love."

IMPACT – A mom of a child who received medical respite:

"Leaving my child at Emily's House for an overnight stay is reassuring for me. I know that he will be well taken care of because of the loving and well-trained nursing staff. Thank you for giving me the much-needed break!"

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 or phone 416-363-9196.



"Children and Family Programs" (or Children's Play and Recreation Program) Emily's House/Emily's House at Home

The recreation and child life team has expanded. They have been integrating children siblings and entire families to better support the lived experience of each medically-fragile child, at Emily's House children's hospice, and through Emily's House at Home. Our certified child life specialist has been increasingly invited into the homes of children for end-of-life support and legacy experiences with families. Peer family events, siblings programs, children's grief groups and collaborations with our music therapist have helped address needs expressed by families.

Emily's House Explores Peer-Family Group Outings:

During community excursions, families were introduced to child-friendly, accessible destinations, while meeting peer families. They built a community of support while creating new family memories. The team also offered strategies to help families support their child with complex care needs while engaging in the city and wider community. One excursion to a wheelchair accessible farm garnered especially rave reviews: "[My daughter] has spent so much time in hospital these past six months that family time is precious, and having a day at the farm was amazing for all of us."

Child-Centred Recreation and Goals of Care: 90% of Emily's House children and youth have cognitive and developmental disabilities, and often limited verbal communication. Activities were tailored for each individual to encourage progression on Goals of Care, joy in purposeful play, reduced social isolation, and age-appropriate strategies to manage each child's particular "Worry Monster."

Group Recreation: Daily play provided structures to maximize inclusion in group programming for children and youth of all ages, interests, and abilities (cognitive, developmental, physical and communication). A fresh variety of activities and in-hospice camps were physical, sensory, social, creative, and engaging. They even incorporated elements from familiar video games into face-to-face play.

Special thanks to The Lillian Meighen and Don Wright Foundation for being the Lead Patron for Daily Play and Recreation since 2016!



"It was heart-warming to see my daughter and her sister embarking on thrilling adventures together – a precious first for them."

Recreational Play and Child Life	2022-2023 (COVID YR 3)	2023-2024	2024-2025	Change Over Previous YR	Change Over 3 YRS
Clients Served	140	193	412	113%	194%



Music Therapy, Emily's House, Emily's House at Home, and Philip Aziz Centre (PAC)

Music therapy is an integral part of the psychosocial support offered to children, adults, and families in the Emily's House, Emily's House at Home, and Philip Aziz Centre for Hospice Care programs. Our music therapist meets each individual and family exactly where they are, in their journeys with life-limiting illness and loss, using music in therapeutic relationship to help them experience intentional interactions, express emotions, manage distressing symptoms related to illness, and make lasting memories. She was often at a bedside with a guitar, gently singing a client's favourite song to help them settle and get rest. Several heartbeats and songs were recorded, using a travelling recording studio in the music nook at Emily's House or in family homes where siblings could actively

participate in the process. Music therapy frequently brought groups of children together in shared musical exploration, around a big table at our children's hospice, or online with the in-home community. Music therapy gently weaved music into moments of connection — bringing comfort and honouring life stories — while offering families and communities opportunities for meaningful time together.

A new collaboration emerged between music therapy and child life therapy with the offering of a grief group for children who experienced the death of a sibling or parent. From October through to April, children participated online in the group which blended child life and music therapy principles to offer a developmentally informed and emotionally safe space for children to

express grief, build coping strategies, and connect with peers experiencing similar loss.

Music therapy offered: ongoing individual and family sessions in our inhospice and in-home visiting programs: the musical instrument loaning library; a virtual music therapy group for children at home; and collaborations on events (Emily's House camp programming, Emily's House Garden Memorial, and the Philip Aziz Centre's Candlelight Memorial). A total of 566 music therapy sessions were delivered in one year, with special thanks to the new Presenting Patron Kinross Gold; and to Lead Patrons: Lillian Meighen and Don Wright Foundation, and Nick and Loretta Pantaleo via Catholic Charities Archdiocese of Toronto.

IMPACT – A child's legacy:

One recording featured a child's snoring with an overlay of a song composition created with the music therapist and the child's sisters. The snoring sound was such a comfort for her family members, from time spent at her bedside, that the recording has become a treasure.

Music Therapy	2022-2023 (COVID YR 3)	2023-2024	2024-2025	Change Over Previous YR	Change Over 3 YRS
Children	90	97	110	+13%	+22%
Adults	52	59	64	+8%	+23%



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

This year, our volunteer program thrived—driven by the unwavering dedication, compassion, and commitment of our volunteers. Their contributions played a vital role in advancing our mission, expanding our reach, and strengthening the quality of care we provide. From frontline service to behind-the-scenes support, our volunteers continue to be the heart of our organization, making a lasting impact every step of the way.

We've been able to provide meaningful support and service provision through client visits and related activities for both adults and children due to the efforts of our incredible volunteer team who contributed 28,182 hours of service. These efforts have been essential in delivering hospice care, enriching our clients' quality of life and strengthening our programs. We achieved strong success in building and maintaining an engaged volunteer community. Key initiatives included the planning of our new grief and bereavement volunteer training program. We also saw increased volunteer involvement in event support, including community outreach,

recognition events, client activities, and social gatherings. We are deeply thankful to every volunteer who has shared their time, energy, and passion with us. Their commitment drives our mission forward, inspires hope, and helps build a more connected and compassionate community. We sincerely appreciate their remarkable service and steadfast support.

Special thanks to **Sean and Peta Boyd** and **Agnico Eagle Gold, Presenting Patrons** of the Emily's House Children's
Volunteer Program.

Volunteer program Highlights:

- > Volunteer Trainings: Total Sessions of Core, Grief and Bereavement, and Children's Trainings for Hospice Volunteers: 40; Total training attendees, preparing for client care roles: 191.
- > Volunteer Wellness, Community Interest and Professional Development Sessions: 27 sessions with 254 total attendees.

Volunteer Hours	2022-2023 (COVID YR 3)	2023-2024	2024-2025	Change Over Previous YR	Change Over 3 YRS
Community Program / EH@H	14,626	15,513	18,076	+16%	+23%
Emily's House	8,108	9,744	10,106	+3%	+24%

- > Volunteer Information Sessions: 24 sessions with a total attendance of 200 attendees.
- > Emily's House Family Advisory Council (FAC): FAC members actively participated in family events and fundraisers throughout the year, in addition to attending planning meetings and consultations in support of families and programming. FAC welcomed new member Jessica Madgett, representing our respite care population. We are deeply thankful to these volunteers who are also members of EH families for their dedication and meaningful support. Thank you to participating members: Bruno, Marlene, Amy, Melissa, Schevaune, Jessica, Christina and Dom.
- > Youth Advisory Council (YAC): While some members of YAC aged out of the group, we welcomed a new cohort group for special events and event support. Thank you to YAC members: Jia Yue, Noah, Phinneas, Charlie, Sophie, Clare, Hudson, Jet, Christian, Emily, and Alicia; and, to new YAC adult volunteer supervisors/leaders Caryn and Natalie.
- Awards, Recognition and Congratulations: Caryn Cardella who won this year's June Callwood Circle of Outstanding Volunteers Award!
- **Volunteer Appreciation Events: 70** Volunteers attended the National Volunteer Week BBQ; and **80** attendees were celebrated at the annual Appreciation Banquet.



Family Advisory Council

Reflections on My Time as Chair of the Emily's House Family Advisory Council



Since completing my service as Chair of the Emily's House
Family Advisory Council (FAC) in March of this year, I've had
the opportunity to reflect on how far the Council has come, the
goals we accomplished, and future direction. Helping create the
Council, then serving as it's first Chair, has been one of the most
humbling and rewarding chapters of my life. Emily's House is
more than a children's hospice — it's an environment of
compassion, resilience, and support for families navigating
unimaginable challenges. It has, indeed, been an honour to
have played a small part in shaping this culture and philosophy
of care for the child and the family.

Together, as council members, we bring the family's perspective to help create and enhance the programs and services by partnering with Emily's House staff. We provide our voices by sharing our experiences to educate and train staff and volunteers. At memorial events, our stories and reflections help bring comfort to other families. At fundraising and promotional events, attendees can hear directly from a family that has benefitted from the care provided by Emily's House.

The Family Advisory Council began under Terms of Reference that were cobbled together before there was a committee. Several advisory councils were researched and helped provide a foundation upon which the first "Terms" were established. After several years it became evident that the "Terms" needed to be refined as the council was growing and developing its own unique identity. So, we set out to create our own Terms of Reference. It was quite an undertaking, but we accomplished our goal and I'm immensely proud of the work the members put in to get it done.

One of the important collaborations is reviewing the wording of Emily's House literature and documents, including the applications for membership to the council, to make them more family friendly. Also, tailoring the recruitment and application process for prospective members to the Council, which needed to be differentiated from the client volunteers.

The dedication of our members is never more evident than when they volunteer their time to serve on event committees, particularly the Garden Memorial, Hike for Hospice, and Candlelight Memorial Service planning committees. They pour their creativity and compassion into planning these events with great enthusiasm and selflessness. Apart from these activities, they also plan and hold their own major fundraising events for Emily's House – they inspire me to no end!

I am grateful to the CEO and senior staff of Emily's House for the support and patience they provided me in getting the Council established and running. Amanda, Kimberley, and Karen have been our backbone by providing resources, being the connection between the council and staff and departments and performing the administrative duties.

As new voices take leadership of the council, please know that you have my full support. Thank you to the council members for the faith, trust and support you have given me, I am honoured to continue serving with you. We have much more to do!

Bruno Geremia, Past Chair Emily's House Family Advisory Council

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

This fiscal year, we entered a "second decade" of Emily's House donor stewardship, and a fourth decade for the Philip Aziz Centre. This is now a maturing, established organization with a healthy Fund Balance (of approximately six months operating expense). Fundraising and development focus is on continuous revenue growth: through best practice stewardship of existing relationships; and creative prospecting to initiate a "fresh arc" and diverse pipeline of new revenue sources. Maintaining a balanced portfolio of early stage and repeat mature stakeholder relationships manages risk and builds sustainability.

Based on dollars, **Foundations and Bequests** are the non-government revenue channel growth leaders this last year. Research has opened new doors with Foundations and **Corporations** with missions aligned with our progressive programs impacting clients. Stewardship of existing donors has inspired organic connections and giving through interconnected networks, including **Major Gifts** from **Private Individuals** as well as **Foundations**. Our annual **Hike for Hospice** and third-party event revenue has slowly rebounded since the pandemic with incremental annual revenue growth, particularly with **Ava's Christmas Fund** and **Hockey for Grace** (two campaigns in memory, tribute and celebration of past Emily's House children). **Canada Post** service disruptions continue to present potential revenue risk, but donors are increasingly responsive to online communication. Continuous improvements in communications, photography, online presence, and telling our story far and wide is also winning hearts for hospice.

The revenue target for the year for non-government/fundraising revenue was \$1.46 million (compared to \$1.3 million the previous year). The year ended with a small operating deficit of \$66,750. To build sustainability, we continued to: explore diversified funding sources; strategically target foundation and corporate funders; steward relationships with faith-based organizations and service clubs; and encourage third-party fundraising fueled by the enthusiasm of families, friends and volunteers who have been touched by our hospice mission.

Toronto East Rotary Club, Apr 29/24

Thanks for \$2,500 donated toward Emily's House Family Music Time.

Malvern Christian Assembly, May 10/24

Blessings to MCA for their mission conference giving and heart for our families.



Hockey for Grace, Apr 20-21/24

The annual tournament/charity social raised \$17,463 for Emily's House. Our CEO, Rauni Salminen, shared: "Amy and Chris Manning have used the pain and loss in their lives, to raise awareness and funds to help other families going through the sorrow of losing their child."

Heron Park Baptist Church, May 12/24

Forty donated gift bags encouraged mothers on Mothers' Day.

Harry E Foster Charitable Foundation, Jun 3/24

Committed to "providing care for the most vulnerable with love and a sense of inclusion in everyday affairs," the foundation donated \$15,000 towards accessible recreation programming for children.

Sycamore Foundation, Jun 5/24

Thank you to this generous group for another transformational donation.



Hike for Hospice, Jun 9/24

\$46,396 was raised for Hike for Hospice Partners, including \$33,741 for Emily's House/PAC. See website for more!





Suncor Petro-Can CareMakers Foundation, Jun/Aug 2024

Representatives presented a cheque for psychosocial supports to positively impact caregivers.

Robert Kerr Foundation, Jul 31/24

Thanks to this new lead patron for funding for Acute End-of-Life Care for Children and Their Families.

Kinross Gold, Aug 2/24

This lead supporter since 2013, is now Presenting Patron for the Emily's House Music Therapy Program.



Enbridge Fueling Futures Vibrant Community Grant, Aug 28/24

To "strengthen community safety, vibrancy and sustainability," an Enbridge grant helped make social work available to families receiving paediatric palliative care.

Catholic Archdiocese of Toronto, Aug 30/24

Ten years of donor appreciation: to Catholic Charities for children's recreation and volunteers; and to the Archbishop's Dinner proceeds via the Roman Catholic Episcopal Corporation, helping families access compassionate care.



Cavelti Family Foundation at Toronto Foundation, Oct 4/24

Thank you to the Cavelti family for supporting Philip Aziz Centre families.

Balsam Foundation, Oct 7/24

Years of leadership funding for our mission impacted all our clients, and a special gift helped make family camp extraordinary this past year.

Hodgson Family Foundation, Oct 17/24

Thanks for continued leadership funding for the Emily's House Children's Hospice Volunteer Program.



Allan's Waves of Love, Nov 2024

Thanks to Jessielyn, Christian, Allan's friends, and family who fundraise yearround for Emily's House.

Kindred Foundation, Nov 28/24

Families were lifted higher, with \$10,000 funding toward Emily's House at Home: Year Four.

Ontario REALTORS Foundation/TRREB, Nov 29/24

ORF helped provide shelter in crisis by donating \$5,983 toward End-of-Life Care for Children and Their Families.

FaithWorks/Anglican Diocese of Toronto, Nov 2024

Annual leadership funds and prayer support for the PAC Community Program for People Living with HIV/AIDS or Who Are HIV/AIDS-impacted – benefitted adults and children.

Forest Hill Lions Club, Dec 2/24

E-bingo proceeds contributed a total of \$5,500 to hospice care.



Frank Leo & Associates, Dec 11/24

Frank Leo & Associates Holiday Gift Drive: for Emily's House Children's Hospice in Memory of Ava 2024 raised \$25,000+: for medical equipment, infusion pumps, and recreation; plus, a mountain of gifts!

CP24 CHUM Christmas Wish 2024, Dec 11/24

A gift to our annual Candlelight Memorial gave encouragement to families during the holiday season.





Toronto LEGO Users Group, Dec 11/24

Jeff Dennis explains, they are happy to: "Bring some plastic joy to Emily's House!"





Estate of Barb Walkden, Dec 31/24

A legacy of thanks to this long-serving PAC/EH Board Member.

Military & Hospitaller Order of Saint Lazarus of Jerusalem, In Canada. Dec 31/24

Thanks to Saint Lazarus for ongoing support for hospice.

Lillian Meighen and Don Wright Foundation, Dec 17/24

Lead Patron for Emily's House Daily Play Program wrote: "Our hearts are full of Emily's House and the indispensable help you give these vulnerable children."

Sean and Peta Boyd and Agnico Eagle Mines, Dec 2024

Lead supporters since 2013, Sean and Peta Boyd and Agnico Eagle Mines became Presenting Patrons for the Emily's House Children's Volunteer Program.

Care for Kids (Toronto), Dec 2024

The Somewhere Over the Rainbow Gala and 2024 fundraising totalled a \$32,000 gift, with thanks to visionary advocates, Michelle Zaldin and Sonny Goldstein.



Ava's Fund 2024, Dec 2024

The memory of Ava inspired \$33,735 in donations and gifts for our children and families. Special thanks to Christina, Dom, Ava's family, the realtors, donors, bakers, teachers, and all Ava's Angels.

Standard Bio Tools, Dec 2024

In memory of Ethan, annual employee giving and corporate match contributed \$1,625, in toys and gifts!

Applied System Technologies, Dec 31/24

Their annual golf tournament raised \$8,095 for Emily's House.





St Mary Catholic Academy Art Club, Jan 13/25

Art club students, teacher/librarian Lea Lion, and art "patrons" raised a \$856 donation for hospice.



Mount Pleasant Group, Feb 28/25

Thanks for ten years of donor and community support for Emily's House: this year's \$8,000; sponsorship and employee fundraising for Hike for Hospice; and a fun pancake breakfast!

Development Results	2022-2023 (COVID YR3)	2023-2024	2024-2025	Change Over Previous YR	Change Over 3 YRS
Fundraising Revenue (unrestricted donations)	1,201,102	1,564,861	1,722,190	+10%	+43%

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

Riverdale Boot Camp, Feb 2025

Coach Enea and his "boot campers" donated another \$1,200 to Emily's House.

Madness Mixer, Mar 27/25

George Brown College Students (Luke, Michael, Ethan, William, Matthew, and Mohammed) raised over \$5,000 plus awareness as a school assignment, with this student-led, basketball viewing event!

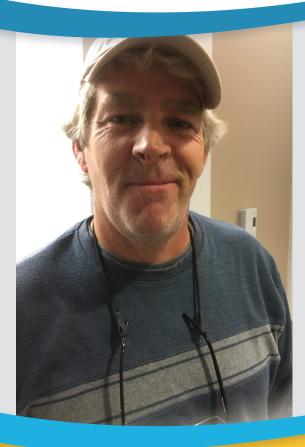
Jeans-Jacques Real Estate Team, Mar 31/25

Annual Fun Days Mondays quizzes raised \$6,000 in funds and awareness.



Summerhill Markets, Mar 31/25

These retail stores are expanding and still provide year-round meals for Emily's House families.



John Lewin: A Tribute – from CEO, Rauni Salminen

John was part of the dream building team of Emily's House. He had a vision to create the perfect gardens that would be pleasing to the senses and bring moments of solace into the difficult situations families were facing. John could always be found fixing and building things around the house or tending to the gardens. He was quick to respond any hour of the day or night to maintenance or household concerns and emergencies. He said it was because of the kids, and he didn't mind, or ever complain about the additional hours beyond his usual workday. John often chatted with our families, offering a friendly listening presence, and supported staff with any practical assistance or environmental improvements they needed. He sincerely cared about Emily's House and the Philip Aziz Centre. His imprint and impact have been left in our house, gardens, and hearts. John's compassionate, helpful and handyman presence will truly be missed.

"The journey of learning to live without the physical presence of a child is daunting on many levels."

- Lindsey Yeskoo, Emily's Mom

To read a message from Lindsey Yeskoo, Emily's Mom, please visit:

https://paceh.ca/emilys-house-garden-memorial-a-repost-from-lindsey-yeskoo-emilys-mom/



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, 2024, to March 31, 2025. 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

Bonnie Aguiar

Jim Andersen

The Anglican Diocese of Toronto Allan's Waves of Love and Inspiration

Applied Systems Technologies Inc.

Lynda and Dan Ashbourne

The Balsam Foundation

The Mitchell & Kathryn Baran

Family Foundation

Blair Bilodeau

The Birch Island Foundation

Michael Boyd

Andrey Breniov

Anita Brigden-Butterfield

Sandy Broad

Belinda Bryce

Malcolm Bryce

John Burrows

Adrian Butler

TK Butler

Care For Kids (Toronto)

Catholic Charities

Marita Concil

Bernard Dutka

James Dutkiewicz

Julie Edghill

Enbridge Fueling Futures Vibrant

Community Grant

Fabiotech Inc.

Forest Hill Lions Club

The Harry E. Foster Charitable Foundation

Elena Gordon

Peter Goulos

Breanne Graham

Dr. Donna Henrikson

Susan Hillery

Hockey for Grace

Hodgson Family Foundation

Ken Hugessen

Isaac Operations Ltd

Keith Jacka

Jean-Jacques Team

Sarah Johnson

Jane Jones

The Robert Kerr Foundation

Kindred Foundation

Kinross Gold Corporation

Mark Kowalski

Jennifer Kroezen

Martin Laviqueur

M. Leiderman Holdings LTD.

Frank Leo

Frank Leo & Associates

Malvern Christian Assembly

Estate of Mrs Helen G Manson

Manulife

Diane Mara

Deborah Martin

Patrick McGrade

Chris McIntosh

The Lillian Meighen and Don Wright

Foundation

Meteoros Fund at Calgary Foundation

Melissa Mielkie

Lawrence Moate

Mount Pleasant Group of Cemeteries

John Nixon

Ontario Association of Foundation

Specialists

Ontario Realtors Care Foundation

Nick and Loretta Pantaleo via Catholic

Charities

Parkway Forest Community Church

Michael U Potter

Patrick J Priestner

Paul Raboud

Rand Kildare Charitable Foundation

Janet Rice

Riverdale Boot Camp

Roman Catholic Episcopal Corporation

Royal Mechanical Inc.

Saint Lazarus Canada

Rauni Salminen

Sette Cucina Inc

SHA Hockey Club

Simon & Sons Window and Doors

The Philip & Fannie Smith Foundation

The Sonor Foundation

The Stud Connection Inc

Studio MDHR Entertainment Inc

Styles Family Foundation

Louise Summerhill

Summerhill Market

The Sycamore Fund

Darlene Thorburn

Timothy Eaton Memorial Church

Toronto Community Foundation

Toronto East Rotary

Dr. Paul Truelove

Brian Tupholme

The William and Nancy Turner Foundation

Gretchen Van Riesen

Andrew Veerasammy

The Estate of Barbara Walkden

Dr. Luke Whitesell

The Willowool Foundation

Victoria Lodge 56

Lindsey & Paul Yeskoo

Statement of Operations



For the year ended March 31, 2025 with comparative information for 2024.

	2024-2025	2023-2024
REVENUE		
Government Funding	\$ 3,128,389	\$ 3,066,169
Donations and Fundraising	1,389,976	1,246,800
Amortization of Deferred Capital Contributions	186,352	189,975
Interest and Sundry	145,862	128,086
	\$ 4,850,579	\$ 4,631,030
EXPENSES		
Emily's House - Client Care & Support*	2,834,332	2,493,370
Visiting Hospice	753,282	674,344
Administration	345,691	348,395
Children and Family	324,872	386,842
Amortization	263,638	267,342
Development and Promotion	254,076	246,275
Bereavement and Spiritual Care	141,438	108,280
	\$ 4,917,329	\$ 4,524,848
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(\$ 66,750)	\$ 106,182
ALLOCATED AS FOLLOWS		
Emily's House Operating Fund	\$ 59,631	\$ 245,646
General Fund	(126,381)	(139,464)
	(\$ 66,750)	\$ 106,182
TUND BALANCES		
Emily's House Operating Fund	\$ 2,923,753	\$ 2,864,122
General Fund	12,573	138,954
	\$ 2,936,326	\$ 3,003,076

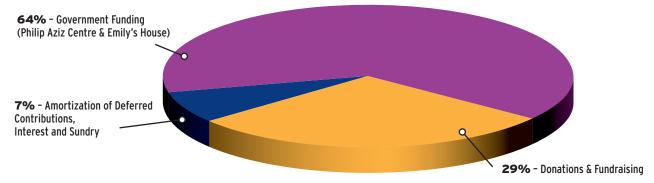
^{*} Only represents Emily's House Direct Costs. For full revenue and expense details of operations by Fund, please see the Audited FS.

Note: This is a condensed version of the Audited Financial Statements by KPMG. Complete signed Audited Financial Statements for the Year Ended March 31, 2025 are online at: https://paceh.ca/who-we-are/annual-reports-financials/.

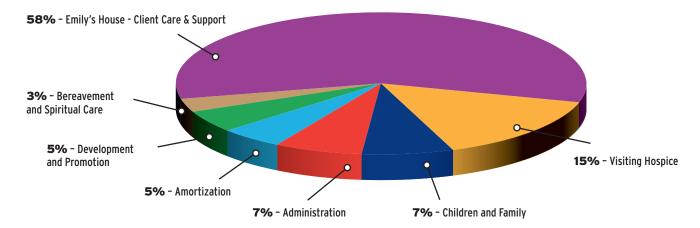
Executive Summary: Emily's House vs. Philip Aziz Centre (PAC) Operating Funds To provide additional context to the Statement of Earnings for FY24/25 on the following page, this executive summary of the Emily's House and PAC Operating Revenue provides a high-level breakdown of revenue and expenses per operating fund; as well as non-government and government funding sources.

OPERATIONS BY FUND	EMILY'S HOUSE	PAC COMMUNITY	TOTAL
REVENUE			
Government Funding	\$ 2,436,000	\$ 692,389	\$ 3,128,389
Non Government Funding	1,084,006	638,184	1,722,190
(Donation and Fundraising)			
	\$ 3,520,006	\$ 1,330,573	\$ 4,850,579
Direct Program Cost	\$ 2,834,332	\$ 1,219,592	\$ 4,053,924
Administration	237,309	108,382	345,691
Amortization	233,664	29,974	263,638
Development and Promotion	155,070	99,006	254,076
EXPENSES	\$ 3,460,375	\$ 1,456,954	\$ 4,917,329
EXCESS (DEFICIENCY) OF	\$ 59,631	(\$ 126,381)	(\$ 66,750)
REVENUE OVER EXPENSES			

Revenue by Source



Expenses



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, an operating division of PAC, 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, 2025 - 2026

Louise R. Summerhill. Chair Maggie Keresteci, Vice Chair

Patricia Favre

Peter Goulos

Obed Jean-Jacques

Mel Leiderman

Larry Moate

Kathy Ribble

Rauni Salminen, CEO - Ex officio member

Emily's House Family Advisory Council, 2025 - 2026

Amy Manning, Chair, Mother of Baby Grace Christina Ciuffetta, Mother of Ava Domenic Ciuffetta. Father of Ava Bruno Geremia, Past Chair, Father of Matthew Marlene Geremia, Mother of Matthew Jessica Madgett, Mother of Khloe Melissa Mielkie, Mother of Ethan Schevaune Parchment, Mother of Ayden

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

Rauni Salminen, Chief Executive Officer/Founder

Nichelle Adriano. Client Care Coordinator

Nicole Albay, Reception

Sharon Bailey-Wright, Social Worker

Marilyn Basa, Finance and Administration

Tina Bells, Grief & Bereavement Coordinator

Emily Briggson, Paediatric and Family Grief & Bereavement Coordinator

Sandy Broad, Spiritual Care Practitioner

Donna Cadeau, Administration/ Reception

Dan Dempster, Director of Operations/ Human Resources

Kristen DiMarco, Music Therapist Jordan Ferreira, Grief Support Coordinator, Infant Maternal Perinatal Advanced Care Team (IMPACT)

Kimberley Goring, Manager of Hospice Administration

Mark Goring, Facilities Manager LaToya Hillson, Manager of Children and Family Programs

Dana Kousmanidis, 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

Emma Norman, Children's Program Facilitator

Julianna Picarelli, Children's Program Facilitator

Simone Richler, Children's Program Facilitator

Isiah Robin, Director 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, Accounting Technician

Ellen Weir, Fundraising Coordinator and Database Administrator

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

Medical Director, Emily's House and Paediatric Advanced Care Team, SickKids Hospital Kim Daffern. Manager of Clinical Programs, RN Karen Cross. Care Coordinator, RPN

Dr. Adam Rapoport,

Lisa Brugger, Clinical Nurse Educator, RN Jeff Baine, RN Part-time

Mayra Bandeira, RN Part-time Danielle Douglas, RN Part-time Ellie Gabriel, RN Part-time Luke Hefler, RPN Full-time Tionna Kinglocke-Christian, RN Part-time Nomy Lavrukov, RN Part-time Sorah Lemberger, RN Part-time

Emma MacDougall, RN Part-time Noellen Patel, RN Full-time

Joanne Tay, RN Part-time Chloe Whitham. RN Part-time Dorice Andrew, PSW Full-time Catherine Benson, PSW Part-time Brkiti Hagos, PSW Full-time Kate Jouravleva, PSW Part-time Justine Kaddu Ndibalwanya, PSW Part-time Geraldine Paalan, PSW Full-time Nancy Puig. PSW Full-time

Additional current Clinical Casual Staff are not listed here.

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 OB7

VOICE: 416.363.9196 • FAX: 416.363.6983 • EMAIL: info@philipazizcentre.ca http://paceh.ca/

Charitable Registration # BN 89422 8063 RR 0001

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







