



HEART HOUSE
H O S P I C E



Resilience & Growth

2021 - 2022

ANNUAL REPORT

**YOU'VE ALWAYS FOUND
WAYS TO SUPPORT US**



**WILL
POWER**

**KEEP THE
LOVE GOING**

Support Heart House Hospice
in your Will

WWW.WILLPOWER.CA/CHARITIES/HEART-HOUSE-HOSPICE

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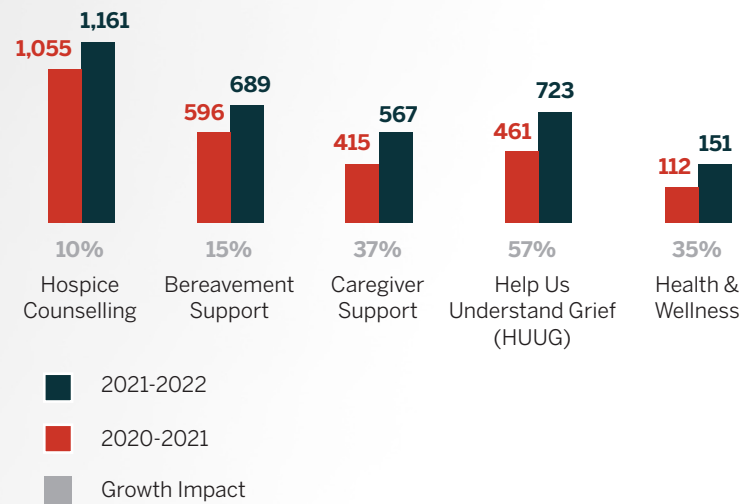
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Tel: 905-712-8119 | Fax: 905-712-4029
Charitable Registration Number: 132155011 RR 0001
Registered on November 6, 1985

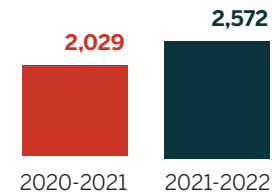
www.hearthousehospice.com



PROGRAM GROWTH COMPARISON



ALL PROGRAMS — REFERRAL VOLUME COMPARISON



This fiscal year saw continued growth in all program areas supported by our 24 dynamic and engaged staff totalling over 116 years of combined experience. This past year we supported 1,161 palliative individuals, 442 bereaved individuals, 723 children, 151 groups inclusive of 1787 participants and our volunteers provided 5,347 hours of support. Overall, our staff and volunteers supported 2,893 individuals by providing 10,400 in-person visits, video conferences or telephone support, through our Hospice Counselling, Caregiver Support, Help Us Understand Grief (HUUG), Social Connexions, Health and Wellness, and Bereavement programs.

Message from the Chair and Executive Director

Heart House Hospice has undergone significant changes over Fiscal Year 2021-2022, with the intention to nurture further growth and resilience. Staff, volunteers and students welcomed a new Executive Director, Kitrina Fex, this year with the retirement of our tenured leader, Theresa Greer.

This fiscal year was dominated by Covid-19 again. The evolution of lessons learned from our prior year validated our resilience and commitment to providing compassionate care in our community and beyond. Our programs and services continued to support increased demand, and the community impact was significant. We successfully created access for our clients and families who may not have engaged due to accessibility and public health restrictions. This valuable lesson will continue to be leveraged and considered throughout our programming evolution. This year our programs experienced significant increased referral volumes from our year prior. The tables on the left highlight our significant growth and increased need across our Hospice Counselling, Caregiver Support, HUUG, Health & Wellness and Bereavement programs and services. Despite ongoing systemic human resource capacity pressures, our response rate exceeded 90% within 48 hours of receiving a referral.

As we continue to reflect on our resilience and that of our community, Heart House Hospice drives forward with a growth mindset and the determination toward the future build of our 12-bed residential hospice facility, which will be the first to support our Mississauga community. We have made significant and positive strides toward this facility coming to reality. We continue to make every effort to ensure this succeeds.

Successes and achievements:

- On-boarding of our new executive director
- Restructure of the organization to prepare for growth and strategic alignment with system transformation
- Camp Erin was transitioned to Heart House Hospice as the lead organization
- Receipt of the Ontario Trillium Foundation grant
- Introduction of our 50/50 fundraiser
- Improved technology and data analytics to inform strategic and data-driven decision making
- Golf Fore Hospice achieved significant success as our lead fundraiser
- Received a formal address for our future residential hospice facility
- Welcomed new board members to our board of directors
- Introduction of HHH Quarterly Team Days
- Continue to align with our neighbouring Ontario Health Teams (Mississauga OHT and CW OHT)
- New partnerships, including Partners Community Health and continued efforts with Trillium Health Partners

Heart House Hospice would like to extend a tremendous thank you to our board, staff, volunteers, students and donors. This has been a trying year with much uncertainty, but the one constant was the ongoing support of our dedicated community.



Karen Priest

Karen Priest
Chair, Board of Directors



Kitrina Fex

Kitrina Fex
Executive Director



Building Compassion

Igniting the power of generosity to raise \$30 million and build the future of end-of-life care in Mississauga.

Learn more and join now at www.hearthousegiving.com/buildingcompassion

Message from Bonnie Crombie, Honourary Campaign Chair

My father spent his final days in a hospital. While he received good care, the setting was institutional; he was surrounded by machines, busy staff and the endless hustle and bustle of a large healthcare centre.

At the end of such a beautiful life, he should not have had to spend his final days in that kind of an environment. But my family didn't have any other choice.

It was at that moment - I realized Mississauga urgently needs its own Hospice Centre: a place where community members can receive proper care - at the end of their lives - no matter how long or short - with compassion, dignity and respect. A place where patients and their families can find peace and comfort. A place that feels more like home. A place where palliative physicians, healthcare staff and volunteers are devoted to creating meaningful end-of-life experiences for individuals and families and providing wraparound services to support the dying, death and grief journey every step of the way. As one of the most culturally diverse cities in the world that is home to a growing and aging population, our residents need access to innovative, community-based health services all under one roof.

It's for all of these reasons that I am so proud and grateful to serve as Honourary Campaign Chair for Building Compassion - Heart House Hospice's \$30 million campaign to build Mississauga's first Hospice Centre.

This new centre will be part of a brand-new health campus being developed in the heart of our city in partnership with Trillium Health Partners. It will offer 12 fully equipped hospice residence suites, a beautiful home-like atmosphere and ample space for the delivery and expansion of Heart House Hospice's celebrated communitybased programs. It will transform experiences and conversations around end of life for people of all ages and all cultural backgrounds throughout Mississauga, building strength and resiliency throughout our community.

It is the kind of place I wish my father could have lived out his final days.

That's why I am calling upon everyone in Mississauga, and all those with roots in our city or who simply love our community, to join together in support and celebration of our very first Hospice Centre.

Your generosity will not only help us build the future of end-of-life care in Mississauga, it will change lives. Only by working together, will we ensure that our growing city remains healthy and vibrant for generations to come.



Bonnie Crombie, MBA, ICD.D
Mayor of Mississauga
Honourary Campaign Chair
Heart House Hospice





Our Vision

To lead, provide, partner and **INSPIRE** excellent hospice palliative care in our community.



Our Mission

To provide compassion, support and advocacy that lessens the distress of serious illness and loss on individuals, families and the community.

Our Strategic Pillars 2020-2024

With input from staff and volunteers, our Board of Directors formulated a new strategic plan to guide our work through to 2024. The pillars of our new strategic plan include:



Facilitating the Dialogue

We will continue to promote opportunities for discussion and public awareness about living well with illness, dying, death, grief and loss.



Developing a Compassionate Community

We are committed to supporting individuals, families, and the community through the phases of living and dying.



Achieving Excellence

We will continue our journey as a Centre of Excellence in care through an ongoing commitment to quality improvement, evidence based practice and responsible resource utilization.



Investing in People & Partnerships

We will continue fostering a culture that inspires volunteers and staff to be the best they can be and to partner with other system providers to ensure the best possible experience for persons served.



Embracing Growth

We will add and enhance services and resources to support access in the community.

Our Community Programs



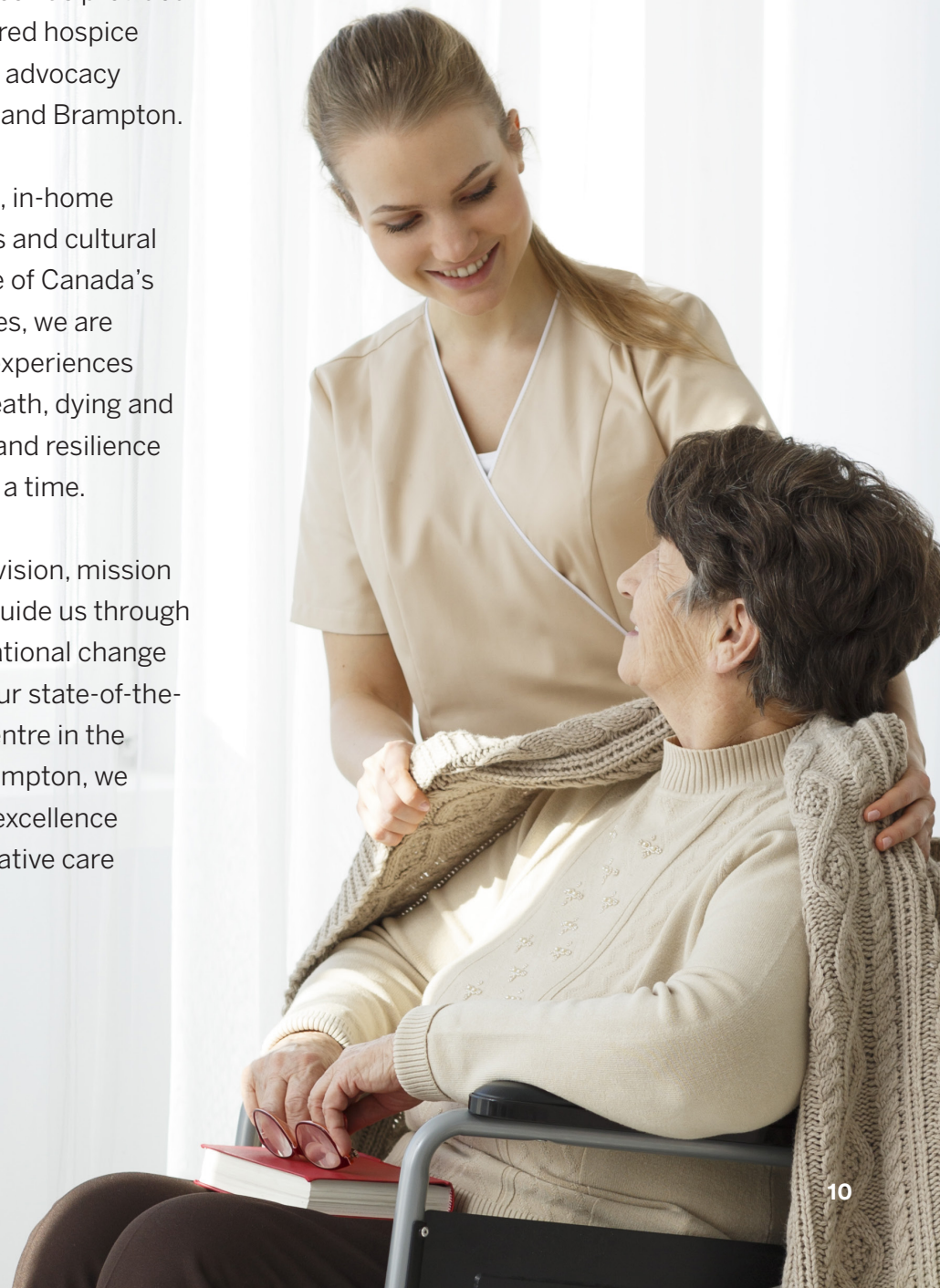
Our foundational community-based hospice programs and services serve as the cornerstone upon which all of our additional offerings have been built.

Heart House Hospice: A History and Future Built on Compassion

Since 1985, with the support of our extraordinary community of donors and partners, Heart House Hospice has provided compassionate, person-centred hospice palliative care and end-of-life advocacy to the people of Mississauga and Brampton.

Delivering community-based, in-home services for people of all ages and cultural backgrounds throughout one of Canada's most vibrant and diverse cities, we are committed to transforming experiences and conversations around death, dying and grief – building the strength and resilience of Mississauga, one family at a time.

In 2021, we defined our new vision, mission and strategic pillars to help guide us through our next phase of transformational change and beyond. As we plan for our state-of-the-art new hospice residence centre in the heart of Mississauga and Brampton, we are committed to delivering excellence for the future of hospice palliative care in our community.



Spotlight: Helpline

A daughter called to ask for guidance: “I am not sure what to do; my mom has stopped eating.” A man was told he had only six months to live. He called to seek guidance on how to talk to his grandchildren “I do not want my grandchildren to see me. I make sure they are not around much. I want to hide from them. I do not know how to talk to them about me dying.” A young son, 18 years old, called to inquire how to help his father “My father is having assisted dying next week. He is really struggling with sleep, and I do not know what to do.”

Navigating health care can be difficult at the best of times. Add the complexity of a diagnosis of a terminal illness and it can, at times, feel impossible. The Hospice Palliative Helpline exists to help those who are living with a life limiting illness, their families and friends, care providers in the community and health care professionals with information, education, counselling, and navigation of our Hospice Palliative Care system.

Just in this past year, the Hospice Palliative Helpline has fielded over 366 calls from those who were not sure where to turn. A daughter calls. Her mom has been feeling increasingly worse throughout the day. The nurse came to visit, but the daughter was at work. The daughter is feeling anxious, tearful, overwhelmed and is not sure what to do to help support her mom. Experienced and trained hospice staff are there to answer that call to support the daughter with the practical elements of whom to reach out to

as well as support psychosocially, in managing the emotions of caring for her dying mother, the anxiety, fear and grief that she is experiencing.

Of all the callers to the Hospice Palliative Helpline, 43% are looking for immediate support. The Helpline team works to go above and beyond responding to 87% of all Helpline calls, urgent or not, in under an hour. The team knows that within the last 3 months of life, most calls and emergency room visits are due to psychosocial issues and are not medical based. Psychosocial concerns were the main reason for someone to reach out to the Hospice Palliative Helpline 53% of the time last year. Being able to support an individual, their family or friends quickly, means anxieties can be reduced, and help provided to navigate situations and help people feel a better sense of management to hopefully prevent unnecessary emergency room visits.

The Hospice Palliative Helpline has become a lifeline to many. As it has continued to expand the impact that it has for all callers, the desire to spread the word about this service only grows. The goal is for the Hospice Palliative Helpline to be one of the most widely used resources in the community. The outcome cannot be changed for someone with a life limiting illness, but it can provide the support, guidance, and connections to make it feel more meaningful.

Impact in 2021-2022



Hospice Counselling

1,161 Individuals Served

- ♥ 2879 visits
- ♥ 784 referrals
- ♥ 90% contacted within 48 hours

Impact in 2021-2022

Caregiver Support



567 Individuals Served

- ♥ 50 groups of 298 participants
- ♥ 376 referrals

Health & Wellness



151 Groups

- ♥ 1,787 group participants



723 Children Served

- ♥ 1,983 in-home visits
- ♥ 7 groups attended by 156 individuals



Volunteer Services

5,347 Volunteer Hours

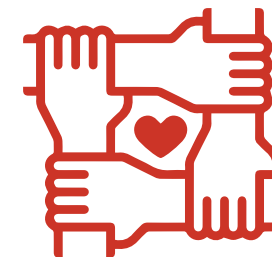
- ♥ 185 volunteers
- ♥ 24 staff representing a combined 116 years of service



Bereavement

442 People Served

- ♥ 1,666 visits
- ♥ 10 groups attended by 156 individuals
- ♥ 689 referrals



24 Staff Representing a Combined Total of 116 Years of Service

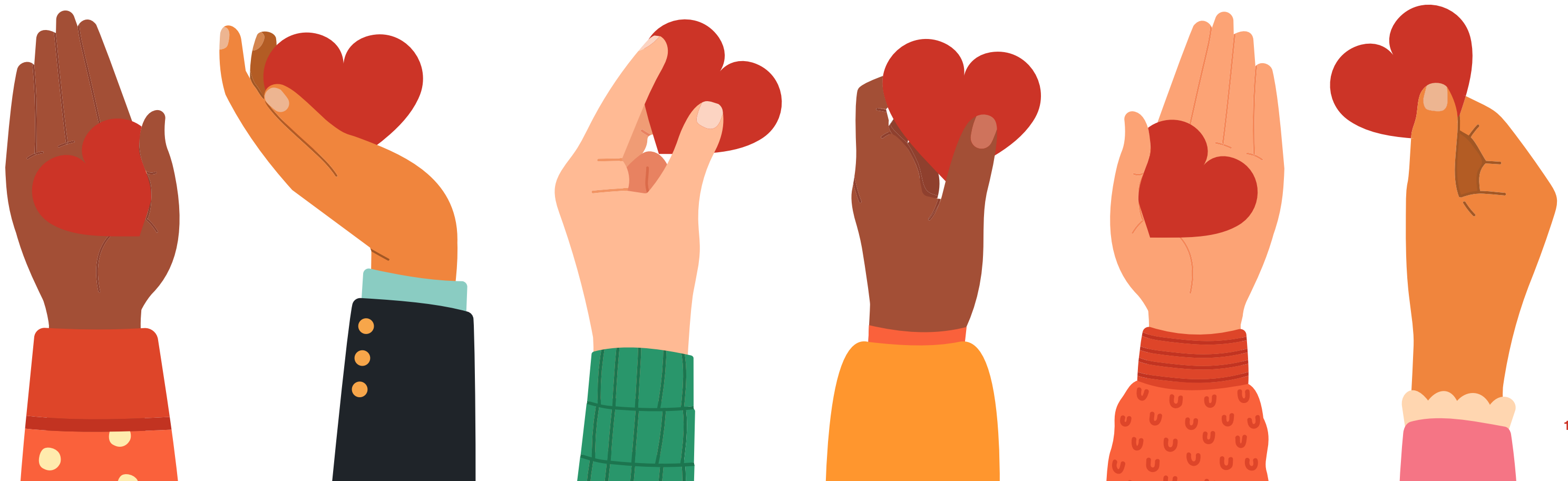
Hearts For Hospice

Our goal is 100 Hearts for Hospice.
Become a Hearts for Hospice
monthly donor today.

For more than 36 years, our professional and compassionate team has delivered on our promise to ensure that people live their final days with grace and dignity. And we deeply understand the impact that an end-of-life experience can have on a person's family and caregivers. This is especially true for children and youth who are living in a home where someone they love is dying or has died. Our Help Us Understand Grief (HUUG) Program responds to this need and last year provided service to 723 children and youth (a 57% increase from the prior year), through 1,983 visits.

For \$35 a month you can join Hearts for Hospice and ensure that the HUUG Program at Heart House Hospice can continue to meet the growing demand for children and youth programming.

Learn more and join now at www.HeartHouseHospice.com/HeartsForHospice



Volunteers are at the Heart of Hospice

Volunteering at Heart House Hospice fell into my lap 11 years ago through a friend who was a volunteer at the hospice. I was intrigued and decided to do the highly informative and insightful 30-hour volunteer training program. Indeed, this was the best decision I have made for my journey of self-growth and the incredible compassion and kindness of the hospice world.

My name is Cherry, I'm a volunteer at Heart House Hospice, and I love what I do! My motivation, continuously, is meeting the people we serve, their families and caregivers, the devoted support workers, volunteers, and staff all connected to Heart House Hospice. It takes a village to provide a safe, positive, and kind environment for the hardest and saddest parts of our lives.

I have been extremely fortunate; I have been able to sign up for many different workshops that Heart House Hospice offers to their volunteers. The workshops cover many modalities which have helped to assist my goal of ensuring we can provide compassion, support, and advocacy that lessens the distress of serious illness and loss on individuals, families, and the community.

Whether the people we serve have just received a palliative diagnosis, are supporting a loved one as their primary caregiver, or need bereavement services after losing a loved one, there are many possibilities for programs and services. As volunteers, we take great pride in providing respite relief, therapeutic touch, Reiki, journaling, meditation, gentle aroma touch, art and music therapy, social connection days, and many other programs to support the end-of-life journey. Along with many other volunteers, I have completed training for these services at Heart House Hospice.

I can also provide in-home visits, over-the-phone visits and assist with in-office wellness days that welcome the people we serve to enjoy a one-hour health and wellness treatment.

After initially only doing respite work for the first two years, I now primarily am involved with the complementary therapies mentioned above. The responses from the people we serve and their families are very encouraging and fulfilling. Our programs, taught by our professional wellness, training staff and social workers, continually motivate me and provide me with many resources, educational programs, and webinars. Even during Covid, I and other volunteers were not isolated from clients. We still were very involved. Heart House Hospice created new ways for us to continue to support the people we serve in fantastic and exciting alternative ways, while still staying safe.

As I continue to grow with Heart House Hospice, I have had many beautiful experiences with very courageous individuals facing their end-of-life



MAKES A REAL DIFFERENCE IN PEOPLE'S LIVES

"In my 7 years of volunteering with Heart House Hospice I have come to realize the end-of-life support that the hospice provides for individuals and their families. It doesn't matter who you are; the end-of-life experience is an emotional roller coaster and is heart wrenching. Heart House Hospice is there to help people through these moments, makes a real difference in people's lives, and truly helps them through it."

— Len Bouwers, Volunteer

journey; young and old, palliative or providing primary care, or those who are bereaved. Each story is different yet intrinsically connected by some common factors; a desire to be treated with dignity, validated, touched and heard, compassion and kindness.

Heart House Hospice is about compassionate hospice care, yet more. Many volunteers contribute to different areas of the hospice than what I already have mentioned. As a volunteer, at Heart House, I have the privilege of spending time, sitting with, and listening to people at various stages of their lives as they struggle with their serious illness. For example, I can be there for a caregiver who needs support while caring for an extremely ill loved one or those in deep grief.

Heart House Hospice is one of the pillars of our "village," as it is a very much-needed service that may, at times, be an uncomfortable reality for people. However, it is a day-to-day reality for all the people we serve and their family members who are comforted by our staff and us as volunteers, even if it is only for a few moments or a few hours of their terribly busy and challenging days.

Building up the pillars of this village is a fundamental and necessary foundation. Even as we continue to work toward building a Hospice Centre with residential suites, in Mississauga,



we can and always will provide incredible in-home hospice care to our community. Your support and donations are an integral part of our programs and services, so volunteers like me can continue growing, learning, and providing ever-better volunteer service.

Heart House Hospice has enriched me. Each day I learn so much and am eternally grateful for this experience.

Please support Heart House Hospice so the volunteers can continue to provide support to families whose reality is that their loved one is struggling with a serious illness or a loved one is dealing with grief.

FINANCIALS

Statement of Operations

Financials Statement of Operations

HEARTHOUSE HOSPICE INC. Incorporated
under the laws of Ontario

Statement of Operations and Fund Balances
For the year ended March 31, 2022

	Operating Fund	Internally Restricted Fund	Residential Hospice Fund	2022	2021
Revenue:					
Grants	1,877,506	-	44,239	1,921,745	1,845,462
Donations	191,317	-	30,750	222,067	499,841
Fundraising	234,952	-	-	234,952	47,941
Interest and other investment income	8,286	-	18,910	27,196	84,599
Other income	23,001	-	-	23,001	9,112
	<u>2,335,062</u>	<u>-</u>	<u>93,899</u>	<u>2,428,961</u>	<u>2,486,955</u>
Expenses:					
Administration	276,668	-	48,807	325,075	300,586
Aging at Home Program	-	-	-	-	991
Amortization of capital assets	29,124	-	177	29,301	10,419
Fundraising events	53,711	-	-	53,711	3,951
Program administration	68,072	-	-	68,072	47,148
Public relations	17,739	-	-	17,739	12,970
Salaries and employee benefits	1,640,614	-	132,289	1,772,903	1,579,148
Software and data services	26,268	-	214	26,482	15,603
Other programs	2,830	-	-	2,830	2,150
	<u>2,115,026</u>	<u>-</u>	<u>181,487</u>	<u>2,296,113</u>	<u>1,972,966</u>
Excess (deficiency) of revenue over expenses for the year	220,036	-	(87,188)	132,848	513,989
Fund balances, beginning of year	1,753,625	436,655	4,665,571	6,855,851	6,341,862
Fund balances, end of year	<u>\$ 1,973,661</u>	<u>\$ 436,655</u>	<u>\$ 4,578,383</u>	<u>6,988,699</u>	<u>6,855,851</u>

FINANCIALS

Revenue vs. Expenses

FY2022

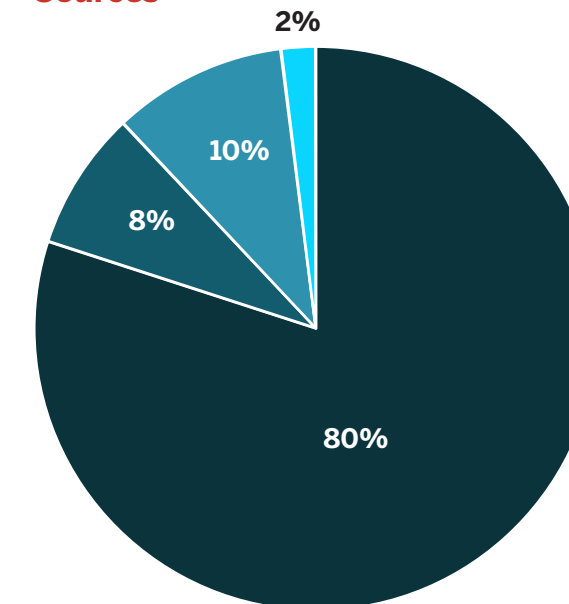


FY2021

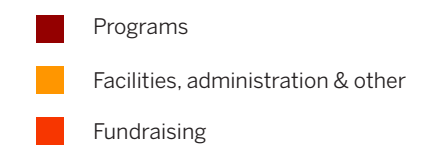
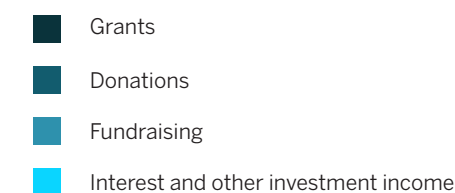
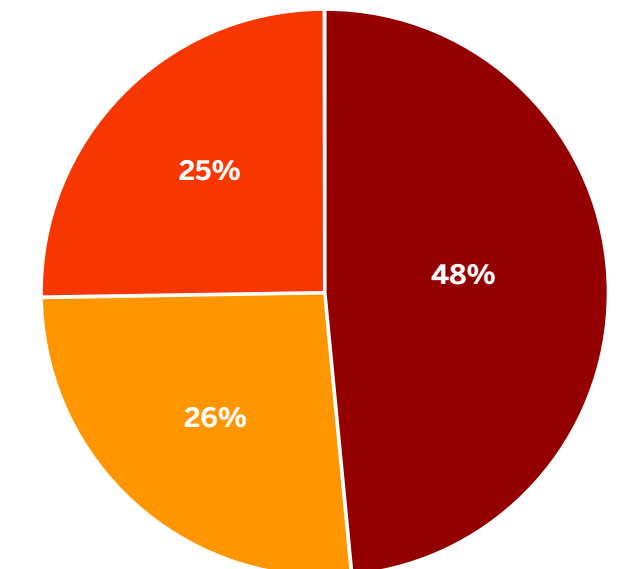


Operation Funds

Sources



Usage



Our Donors

We are deeply grateful for the generous support from all of our extraordinary donors. We are proud to provide this special recognition for donors who contributed a cumulative total of \$1,000 or more during the fiscal year.

\$10,000 - \$20,000

Bank of Montreal
Mr. Joe Caldarelli
Dr. Jay Childrens' Grief
Hilliard Swift Charitable REM Trust
John Brooks Company Ltd.
Mabel & Gordon McMillen Foundation
Mattamy Homes Limited
Rotary Club Fondation Mississauga-West
The Healing Cycle Foundation

\$5,000 - \$10,000

Eluna Network
Estate Of Muriel Allen
Estate Of Vernon William Pink
Mrs. Nicole Formanek
Orlando Corporation Ltd.
Ms. Marie José Overweel
Royal Canadian Legion Branch # 139
Unifor Canada
Urban Capital Developments Inc. as agent for Rogers M City III Development Limited Partnership

\$1,000 - \$5,000

AEL Advanced Earth Logistics
Aligned Vision Group
Arch Corporation
AstraZeneca Pharma Inc.
Barberry (DP) Inc.
Mrs. Thomasina Brown
Cameron And Associates Management Inc.
Adam Casey
Champion Commercial Products
Mr. John Cornwall
Crestron Canada
Mrs. Doris De Angelis
Engineering Harmonics
Fedar Investments
Fieldgate Retirement Living
Global Unified Solution Services Inc.
Goulart Workplace Lawyers
Mr. Bryan Guidolin
Mr. & Mrs. Jerry & Pauline Hopwood
Interad Corp.
Karl Fay Investments Ltd.
Keyser Mason Ball LLP Barristers & Solicitors
LG Electric
LiUNA LOCAL 183
Mrs. Myrna Loewen
Mississauga Credit Valley Lions Club
MNP
Nationwide Audio Visual
Mr. Neil Nelson
Mr. Jack Oliveira
One Diversified Audio Visual Canada
Orlando Corporation Ltd.
Ms. Laurie Pallett
Peak Services And Maintenance Inc.
Petro-Canada Lubricants Inc.
Port Credit West Village Partners LP
Regional Chair Iannicca's Office -Region Of Peel
Reid's Heritage Properties
Royal Lepage Signature
Sisterhood of Solel
Mr. Michael Spaziani
The Erin Mills Development Centre
Trillium Health Partners Foundation
Turner & Porter Funeral Directors Ltd.
Mark Tylak
United Way of Greater Toronto
USS - Starline Production Rentals
Mr. Peter Vanwesten
Mr. Angus Warren

Our People

At the heart of Heart House Hospice is our people -- our greatest resource. From our dedicated Board of Directors to our incredible staff team and our army of compassionate, committed volunteers, our people deliver excellence in hospice palliative care to the residents of Mississauga every single day.

2021-2022 Board of Directors

Karen Priest

Chair of the Board, President of Diamond Marketing and Communications Inc., Secretary of the Port Credit Community Foundation Board, and past member of the Trillium Health Partners Foundation Board and Living Arts Centre Board.

Brad Butt

Vice-Chair of the Board, Vice- President of Government & Stakeholder Relations at the Mississauga Board of Trade, and past Member of Parliament for Mississauga-Streetsville.

Andreas Mourtos

Treasurer of the Board. Partner at MNP LLP.

Doris DeAngelis

Secretary of the Board, Account Executive at Manulife Financial.

Judy Fountain

Past Vice President and Chief Financial Officer at the Greater Toronto Airports Authority.

Ruben Goulart

Founding Partner at Goulart Workplace Lawyers.

Dr. Asha Gupta

Palliative Care Physician at Credit Valley Hospital.

Sandro Iannicca

Industrial and Organizational Psychologist, and founder of SI Consulting.

Michael Mazzolin

CPA, CA, Past Board Treasurer and Finance Committee Chair, Associate at Canada Pension Plan Investments.

Sebastion Patrizio

President of Felara Financial Corporation, Chair of the City of Mississauga Committee of Adjustment.

2021-2022 Staff Team

Leadership Team

Kitrina Fex

Executive Director

Ryan Lester

Sr. Director of Development & Communications

Udayan Purushothaman

Director of Finance & Administration

Amanda Clark

Manager of Community Engagement

Anna Lewyckyj

Manager of Community Programs
Privacy Officer

Staff Team

Nelly Amaral

Executive Assistant

Cindy Beggs

Bereavement and Spiritual Care Counsellor

Karen Danard

Bereavement Counsellor

Alexx Friesen

HUUG Children's Counsellor

Carmene Gionet

Program Support

Chloe Hall

Communications Manager (Media Contact)

Asma Khan

Shared Outreach

Leora Kleynhans

Hospice Counsellor

Shelley Maynard

Manager of Fund Development

Jessica Marsella

Intake

Jonathan Morgan

Bereavement and Spiritual Care Counsellor

Jennifer Muirhead

Administration/Bookkeeper

Arati Nair

Hospice Counsellor

Tanja Pereira

Health & Wellness

Melissa Ranieri

Hospice Counsellor

Kathy Ratchford

Training & Recruitment

Jacki Stein

HUUG Children's Counsellor

Janet Watson

Coordinator of Volunteers

2021-2022 Volunteers

Lorraine Adamson	Cheryl Englander	Kamini Lemieux	Levita Pires
Taya Agostino	Dustin Ferretti	Kacy Lin	Karen Priest
Nusrat Ahmad	Ed Formanek	Karen Lockwood	Alison Pryce
Samin Alavi	Nicole Formanek	Carol Lopez	Roma Puri
Lorena Maria Angel	Judy Fountain	Perminder Lota	Nadida Qeblawi
Samia Anwar	Sylvia Genders	Mary Lott	Catherine Quigley
Ezekiel Asafo-Adjei	Praneet Gill	Sherry Makhan	Deborah Racher
Nela Banchi	Carmene Gionet	Joan Mallin	Rose Rakovalis
Annamaria Battista	Brenda Glazier	Rocca Mansour	Patricia Ramagnano
Hermon Berhe	Santiago Gomez	Suzee Marincic	Melissa Ramcharan
Rupinder Bhella	Monica Gonzalez	Kiran Mata	Mark Rataj
Solange Bitar	Ruben Goulart	Peter Mathewson	Susan Roberts
Pat Blachford	John Grasic	Jane Matthews	Jeremy Rodrigues
Kathryn Bolter Toole	Asha Gupta	Michael Mazzolin	Eileen Roussel
Sabrina Borg	Muriel Haney	Nadia Mazzonetto	Charlotte Safieh
Len Bouwers	Eman Hanna	Elisabeth McGregor	Olfat Sakr
Shawn Briscoe	Jorgen Hansen	Kahjil McLaughlin	Suzanne Sawell
Brad Butt	Maureen Hayvren	Stephanie Meeuwse	Meeta Sawhney
Christina Caldi	Frances	Olinda Melo	Annie Shalvardjian
Diana Caldi	Henderson	Ann Mills	Balkis Shehab
Dana Campbell	Mary Henry	Eleanor Minnes	Maggie Shields
Trish Campbell	Tom Ho	Abdulaziz Moledina	Katarina Simons
Edward (Ted) Carroll	Lea Holmes	Lorraine Moore	Jasrita Singh
Dolores Castro	Ingrid Humphreys	Andreas Mourtos	Nadine Singh
Angela Chen	Lillian Hutchinson	Shanthi Mudalige	Ken Sluman
Vicky Chiappara	Sandra Hylton	Cameron A.M. Muir	Prem Sodi
Ming Chong	Sandro Iannicca	Ana Saima Munir	Archana Srinivasan
Judy Cieslik	Awais Ibrahim	Lorna Munnings	Susan Stakel
Rosemary Coll	Lisa Iliadis	Bibi (Shazeeda)	Donna Stasko
Antonine Cormier	Janice Ing	Nazir	Karen Steen
Michael Corrigan	Carla Italiano	Evelyn Newbould	Isha Suri
Pooja Das	Norma Jabri	Dyah Noormandari	Randy Tedja
Doris De Angelis	Brenda Jones	Cynthia Ottley	Maureen Teixeira
Vince De Angelis	Anthony Joseph	Laurie Pallett	Laila Tul-Qadr
Gwen DeBruyne-Ferreira	Christine Jursa	Fani Parcharidis	Anna Maria Uljasz
Gurmeet Deol	Jasbir Kaur	Mary Jane Parkes	Ron Vandersluis
Ram Dhanjal	Keith Kee	Sebastian Patrizio	Sarah Vrabel
Gurpreet Dhillon	Dilnawaz Khan	Claudia Patino	Mary Wheeler
Jessie Dhillon	Shafqat Khan	Garcia	Jann White
Barbara Dodds	Carolyn King	Rosemary Pauer	Cherry Wilken
Nicole Dorey	Dianna Knight	Jennifer Pebenito	Diane Wilton
Jagdev Dosanjh	Navdeep Lally	Toloan Pham	Marylou Wingate
Ibrahim Durowoju	Esther Law	Alan Pires	Lily Wong

How You Can Help

Heart House Hospice relies on the generosity of our community to deliver compassionate end-of-life care and advocacy to the people of Mississauga.

By donating or volunteering today, you can play a critical role in advancing the future of hospice palliative care in our city.

DONATE

Visit www.hearthousehospice.ca or call us at 905-712-8119 to donate today.

If you would like to contribute to our \$30 million campaign to build Mississauga's first residential hospice, please contact Ryan Lester, Campaign Director, at rl Lester@hearthousehospice.com or 416-871-8475.

HOST AN EVENT

Are you celebrating a special occasion or just feel like gathering your friends and family in support of a cause that's close to your heart? Consider requesting donations to Heart House Hospice in lieu of gifts or arranging a special event (in-person or virtual!) to raise funds.

An event handbook is available on our website at www.hearthousehospice.com. For more information, please contact Shelley Maynard at smaynard@hearthousehospice.com or 905-712-8119, ext. 233.

VOLUNTEER

Volunteers are the heart of Heart House Hospice! There are many opportunities available for compassionate, committed individuals looking to give back through volunteering, including administrative support, fundraising, event support, drivers, visiting and supporting people in their homes and more.

Contact us today at 905-712-8119 or visit www.hearthousehospice.com to learn more.

Legacy & Transformational Giving

Leaving a gift to Heart House Hospice in your Will offers the opportunity to make a meaningful investment in the future of hospice care in our community, while offering you substantial tax benefits as part of a long-term financial plan.

Regardless of your age or financial situation, you can ensure that Heart House Hospice remains a vital resource in our community, accessible at no cost to all in need.

Legal and financial advisors can offer a wealth of knowledge to help you designate a gift to a charity that holds special significance in your life. Sharing your plans with your family and loved ones will also ensure they are aware of your intentions and wishes. Supporting Heart House Hospice with a planned gift is a meaningful way to help us realize our vision of making a meaningful impact on someone's end-of-life experience.

BEQUESTS

Leaving a bequest in your Will allows you to make a charitable gift from the proceeds of your estate. A gift to Heart House Hospice can be designated as a fixed amount or as a percentage of assets from your estate. The tax receipt issued will reduce the tax otherwise payable by the estate.

GIFTS OF SECURITIES

Shares of publicly-traded securities can be donated as easily as cash. By transferring gifts of securities, you can avoid the capital gains tax on the donated shares. Your estate will receive a charitable tax receipt for the market value of the securities on the day that they are received by Heart House Hospice.

LIFE INSURANCE POLICIES

By naming Heart House Hospice as a beneficiary of your life insurance policy, you can provide an ongoing charitable legacy, ensuring your support will continue after your death. Depending on how you structure your plan, you may receive a sizeable tax advantage during your lifetime.

RRSPS AND RRIFs

Naming Heart House Hospice as a partial or full beneficiary of your RRSP or RRIF is a highly tax-effective strategy for leaving a legacy gift. A charitable receipt can be applied up to 100% of your net income in the year of death and the preceding tax year.

**YOU'VE ALWAYS FOUND
WAYS TO SUPPORT US**



**WILL
POWER**

**KEEP THE
LOVE GOING**

Support Heart House Hospice
in your Will

WWW.WILLPOWER.CA/CHARITIES/HEART-HOUSE-HOSPICE



www.hearthousehospice.com

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