

HOSPICE
King-Aurora

ANNUAL

REPORT

2013/14

TO GIVE BACK IS TO GROW: *HKA fosters powerful approach to group caring*

PAT RICHARDS, VISITING & BEREAVEMENT VOLUNTEER

This is the story of how Hospice King-Aurora (HKA) helped a group of friends and neighbours provide vital group caregiving for a woman suffering from a life-threatening illness. The process touched all of our lives for the better.

When we first learned that Joyce was suffering from ALS, we knew she'd need daily, ongoing, deeply personal care, love and understanding. Her needs would be too great for her caring, elderly husband to meet on his own, since their extended family, although very committed, were geographically dispersed.

They did, however, have a large number of friends and neighbours nearby. Many were complete strangers to each other, hadn't ever been caregivers for a seriously ill person, and found Joyce's illness very scary. But all had a heartfelt desire to help in a meaningful way and to make a difference.

We wanted desperately to help, but we didn't know what to do. A community parish nurse informed us about the *Share the Care* (STC) model, which she'd studied in a workshop offered by HKA. The staff at HKA provided me with support, encouragement and resources, to create and sustain such a group.

The result formed a caregiver family that people *wanted* to be part of, that nurtured not only Joyce and her husband, but also all who participated. We discovered that no matter how sick Joyce became or how scared we were, we could participate in a group to make caregiving a meaningful and less stressful experience for everyone. Together we could all help take care of Joyce and her husband, and take care of ourselves too.

CONTINUED ON BACK INSIDE COVER...



Share the Care

How would we know what they needed or wanted as her disease progressed?

How would we find the right person for each job?

How could we help without getting overwhelmed, burnt out, or duplicating each other's efforts?

And how would we make it comfortable for Joyce and her husband to ask for and accept help, while maintaining their dignity and independence and living their lives more fully?

Pat's full article can be found on www.hospicekingaurora.ca under "stories"

VISION

To foster a community of compassionate hospice & bereavement care.

MISSION

Hospice King-Aurora offers specialized services and support to those living with life-threatening illness, the people who care for them and those who are bereaved.

Since 1983 Hospice King-Aurora has provided compassionate care, education and understanding of the nature of loss and grief through its professionally directed, trained network of volunteers.

OBJECTIVES

To honour and respect clients and volunteers by ensuring that all interactions are conducted with integrity, confidentiality and in a non-judgmental manner.

To recruit, train and provide professional support to the volunteers who deliver our programs and services.

To ensure a standard of care that exceeds our clients' needs and expectations as well as Hospice Palliative Care Ontario's Accreditation Standards.

To maintain the tradition of care without a fee for service.



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Comments, concerns or clarification questions related to information published in this Annual Report or its Financial Statements may be addressed to the Executive Director at 905-727-6815 .

2013/14 HIGHLIGHTS

PROGRAMS & SERVICES

- ♥ Supported 167 clients diagnosed with a Life Threatening Illness (LTI) —a 28% increase over last year
- ♥ Supported 61 caregivers
- ♥ Provided Grief and Bereavement support to 140 adults and 40 children - 65 new referrals.
- ♥ Hosted 16 children over two weeks at the Grief Busters Bereavement Day Camp
- ♥ Supported 96 volunteers who offered 8,250 hours of service to clients, fundraising & governance initiatives

(See Page 8 for detailed program descriptions)

OPERATIONAL & FINANCIAL

- ♥ **Revenues:** projected \$163,000 **actual \$213,249**
- ♥ **Expenses:** projected \$206,762 **actual \$192,032**
- ♥ **Net (loss):** projected loss \$43,782 **actual surplus \$21,217**
- ♥ Chosen as beneficiary for large local fundraising event - raising significant funds and program awareness in the community
- ♥ Received the Award of Excellence in the 2013 Voluntary Sector Reporting Awards (VSRA) for the third consecutive year & received Exemplar Status in Financial Reporting Transparency for the VSRA
VSRA's are judged by the Chartered Professional Accountants Ontario & the Queen's Centre for Governance
- ♥ Special Recognition Award from the Township of King for 30 years of service to the community at the volunteer awards night
- ♥ Achieved recertification for HPCO Level Two Accreditation

HOSPICE PALLIATIVE CARE SECTOR—REGIONAL INVOLVEMENT

- ♥ Regional Hospice Palliative Care Program (RHPCP)
 - Involved in 3-day value stream event to develop a plan for seamless hospice palliative care in the Central Local Health Integration Network (LHIN)
 - Membership on the Long Term Care Committee and the Education & Standards Committee
- ♥ Central LHIN Executive Directors Group & York Region Hospice Group
- ♥ Residential Hospice Community Partners Council
- ♥ Led inter-agency bereavement training for 30 volunteers from York Region

MESSAGE FROM THE CHAIR

MARGARETE CARR, CPA, CA

On behalf of the Board of Directors, it is my distinct honour and privilege to report on the work and many accomplishments of Hospice King-Aurora (HKA).

A major project was the successful renewal of our Level Two Accreditation granted by our governing body Hospice Palliative Care Ontario (HPCO). Another significant accomplishment was being given the **Award of Excellence in Financial Transparency** at the **Voluntary Sector Reporting Awards (VSRA)** for a 3rd consecutive year. As a result, we have now been bestowed with the prestigious distinction of having “**Exemplar**” status. We sincerely thank volunteers Trish Seguin and Susan Deschamps who were instrumental in both these achievements.

As a Board, a key mandate is oversight and ensuring financial stability. In a climate of increasing competition for donor dollars I am delighted to report that we surpassed our financial goals by 31% in revenues and 150% in the excess of revenues over expenses. This achievement was in no small part due to the tremendous efforts of Dawn Beswick and **Team WolfPack**. For the third year we were chosen as one of the beneficiaries of their phenomenally successful **Epic BBQ...An Evening of Legends**. We are so grateful to our community for their unwavering support that is so critical to our success.

HOSPICE PALLIATIVE CARE IN YORK REGION

The Ministry of Health and the Central LHIN’s Declaration of Partnership continues to move forward with their goals for hospice palliative care. An exciting development for our community is the planned 10-bed Residential Hospice located in Newmarket. We are thrilled with this news and look forward to developing a close working partnership.

VOLUNTEERS AND STAFF...CELEBRATING 30 YEARS

So many individuals and groups have contributed to make HKA the vibrant organization that has served King and Aurora for these last 30 years. To

mark this milestone we were honoured by King Township with a **Special Recognition Award**.

As well, an **Archive Tea** brought together old and new volunteers to commemorate the anniversary with a trip down memory lane.

After two years as our interim Executive Director, Sheila Darnowski is handing over the reins to our long-time and very

capable employee Heidi Bonner. We are so grateful for Sheila’s stewardship during these challenging years and are confident that we are well positioned for continued strong leadership with Heidi at the helm. Our heartfelt thanks go out to our staff for their selfless service, dedication and hard work.

Lastly, to my fellow board members, your support, valuable advice and hands-on approach are key components to making HKA the exemplary organization it is. I look forward to a very bright future for HKA in its important role for Hospice Palliative Care in our community.

Respectfully submitted,
Margarete Carr, CPA, CA



Owen Macri, from the office of Paul Calandra, MP, **Margarete Carr**, Chair HKA, **Sheila Darnowski** Executive Director HKA, **Steve Pellegrini** Mayor King Township at the King Township Awards Night

1983 - 2013
HOSPICE KING-AURORA Celebrating 30 Years of providing
Care ♥ Compassion ♥ Support to King Township & south Aurora

THE YEAR IN REVIEW



Mary Lois & Orian



Sally & Jean



Ruth, Julie, Sally (HKA Founder), Sheila & Dilys



Hospice King-Aurora
Archive Tea

...renew old friendships &
visit our new home...



Louise & Lyn



Jackie & Ronnie

A long-standing volunteer, Philomena Duley had a brilliant idea. She was involved in archiving HKA's submissions to the King Township Historical Society and was seeking assistance in identifying people in photos. Why not have a tea party and invite volunteers and supporters to help identify the people? We thought it a great idea to also celebrate our 30th anniversary—and the HKA Archive Tea was planned for April 2014. Photo display boards were put together, newsletters and awards were gathered, sweets and treats were baked, china teacups and tea pots were set up and we welcomed volunteers, staff and supporters from HKA's past 30 years to our new home.

Board Planning in May 2013 emphasized strategic goals and initiatives which will ensure HKA's future as an integral part of the changing face of hospice palliative care in the Central LHIN. These goals/initiatives were divided into the following three areas:

♥ OPERATIONAL

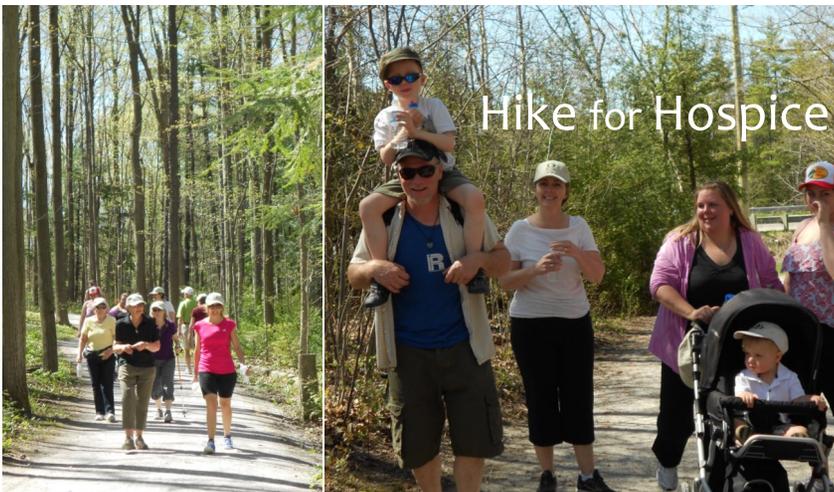
- In response to the community's needs, new programs were created (Women in Transition, Comfort Café & special Wellness Presentations).
- HKA's Picking Up the Pieces post-cancer support program was shared with a Social Worker from Cancer CarePoint, a support agency in San Jose, California. The program makes its international début in Fall 2014.
- Increased collaboration with fellow tenants at 350 Industrial Pkwy S. resulted in the creation of a Health and Safety Committee and discussions regarding joint grant applications.
- Updated and revised the Policy & Procedure Manual
- Renewal of HPCO Level Two Accreditation. This Accreditation Program is a benchmark for Ontario hospices and ensures the delivery of consistent, high quality home-based volunteer hospice palliative care. It

is an efficient and effective means of continuous learning and improvement.

- Communication plan was revised to present a unified standardized message which can be easily modified for printed material, web, and social media. New website was launched.
- The recent focus on hospice palliative care in non-malignant diseases including end-stage lung, dementia, and cardiac conditions, has been addressed by providing education in chronic disease progression and management strategies for staff and volunteers.

♥ FUNDRAISING & REVENUE GENERATION INITIATIVES

- Fundraising continues to be a key area of concern for HKA. For the last three years, HKA has been very fortunate to be the beneficiary of a community group's third-party fundraising efforts. This has helped greatly to strengthen our financial position.
- Grant applications were submitted and we were successful in obtaining a Canada Summer Jobs grant for two students and funding for Grief Busters through the Township of King.



- Planning for the 2014 Jitterbug Ball (JBB) is well underway, co-chaired by Teresa van Schaik, Leslie Hobson, along with past JBB Chair Julie Symmes. Their strong leadership brings together a revitalized committee to achieve a successful event in the fall of 2014.
- Alternate sources of revenue for the non-JBB years is always a challenge with revenues targeted at \$35,000. The Hike for Hospice is emerging as a viable small scale event.

♥ STRENGTHEN FUTURE STRATEGIC ALLIANCES

- Projects with the **York Region Hospice Governance Table** included generating generic community hospice policies and procedures and a generic presentation on the role of community hospices to be used for marketing and educational purposes.
- **RHPCP** involvement continued with participation on two sub-committees: Educations & Standards and Long-Term Care. The guest speaker at HKA's 2013 Annual General Meeting was Patricia Mosnia, Director, RHPCP.
- Involvement with the **Hospice Palliative Care Teams for the Central LHIN** (HPC Teams) continues as HKA attends bi-monthly Community Inter-professional Rounds. HKA also sits on the **Residential Hospice Community Partners Council** focusing on the new 10-bed hospice in Newmarket slated for 2016.

This has been a very positive and fulfilling year for HKA: we look to 2015 with anticipation of continuing to foster a community of compassionate hospice & bereavement care.

THE YEAR AHEAD

New energy and ideas will be brought this coming this year with Heidi Bonner moving into the Executive Director position, and the hiring of a coordinator to oversee the visiting and wellness programs. A focus will be made on building HKA's caregiver support program now that a portion of our PalCare funding is allocated specifically for this. The new coordinator will also focus on community outreach in promoting the volunteer visiting program.

Our bereavement programs will continue to evolve as needs in the community change. The weekly general loss group, Comfort Café will be the initial entry into the group bereavement support program from which 'specialized' groups can be created (group for young fathers, adult child loss, etc.). The children's bereavement groups will continue as 8-week groups offered in fall and spring and the very successful week-long Grief Busters summer camp will be held again for two weeks in July.

The advantage of being in a shared space at 350 Industrial Pkwy South is the opportunity to explore cost-sharing such as phone systems and postage metering by the four community agencies (HKA, Big Brothers Big Sisters York, York Region Food Network & the Food Pantry). As well, joint grant application opportunities are being discussed.

Fundraising initiatives such as the second annual "Hike for Hospice" are planned with the hope of increasing the number of hikers and amount of donations. HKA will continue to apply for grants and foundation offerings and the annual appeal will be in November/December. Many resources will be put into preparations for the Jitterbug Ball as we support our amazing committee of volunteers.

At a more local level, HKA continues to work together with other York Region hospices—seeking opportunities for collaboration such as joint volunteer training and education as well as client programming .

We continue to monitor the progress of hospice palliative care (HPC)

nationally and across the province. Our local community continues to develop with the RHCP Program completing its first year and the 10-bed residential hospice in Newmarket becoming a reality for 2016. HKA will continue to provide input via RHCP committees and through the Residential Hospice Community Partners Council. It is an exciting time and HKA intends to play a role in future growth and development of HPC in our community.

GOALS/STRATEGIC INITIATIVES 2014/15

♥ PROGRAMS & SERVICES

- Enhance & grow programs, targeting a further increase in the visiting and caregiver programs
- Establish quantitative data collection tools for client programs

♥ FINANCES & OPERATING

- Maximize potential for grants & bursaries
- Explore alternative sources of fundraising
- Review and reduce non-staff administrative expenses including exploring collaborative services with other agencies at 350 Industrial Pkwy S.

♥ ALLIANCES

- Strengthen partnerships with RHPCP and CLHIN & York Region hospice groups
- Continued contribution to the Residential Hospice Community Partners Council in particular for the operating plan.

CLIENT SERVICES

REFLECTING OUR MISSION THROUGH ACTION

All programs are led by trained volunteers with the support of our professional staff. Often, reluctance or hesitation by potential clients to contact a hospice may be due to their misconceptions and the stigma

“Thank you for your superb and loving support to my wife. I very much appreciate how your volunteer staff think of checking on me and how my grief care journey is progressing. Our community is a better place because of your attention to detail”

Caregiver

surrounding the word ‘hospice’. However our wellness programs have been addressing this – providing an introduction to HKA services in a nonthreatening manner. There is still, however, work to be done to allay the stigma of life-threatening illness and dying in the community. As we expand our program offerings in the various areas of wellness, we are beginning to access clients earlier in their disease progression. HKA’s commitment to care, compassion and support is an integral part of our client service.

companionship and where possible drives to medical or other appointments. Although visiting referrals are down this year, we served more clients as people are living longer and coming to HKA earlier in their treatment cycle.

VISITING PROGRAM 2013/14

- ♥ 145 clients benefitted from the volunteer visiting program—a 12% increase from 2012/13
- ♥ 56 new clients referrals - 14% fewer than 2012/13
- ♥ Referral Sources:
 - Community Care Access Centre (CCAC) - 22%
 - Self/Friend/Family - 40%
 - Medical community - 30%
- ♥ 83% of clients had cancer, 37% with breast cancer
- ♥ 26 volunteers provided 6914 hours of direct client service

CAREGIVER SUPPORT

The LHIN has recognized the increased need for caregiver support and hospices now receive designated funding to support caregivers. A monthly drop-in group for caregivers was developed to provide an opportunity to share concerns about their loved ones.

CAREGIVER 2013/14

- ♥ 61 clients received caregiver support
- ♥ 25% aged 65+; 35% aged 18-54; 10% aged 17 & younger
- ♥ clients received support via caregiver group, wellness programs & 1:1 support

HKA offers programs to 3 types of **Clients**:

- ♥ **Life-Threatening Illness (LTI)** (formerly Palliative or Visiting Clients) - (government funded)
- ♥ **Caregiver**—(government and community donation funded)
- ♥ **Grief & Bereavement**—(Funded by community donations and grants)

HKA’s commitment to advocacy is illustrated by our efforts to provide all callers with referrals to more appropriate community health and social service agencies if necessary (approx. 20 per month).

VISITING

Volunteers provide in-home, non-medical support for individuals living with a life-threatening illness, focusing on emotional and psychosocial support including: caregiver relief, telephone support, practical assistance and

“70% of family caregivers acknowledge that providing care to a loved one is stressful, and 70% of family caregivers indicate that they require time away from the responsibility of caring for a loved one.”

(Canadian Hospice Palliative Care, 2013)

CLIENT SERVICES (continued)

WELLNESS

Wellness programs encourage life balance, well-being and healing. We continue to see the benefits of programs that promote living well with a life-threatening illness, during periods of bereavement or stressful caregiving situations. Qualified practitioners generously volunteer their time to provide individual and group support.

“**Picking Up the Pieces**” (PUP) continues to be offered twice a year. This support program, now in its 4th year, was designed specifically for clients who recently completed cancer treatment. HKA’s PUP program has received recognition from as far away as San Jose, California where we have been approached by, and are sharing program details with Cancer CarePoint as they develop a similar program for their patients. The success of this program is reflected in the increasing enrollment in the follow-up PUP Grad program, which meet monthly.

WELLNESS PROGRAMS 2013/14

- ♥ 103 LTI, Grief & Bereavement & Caregiver clients benefitted from wellness programs
- ♥ Group Programs include yoga (day & evening), meditation, Picking Up the Pieces (PUP), PUP Grad & special speakers.
- ♥ 1:1 programs include Reiki, reflexology, healing touch, etc.
- ♥ 14 volunteers provided more than 830 hours of service

GRIEF & BEREAVEMENT

Both individual and group support programs are available before and after the death of a loved one. In addition to a drop-in peer support format, **Women In Transition**, an 8-week education-based program was developed to introduce tools to empower women after spousal loss. An 8-week **Kids/Teens** program was debuted in February providing volunteer facilitated

group support. Both sessions received positive evaluations.

Two five-day **Grief Busters Day Camps** for grieving children were held in July 2013 with financial support from **King Township**. Children participated in a variety of activities and excursions where learning experiences such as wall climbing, rope courses and cooking challenges, encouraged the children to express their feelings of loss and grief in a safe environment. Special thanks to long time volunteer Andrew Welch for spearheading the summer camp experience.

“As bad as this holiday season was for me I could not imagine how much more difficult it would have been without the support of hospice.”

Bereavement Client

GRIEF & BEREAVEMENT PROGRAMS—2013/14

- ♥ 180 clients benefitted from bereavement services
- ♥ 65 new clients were referred - a 50% ↑ from 2012/13
- ♥ Referral Sources: 17% were from the visiting program, 11% from schools, 12% from professionals in the community, 44% from friends/family
- ♥ 31% were under the age of 18 years
- ♥ 67% were female and 33% were male
- ♥ 23% of losses were sudden and unexpected, 37% were from some form of cancer
- ♥ 20 volunteers provided more than 500 hours of service

As our community continues to grow and change, so do the services we offer clients. Response to client requests and feedback on programs motivates HKA to develop new and modify existing programs. HKA’s provision of care, compassion and support to the community continues with all programs being offered free of charge.

OUTREACH & EDUCATION

This year HKA focused on volunteer development and training, revising external publications and participation in external groups related to and in promotion of hospice. We also received recognition from our community for which we are very proud.

VOLUNTEER DEVELOPMENT AND TRAINING

This year volunteers had an opportunity to attend 13 in-house sessions featuring guest speakers or topics and issues of concern to our volunteers. These meetings offer time to come together, to learn, to share and enjoy as well as develop their volunteer skills. Volunteers were able to access over 16 PalCare Network workshops, and more than 24 external educational sessions. Two volunteer celebrations were held during this year including the Archive Tea, (page 5) celebrating 30 years of HKA and the festive dinner in December given by the Board of Directors.

EXTERNAL PUBLICATIONS

HKA's website was revamped and launched in 2014. The new site is much more user friendly with more inviting graphics. Work began on "*Grief in the Workplace*" booklet, part of past funding grants from The McLean Foundation and the Township of King. The booklet is designed to help small businesses better deal with employee grief and loss.

INVOLVEMENT WITH EXTERNAL GROUPS

HKA is involved in external committees such as Southlake Residential Hospice Committee Advisory Group, and other Central LHIN and RHPCP committees for education and long term care. Professional staff participate in a variety of community meetings including: Interdisciplinary Palliative Rounds at the Stronach Cancer Centre; York Region Association of Volunteer Administrators; Hospice Managers of Volunteers; and York Region Governance meetings. All of these meetings contribute to the growth and professionalism of HKA.

COMMUNITY RECOGNITION

In May, 2013 King Township recognized Hospice King-Aurora's 30 years of community service with a Special Recognition Volunteer Award. We completed the Level II Accreditation in March 2014 and were recognized in April at the conference. The highlight of our year occurred in February, 2014 when HKA was granted Exemplar Status at the Voluntary Sector Reporting Awards for financial accountability, for winning the VRSA for the third straight year.



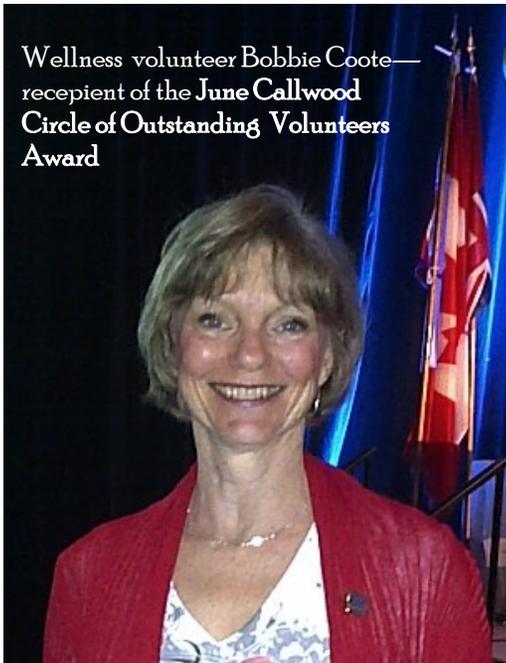
Children's bereavement group banner

VOLUNTEERS

The commitment and dedication of HKA's volunteers enables us to continue as a dynamic, relevant and recognized provider of community hospice care. As our community grows and changes so does the diversity among our volunteers, better reflecting our changing local community. This year we are pleased to have former clients become volunteers and take on administrative and client volunteer roles underlining their desire to give back.

♥ **CLIENT VOLUNTEERS** provide service to Visiting, Wellness, Caregiver and Bereavement clients. Their strong commitment to community service and compassionate natures are essential for provision of individual and group services. All client volunteers attend training specific to their role. Visiting and wellness volunteers complete PalCare's 30-hour *Core Concepts in Palliative Care* training. Experienced volunteers are encouraged to attend *Core Two*, a series of topics providing deeper

Wellness volunteer Bobbie Coote—
recipient of the **June Callwood
Circle of Outstanding Volunteers
Award**



insight into issues faced when supporting clients and families facing life-threatening illness. Bereavement volunteers complete group facilitation training which focuses on grief issues and a *Peer Support Companioning Model* which is at the centre of our bereavement program. Volunteers also attend ongoing training and education opportunities both in-house and in the community.

♥ **ADMINISTRATIVE VOLUNTEERS** assist staff with every-day activities such as reception and data entry, special projects and events including Archive Tea and Annual General Meetings, grant writing, and quality assurance tasks.

♥ **FUNDRAISING VOLUNTEERS**

are a dedicated group who contribute countless hours each year in the development of our fundraising events both large and small. As well as the JBB on October 24, 2014, they are planning future events for 2015.

♥ **BOARD OF DIRECTORS** are volunteers with a variety of business, health, and community backgrounds bringing their individual expertise to govern HKA with a consistent and measured approach. (see page 13).

“The world is
hugged
by the faithful
arms of
volunteers...”

Terri Guillemets



Darlene & Linda



Marise & Rihana

PROFESSIONAL STAFF

Professional Staff oversee the administrative, educational and programming aspects of the service to our clients and volunteers and help to put the care, compassion and support into HKA. Staff work to build programs within the budget and approved strategic direction established by the Board.

This year's priority was ensuring the successful recertification of HPCO's Level Two Accreditation. With support from the Quality Assurance Committee and volunteer Trish Seguin, we achieved our Level Two Accreditation in the spring of 2014.

In July 2013, HKA bid farewell to our Bereavement Services Coordinator, **Karen Simmonds** after 8 years of compassionate support. We wished her well in her new career at the Trauma Center in Sharon. In July we welcomed new Bereavement Coordinator, **Minni Sharma**, who brings a wealth of experience, new perspective and programming ideas. Thank you to HKA's long time and dedicated Bookkeeper, **Linda Adler** who retired in July. HKA was fortunate to benefit from the energy and enthusiasm of two university students through the Canada Summer Jobs program. **Alyson** and **Dana** worked on two special projects: the archives and the website.

HKA STAFF AS OF MARCH 30, 2014

Sheila Darnowski, EXECUTIVE DIRECTOR

Heidi Bonner, DIRECTOR OF PROGRAMS & COMMUNICATION

Minni Sharma, COORDINATOR OF BEREAVEMENT SERVICES



Minni, Heidi & Sheila



ABOUT OUR BOARD OF DIRECTORS

♥ GOVERNANCE

HKA's volunteer Board is made up of members of the community interested in hospice often as a result of personal experience. The directors are selected to bring experience, effectiveness and perspective from a variety of backgrounds and live in the community we serve. Board Members ensure the stated mission, oversee governance, participate in strategic planning for future sustainability, and ensure financial accountability to community, government, and donors.



Leslie, Julie, Terri, Patricia Mosnia (Director of Regional Hospice Palliative Care Program), Margarete, Carolyn & Jane

♥ SUCCESSION PLANNING & RECRUITMENT

HKA strives to achieve community representation on its Board as well as an appropriate balance in diversity and experience of members. The process utilizes a skills matrix to identify existing skills and guide the recruitment of directors. Applicants are interviewed by the Board Development Committee

and are introduced to the goals of the organization. Successful applicants are invited to the Board and ratified at the AGM. Bylaws require 4 to 12 Board members.

At the 2013 AGM we thanked Jane Evans, who was retiring after completing her three-year term, for her dedication and hard work, chairing and co-chairing two Jitterbug Balls. New Board Members joining were Leslie Hobson and Teresa van Schaik. We are delighted to welcome Jason Yu to the board to be ratified at the 2014 AGM.

♥ COMMITTEES

The **Revenue Generation Committee** had a quiet year of planning and future considerations. HKA was fortunate to receive a generous third-party donation from the Wolfpack again this year to meet financial needs.

The **Communications Committee** oversaw the launch of the new website in February 2014 with updates now being done in-house. Board member Carolyn Rabbior, Leslie Hobson and staff member Heidi Bonner were critical to the success. As well, with the use of a new printer, quality promotional materials are being produced in-house at a substantial savings.

The **Board Development Committee** members are Margarete Carr, Julie Symmes and staff, Sheila Darnowski. Significant progress has been made on achieving our goal of a balanced and diverse group of board members.

The **Quality Assurance Committee's** major goal was the completion of HPCO Level Two Accreditation. Thank you to Chair, Margarete Carr, staff Sheila Darnowski and Heidi Bonner, and volunteer Trish Seguin.



BOARD OF DIRECTORS 2013/2014

- CHAIR:** **Margarete Carr**, CPA, CA
- TREASURER:** **Stephen Forsey**, CIM, FCSI, Investment Advisor
- DIRECTORS:** **Leslie Hobson**
Terri MacLean, B.A., LL.B., Strategies Unlimited
Julie Symmes, R.N.
Carolyn Rabbior, B.A., B.Ed.
Teresa van Schaik
Jason Yu, MBA, BEng, CCA *
- EX OFFICIO:** **Sheila Darnowski**, BScN, RN , Executive Director

* Director to be ratified at 2014 Annual General Meeting

**Colourful
Walk—hike &
art group**



**Women in Transition
Group—Cooking for
One Class**



**Children's Bereavement
Camp "Grief Busters"
visits the Science Center**



REVENUE GENERATION

The Board of Director's goal is to achieve a diversified and balanced approach to resource development within the four key areas of existing and potential funding.

GOVERNMENT FUNDING

In 2013-14 HKA received \$66,758 from the **Central LHIN** through Palcare Network of York Region for the visiting, and newly funded Caregiver Program. This represents 25-30% of our revenue. Two summer students were hired for 10 weeks with funding of \$5,457 from the **Canada Summer Jobs** Program. The **Township of King** once again approved a grant for the Grief Busters Day Camp with the groups enjoying action-oriented activities at the Township's Cold Creek Conservation area and other outings nearby.

DONATIONS

The annual appeal conducted in December was successful netting over \$14,000. This combined with donations throughout the year amounted to over \$25,000. This is a crucial area for HKA and an indicator of our visibility and support in the community we serve.

FOUNDATION & CORPORATE GRANTS

We continue to have a strong partnership with the **Leonard and Gabryella Osin Foundation**, and are appreciative for their continued support.

Thank you also to **Investors Group, Upper York Region** who presented HKA with a generous donation. The grant was based on the time commitment and the volunteering provided during 2012 by **Patrice Graham-Brown (IG Division Director) & family**.



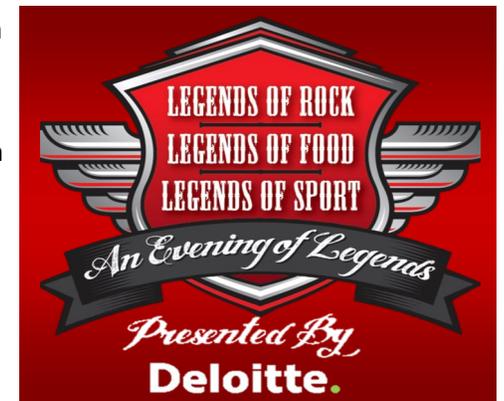
Patrice & Sheila

SPECIAL EVENTS, BINGO & 3RD PARTY EVENTS

HKA participated in CHPCA's national **Hike for Hospice** in May. It was a small, staff-run event which encouraged participation from current and former clients, a previously untapped area. The event was a success on a very modest scale and plans are underway to increase the number of hikers and amount of donations for next year.

Many thanks to Patrice Graham-Brown and her team of dedicated volunteers who donated more than 40 hours each month in support of HKA's **Charity Bingo** program. Charity Bingo provided 18% of the revenue for HKA this year (\$39,029). This was \$10,000 less than in previous years due to changes to the delivery system and competition from other bingo halls.

It is very gratifying when local community groups offer 3rd party events in support of HKA. We were extremely fortunate to have once again been chosen by **Team Wolfpack** (Dave Beswick, Mike Elliot, Jim Kay, Kevin MacDonald, Thomas Seidel, Steve Smyth, & Brad Starr) as one of the charities benefitting from their "An Evenings of Legends" event.



TREASURER'S REPORT

STEPHEN FORSEY, CIM, FSCI

This past year was a financially successful one as HKA grew revenues and reduced expenses beyond what was projected. Increased revenue was primarily due to a rise in donations and unexpected third party fundraising. We continue to be grateful to numerous members of our community who contribute their resources to fund our programs and services.

Due to the hard work of our staff and volunteers, expenditures were nearly 7% lower than budgeted. These savings were derived from lower program expenses, occupancy and general administration. When wages for paid staff and subcontracted salaries are combined, overall staffing costs remain the same.

As a result of the above savings and increased donations, we were able to finish the year with a much better than expected overall cash position. In fact, our net current assets are \$10,000 higher than last year. This is most unusual for a non-Jitterbug Ball year. As we head into our new fiscal year, which includes our biennial fundraising gala, historically very successful, we are well-positioned for continued financial stability.

In the past year, HKA has received positive recognition in our community. Of particular note is the third consecutive Award of Excellence for Financial Reporting Transparency as judged by the Chartered Professional Accountants

Ontario and the Queen's University Centre for Governance. In addition, the title of Exemplar in this financial category was given in tribute/recognition of our third consecutive win.

Thank you to the Board of Directors, staff and volunteers for their continuing dedication and hard work over the year. The continued involvement of all members of our organization in the ongoing efforts to increase revenues and reduce expenses is very much appreciated. The success

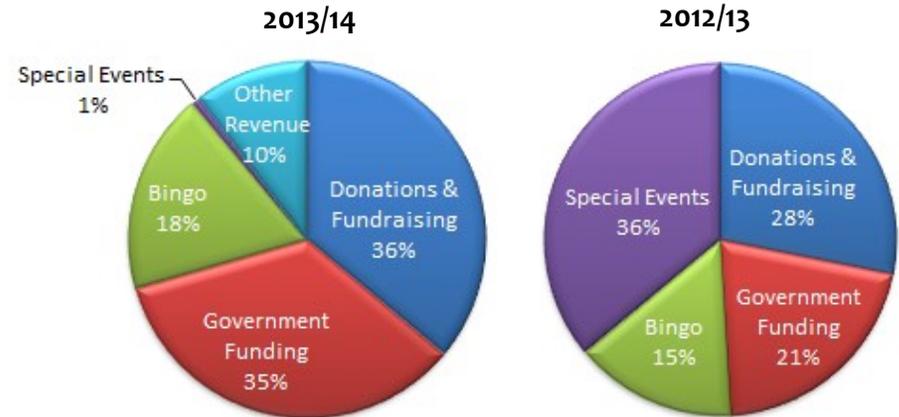
in these endeavors has ensured continued stability for HKA activities in the community for the coming year.



Stephen Forsey

Stephen Forsey CIM, FSCI, Treasurer – Hospice King Aurora

SUMMARY OF REVENUE



Margarete, Sheila, Heidi & Susan
Volunteer Sector Reporting Award

STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2014

ASSETS		
	2014	2013
Current assets		
Cash (note 3)	\$ 210,725	\$ 219,624
Accounts receivable	4,863	5,125
Sales tax rebates receivable	30,898	12,676
Prepaid expenses	3,819	2,847
	<u>250,305</u>	<u>240,272</u>
LIABILITIES & NET ASSETS		
Current liabilities		
Accounts payable and accrued liabilities	8,311	10,810
Amounts payable to gov't. agencies	-	4,030
Deferred contributions (notes 3 & 5)	11,365	16,020
	<u>19,676</u>	<u>30,860</u>
Net Assets		
Unrestricted	230,629	209,412
	<u>250,305</u>	<u>240,272</u>

The Statement of Financial Position and the Statement of Operations and Changes in Net Assets are reproduced in the Annual Report as they appear in the audited financial statements. To view the complete audited statements and accompanying notes visit www.hospicekingaurora.ca.

STATEMENT OF OPERATIONS & CHANGES IN NET ASSETS

	<i>Actual</i>	<i>Budgeted</i>	<i>Actual</i>	<i>Budgeted</i>
	2014	2014	2013	2015
REVENUE				
Grants (note 6)	\$ 73,628	\$ 83,000	\$ 68,552	\$78,000
Donations and other fundraising (note 7)	76,901	45,000	92,314	30,000
Bingo (note 8)	39,029	35,000	49,080	35,000
Special Events (note 8)	1,518	0	105,560	142,000
Other revenue	22,173	0	12,682	1,000
Total Revenue	213,249	163,000	328,188	286,655
EXPENDITURES				
Wages & benefits	115,234	129,613	101,148	132,826
Program related	11,471	16,800	21,254	17,910
Subcontractors	19,762	6,090	15,886	0
Occupancy	14,775	22,789	23,589	17,289
Administration	12,251	14,150	12,879	16,900
Special events & other fundraising	7,269	6,940	32,401	69,430
Telephone	3,569	5,500	5,061	4,500
Insurance	3,337	3,500	3,103	3,500
Interest and bank charges	1,056	2,000	1,402	2,000
Promotion and outreach	1,743	2,800	975	2,800
Professional dues	1,565	1,500	690	1,500
Moving expenses	0	0	14,641	0
Total Expenses	192,032	211,682	233,029	268,655
Excess (deficiency) of revenues over expenses for the year	21,217	(48,682)	95,159	17,345
Net assets, beginning of year	209,412	209,412	114,253	230,412
Net assets, end of year	230,629	161,730	209,412	247,974

The Statement of Financial Position and the Statement of Operations and Changes in Net Assets are reproduced in the Annual Report as they appear in the audited financial statements, with the exception that budgeted figures for 2013 and 2014 have been added for additional

DONOR RECOGNITION

The following individuals and organizations made contributions to Hospice King-Aurora during the twelve months ended March 31, 2014. To all of our supporters, we express our sincere gratitude. We apologize if we have inadvertently omitted or misspelled the name of any individual or group, and ask that you please advise us via phone or email.

Anonymous
 Agnew, James
 Anderson, Alison & Gregory
 Banducci, John
 Bang, Anna
 Beale, Jean
 Beer, Sigrid & Dieter
 Belair, John
 Bell, Doris
 Blaney, Sally
 Bluer, Meaghan
 Boland, Larry & Yvonne
 Bonner, Heidi L.
 Bonner, Shearn A.
 Booth Moyle, Karen
 Bourchier, Winifred
 Bower, Jane & Richard
 Brogan, Bob & Wendy
 Bromley, Patti & Steven
 Bull, Linda
 Carr, Margarete & Douglas
 Catto, Jacqueline E.
 Colalillo, Dolores
 Costin, Dawn
 Coxford, Stewart
 Darnowski, Sheila & George
 Day, Blair
 DeFilippis, Fran
 Dengler, W.R. & Patricia
 Deschamps, Susan & Colin
 Di Pasquale, Maria
 Dobson, Thomas
 Duley, Tony & Philomena
 Durocher, Christiane
 Dwyer, Monty
 Featherstone, Brian & Maud
 Fines, William
 Finkelshtain, Marilyn
 Flynn, Betty
 Ford, Sharon & Wayne
 Fortuna, Rosa
 Foti, Fred
 Fryer, Patricia
 Gallant, Rita
 Gamm, B
 Gibson, Ronald & Mary
 Gilbert, David
 Golding, Nancy
 Goodearle, Gwendolyn
 Gordon, Thomas
 Graham, Greta & Trevor
 Greenhough, John
 The Guarantee Company Of
 North America
 Haarer, Linda
 Harris, Nancy
 Harris, Patricia & William
 Henderson, Sheena
 Hofstetter, Jo-Anne
 Hollingshead, Eleanor
 The Team at Hollandview Trail
 Hopkins, June
 Jeppesen, John
 Jessop, Linda
 Jones, Cathy
 Kinnear, Katherine
 Kurgatnikov, Alex
 Lawson, Kenneth
 The Leonard & Gabryela Osin
 Foundation

MacLean, Terri & Charlie
 MacKay, Patricia
 Mariani, Derek
 Marshall, Susan
 Mascarin, Lena
 Maynard, Kevin
 McC Casey, Jackie
 McClelland, Ian
 McCullough, Jean
 McDonald, Pat
 McVeigh, Paul
 Microsoft Canada
 Millar, Edgar & Sheila
 Moon, George & Dawn
 Mrakas, Tom & Alison
 Nicolm, Ray
 Pal, Sylvia
 Palma, Antonietta
 Partridge, Michael
 Paul, Loretta
 Pearl, Stephen
 Ransom, Patricia
 Reid, Jane
 Rice, Mary
 Saunders, Juliet
 Shaddock, Cindy
 Shaw, Frank
 Shaw Media Inc.
 Siegmiller, Anne
 Sikura, Lorie
 Simmonds, Bruce & Tamara
 Singh, N
 Starritt, Denise
 Styermo, Victor
 Symmes, Julie & Jack

Team Wolfpack
 Thompson, Luella & Jim
 Tripp, Judy
 Van den Brink, Jean & Evert
 Walker, Wray & Constance
 Walter, Louise & Peter
 Weir, Deborah
 Welsh, Cara
 Welsh, Jan
 Wideman, Mike
 Yamaoka, Jason
 Yamaoka, Midori
 Yamaoka, Betty
 Weyman, Geraldine
 Zobebelein, Eric & Helen
 Zobebelein, Frank & Camila
 Zurbrigg, Roxanna & John



Catherine & Anne



Karen & Karen



HKA adheres to the standards set out in Imagine Canada's Ethical Fundraising and Financial Accountability Code in its treatment of donors and the public, its fundraising practices and its financial transparency.

TO GIVE BACK IS TO GROW CONTINUED

PAT RICHARDS, VISITING & BEREAVEMENT VOLUNTEER

...CONTINUED FROM FRONT INSIDE COVER

STC is a highly respected group approach for providing care to someone who is seriously ill. It provides practical tools and guidance and doesn't require any training, doesn't cost anything and uses the skills the caregivers already have, while asking them only to do what they're comfortable with. The STC process sustains the group when things get difficult, is innovative, and builds community.

Clearly the benefits of STC are enormous. The ill person gets high quality and comprehensive care in every sense. And the caregivers are supported, healed, and even enriched through the experience, so that they can appreciate death and dying not only as a fact of life, but also as a mystery to be respected and revered.

I wish to extend heartfelt thanks to the staff of HKA for helping to activate and sustain our STC group. It was their support and guidance that made this experience possible. Moreover, I encourage others involved with an individual who is terminally ill, chronically ill, or disabled, to create their own STC Group of supportive partners in the caring process. Joyce would have wanted nothing more than for others to benefit from her experience.

To learn more, ask HKA staff or check out www.sharethecare.org

From Joyce's Share the Care group...

"...a wonderful, cohesive group of caring individuals and I was happy & proud to be part of it."

"...I realized, more than ever, how people can come together to take part of the burden from an aching heart."

"...it is all about what we can do collectively when we all pitch in with our various skills, talents & schedules!"

"We get back tenfold what we give."

"Doing this in a group of other caring people connected me with a great community."

From a healthcare professional

"I've never met a more caring & considerate group of people in all my years of nursing."

From family living out of town

"It's so reassuring to know she's in such wonderful care even though we can't be there."

Pat's full article can be found on www.hospicekingaurora.ca under "stories"

Funded by generous donations
from our community &

The Central Local
Health Integration
Network *through*



Palliative Care ... It's all about living

**Richmond Hill (Bingo)
Hall Charities Association**



350 INDUSTRIAL PKWY SOUTH, UNIT 4
AURORA, ON L4G 3V7

PHONE: 905-727-6815

FAX: 905-727-1134

EMAIL: info@hospicekingaurora.ca

www.hospicekingaurora.ca

CHARITABLE REGISTRATION #:13451 7820 RR0001

Hospice King-Aurora offers specialized services
and support to those living with life-threatening illness, the
people who care for them and those who are bereaved.

Care ♥ Compassion ♥ Support

