



HEART HOUSE
HOSPICE

**Impact Report 2022-23
Our Gratitude Formula -
Giving and Growing Together**

SPOTLIGHT: CURIOUS PUBLIC
WHEN GIVING HELPS US GROW



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Charitable Registration Number: 132155011 RR 0001
Registered on November 6, 1985

www.hearthousehospice.com





Our Mission

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



Our Vision

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

Values

Integrity
Caring
Honesty
Responsibility
Mutual Respect
Accountability
Sincerity

Beliefs

Quality Standards and Excellence
Social Responsibility
Quality of Life
Partnership/Teamwork
Supportive Environment Training
Innovation
Inclusive

Our Strategic Pillars

Facilitating the Dialogue

Promoting opportunities for discussion and public awareness about living well with illness, dying, death, grief and loss.

Achieving Excellence

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

Embracing Growth

Adding and enhancing services and resources to support access in the community.

Developing a Compassionate Community

Supporting individuals, families, the community through the phases of living and dying.

Investing in People & Partnerships

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.

A Message of Gratitude

To Our Community,

Among the reasons for our community's hope are the many ways you, our friends and donors, staff, volunteers and board supported us. Much like the name our Impact Report indicates, Giving and Growing Together, we couldn't have done it without you. As we adjusted to changing conditions this year, we looked to the future and took one step closer to realizing our vision. We have intentionally engaged with our strategic plan and pillars as we facilitated dialog, embraced growth, invested in people and partnerships. We developed a compassionate community and achieved excellence. We reflected on the mission of the organization and evaluated our programs and services to ensure our mission was the north star, the guiding principle of all decisions. We fostered an environment where trust, caring and value prevailed and because of you, we made a difference in the lives of many.

To our donors we are deeply grateful. Donating a day of respite care eased caregiver burnout, funding a single therapeutic session provided physical, mental, emotional, and spiritual wellness. Making a monthly gift helped the dollars to flow more readily, sponsoring our events built public awareness in the community. That is what your support of Heart House Hospice has done! You joined a community of caring people and together we made a tangible impact.

To our teams, once again you have demonstrated tremendous dedication and resilience. We are so proud of the commitment to excellence you show us every day. Staff and volunteers have been nimble, gracious, and dedicated to our mission to deliver quality of living and quality of dying care, not just at the end of life, but the moment a client and family come through our doors, and they have our gratitude.

Our accomplishments:

- Secured sustainable funding for our 24/7 Palliative Care HelpLine
- Recipient of the Curious Public – Uplift Campaign
- Awarded the Ontario Trillium Grant for Resilient Communities
- Transitioned Camp Erin to new host organization – Gilda's Club
- Continued our system transformation work on the Integrated Palliative Care Model
- Partnerships continue to evolve to maximize system capacity
- Increased fundraising efforts and giving
- Full program and service review to create efficiencies without compromising care

In addition, this year we transitioned Board Chairs, and we would like to thank Karen Priest, for 6 years with Heart House Hospice, and her commitment to our continued success. As part of this transition, we also introduced two new Board members, Kasia Filaber and Megan Vella. We look forward to leveraging their experience and dedication to hospice.

Thank you for walking alongside us this year, and into our future. Your continued dedication to compassionate, quality end-of-life care won't be forgotten. You sustain us!



Kitrina Fex
Executive Director



Judy Fountain
Chair Board of Directors

Spotlight:

When giving helps us grow!

CURIOUS PUBLIC UPLIFT

On December 7, 2022, Heart House Hospice was named Curious Public's 2022 Uplift Recipient

We're all going to die. But no one really wants to talk about it. It's too scary. Too unknown. Too unfamiliar, but what if it wasn't?

Death touches all of us at one point in our lives and yet it is a topic and experience we go to great lengths to avoid. When Curious Public announced we were the recipient of Uplift, the firm's annual pro bono communications services program, we were delighted.

We are honoured to partner with Heart House Hospice for this year's Uplift. We welcome the chance to help them get the word out about the support they provide their community. Together, we'll ensure Heart House Hospice will be able to help more people have important conversations around death and dying. We're grateful to be starting this work with them."

♡ Lloyd Rang, President, Curious Public.



One family's story

Dee was 16 when diagnosed with brain cancer. I was a single mom of three, Dee being the oldest, trying my hardest to support my children. I remember the first meeting with the Hospice Counsellor. I didn't exactly know where she was from, and I didn't know what Hospice meant. When she asked me what would be most helpful, I broke down. No one ever asked me that. I told her I needed money, housing, and help to tell my children that Dee was dying. At that time, I wasn't accepting the reality of Dee's illness, and this was the first time I put into words that Dee was dying.

Dee was to graduate from high school in a few months, and embarrassed to go to the prom, at least that was what I thought. When the counsellor met Dee, to my surprise, she shared that she felt isolated from school. School had always been a place of safety for her. She could no longer attend classes because of her appointments and feeling so sick. She also said that she wanted to go to the prom and see her friends. I was so wrong thinking she would not want to go. That was the moment I realized how important it was for me to speak to the counsellor and talk about all my worries. I was reassured that I didn't have to do all the caring alone. The counsellor explained that an entire team would support Dee and our family. The counsellor contacted the school principal and social worker to explain Dee's situation. Together they made accommodations for her to attend the prom. She also connected us with someone who organized a limo to take Dee to the prom. Even a dinner for our family to celebrate her graduation.

I was so surprised when I heard that a Hospice volunteer would come to take photos of Dee on her graduation day. I couldn't hold my tears back. Later I was given a beautiful album. Dee was so happy that day, which is such a precious memory for me and my boys.

The counsellor was constantly in touch with me and available to talk whenever I needed her. She visited us many times, sometimes for just 15 minutes, but that was enough for me to ask her questions and talk about my feelings. I had avoided talking to Dee about what was happening. I thought this would upset her, but the counsellor helped me understand that we were both doing the same thing- trying to protect each other. She was worrying about me! I now treasure those conversations we had together. The counsellor also guided me on how to communicate with Dee when she could no longer speak. Eventually, she started preparing me for Dee's final days. That was hard, especially when we talked about the funeral.

Dee and her brothers also met weekly with a HUUG Counsellor, who was great with my children. The counsellor helped with conversations about Dee's illness and what to expect. Dee and her brothers waited for their "HUUG friend" to visit so they could talk about their week. They would play games while she would ask about Dee and how they felt when her health was declining. Eventually, Dee had no energy to take part, but she listened to her brothers' giggles. Occasionally smiled back at them.

My daughter died a month after the prom. I miss her so much. I didn't think I could go on living but here I am, writing this story. I encourage anyone who is in a similar situation to accept help.

I couldn't change the outcome of Dee's illness, but with support we were better prepared for what was to come. We didn't hide our emotions, which was my initial instinct, and we were able to cry together as we said goodbye to Dee. I am so thankful that Dee's dream to attend the prom came true. We would never have been able to experience the joy of seeing her with her friends without this support. You make the impossible possible and I will never forget what you did for me, for Dee and for my two boys.



Nancy Chan *Pseudonym

FINANCIAL SNAPSHOT

Our formula is working, thanks to you!

It is a privilege to share a snapshot of our financials for the 2022-23 period. Heart House Hospice is charged with raising and stewarding funds. We are grateful for donations from generous supporters. Because of you we met all our funding requirements for the year.

Financials

Statement of Operations and Net Assets

HEARTHOUSE HOSPICE INC. Incorporated under the laws of Ontario

Statement of Operations and Fund Balances For the year ended March 31, 2023

	Operating Fund	Internally Restricted Fund	Residential Hospice Fund	2023	2022
Revenue:					
Grants	\$ 1,039,263	\$ -	\$ 53,746	\$ 1,093,009	\$ 1,921,745
Donations	\$ 449,065	\$ -	\$ 35,702	\$ 484,767	\$ 222,067
Fundraising	\$ 266,748	\$ -	\$ 124,208	\$ 390,956	\$ 234,952
Interest and other investment income	\$ 57,697	\$ -	\$ 121,992	\$ 179,689	\$ 27,196
Other income	\$ 4,700	\$ -	\$ 123	\$ 4,823	\$ 23,001
	\$ 1,817,473	\$ -	\$ 335,771	\$ 2,153,244	\$ 2,428,961
Expenses:					
Administration	\$ 309,578	\$ -	\$ 48,696	\$ 358,274	\$ 325,075
Amortization of Capital assets	\$ 35,437	\$ -	\$ 212	\$ 35,649	\$ 29,301
Fundraising events	\$ 82,643	\$ -	\$ -	\$ 82,643	\$ 53,711
Program administration	\$ 88,021	\$ -	\$ -	\$ 88,021	\$ 68,072
Public relations	\$ 25,762	\$ -	\$ -	\$ 25,762	\$ 17,739
Salaries and employee benefits	\$ 1,491,692	\$ -	\$ 294,310	\$ 1,786,002	\$ 1,772,903
Software and data services	\$ 18,473	\$ -	\$ 85	\$ 18,558	\$ 26,482
Other programs	\$ 1,473	\$ -	\$ -	\$ 1,473	\$ 2,830
	\$ 2,053,079	\$ -	\$ 343,303	\$ 2,396,382	\$ 2,296,113
Excess (deficiency), of revenue over expenses for the year	\$ (235,606)	\$ -	\$ (7,532)	\$ (243,138)	\$ 132,848
Transfers between funds					
Allocation of reserve funds to offset expenses	\$ (1,114,904)	\$ 1,114,904	\$ -	\$ -	\$ -
Net Assets, beginning of year	\$ 1,973,661	\$ 436,655	\$ 4,578,383	\$ 6,988,699	\$ 6,855,851
Net Assets, end of year	\$ 623,151	\$ 1,551,559	\$ 4,570,851	\$ 6,745,561	\$ 6,988,699

FINANCIAL SNAPSHOT

Revenue vs. Expenses

FY2023

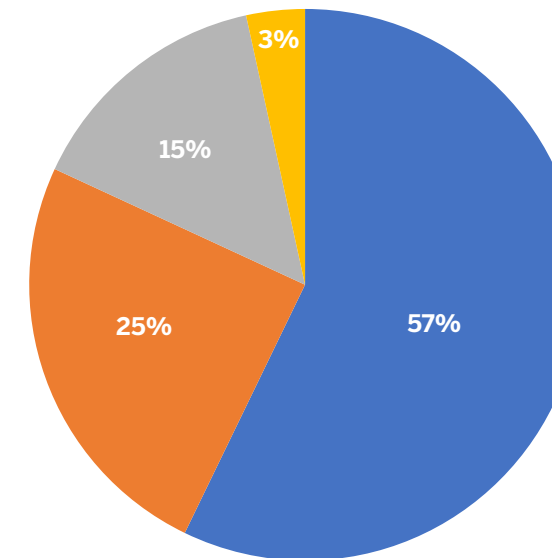
Income	\$2,153,244
Expense	\$2,396,382
Excess (deficiency) Revenue	\$ (243,138)

FY2022

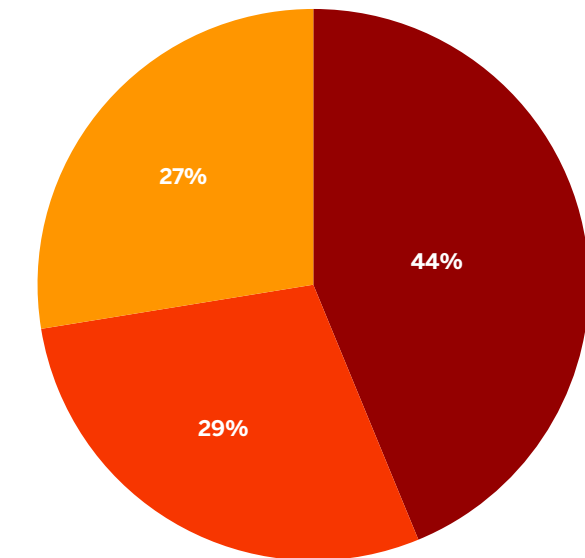
Income	\$2,428,961
Expense	\$2,296,113
Excess (deficiency) Revenue	\$132,848

Operation Funds

Sources



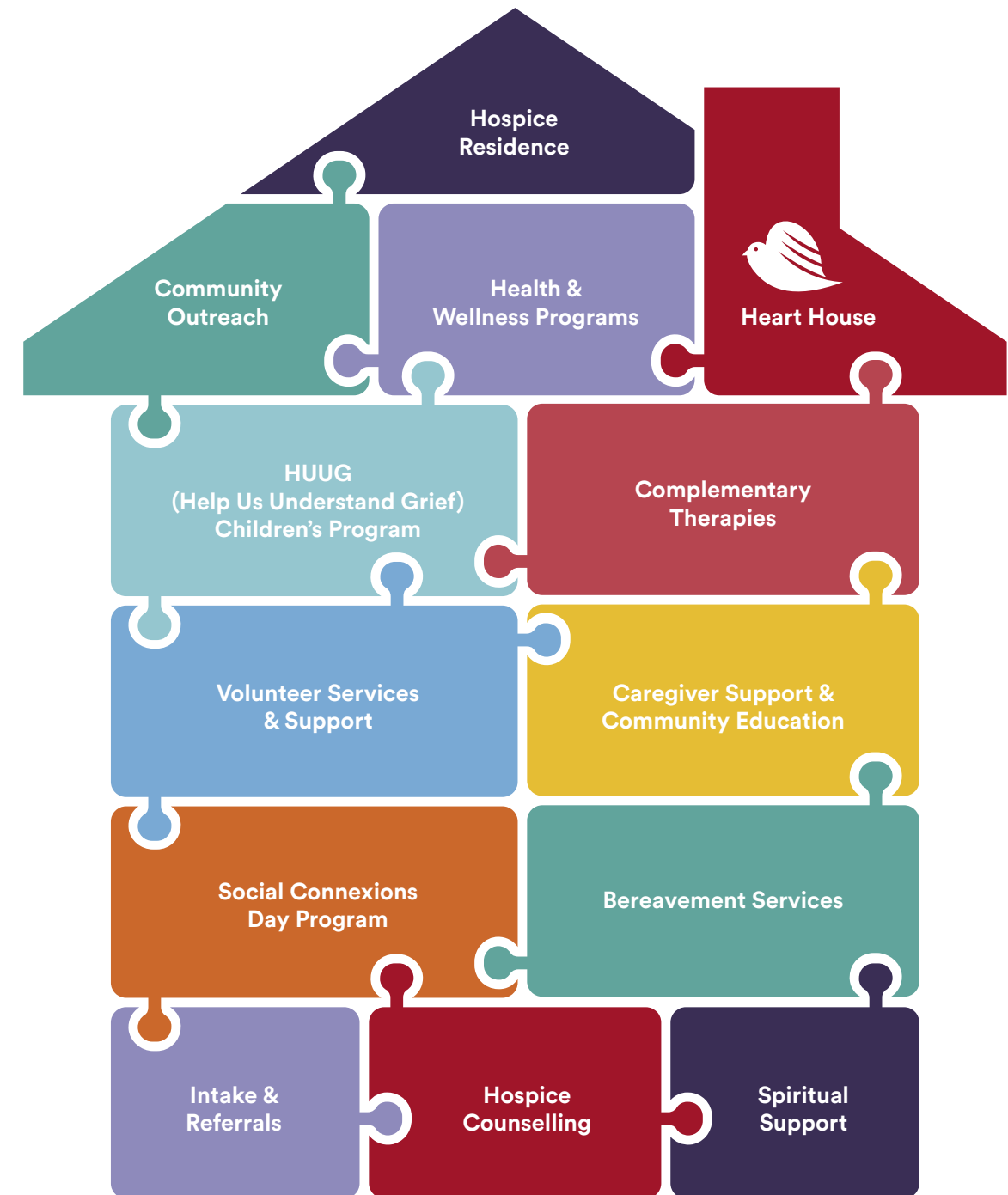
Usage



- Grants
- Donations
- Fundraising
- Interest and other investment income
- Programs
- Facilities, administration & other
- Fundraising



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.

Together we achieve more

Heart House Hospice is a bridge for people in Mississauga between the uncertainty and discomfort that comes with a terminal diagnosis, and the dignity and empowerment that's available through the expert care of our team. We are the largest community hospice in Ontario and an accredited Centre of Excellence.

OUR PROGRAMS

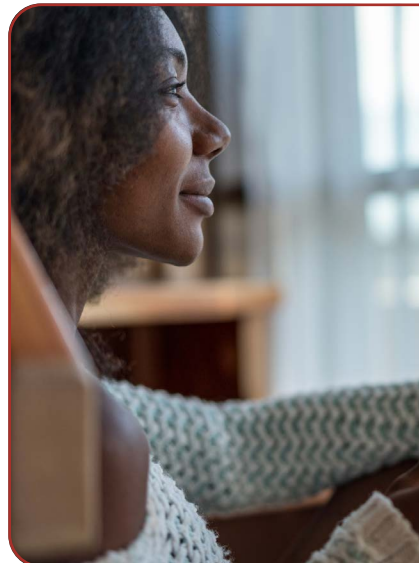


Hospice Counselling

Professional Hospice Counsellors provide emotional, psychosocial, and spiritual support. Our counsellors help families navigate complex emotions and offer guidance and tools for coping. We help the dying understand the physical and emotional changes that may occur as death approaches.

IMPACT ❤️ 849 clients ❤️ 2511 visits

“Arati’s kind and considerate support at our intake interview removed any concerns I had about “right” timing. Her professionalism put us at ease and gave us the reassurance we needed during such a difficult and exhausting journey.”
 ❤️ Cheryl & Ted *Pseudonym



Bereavement & Spiritual Care

We offer one-to-one counselling, support groups, a bereavement education series and workshops. Spiritual care starts with respect and understanding. Each culture has its own values and beliefs about the meaning and purpose of life and what happens after death. In bereavement, our counsellors help individuals to process their emotions and feelings. We help them adjust to life without their loved ones. We help them to manage grief and connect with others who are also grieving.

IMPACT ❤️ 608 clients ❤️ 1364 visits ❤️ 12 group sessions
 ❤️ 198 individuals attended

“When I started seeing a bereavement counsellor at Heart House Hospice, I was able to regain my hope for the future while learning coping strategies. The environment was a safe place to share my innermost thoughts of sadness, anger, and guilt. I am stronger, I am happier, I am more aware.”
 ❤️ Forever grateful, Joanne *Pseudonym

Caregiver Support

Family caregivers often provide ongoing care when a life-threatening illness impacts a loved one. They can feel isolated and exhausted, and they need support. At Heart House Hospice we offer much needed respite services for caregivers. We support professional caregivers too, such as palliative care nurses and PSWs. They too experience stress and burnout

IMPACT
 ❤️ 567 clients
 ❤️ 16 group sessions
 ❤️ 48 individuals attended

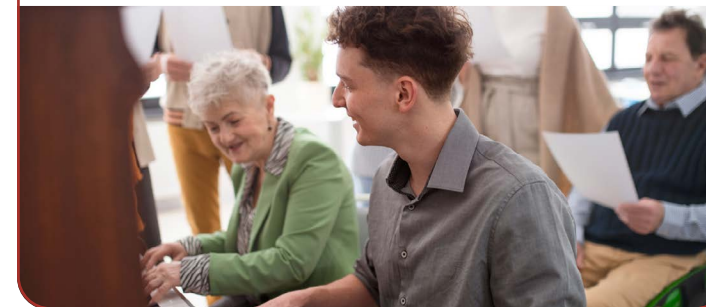
“My family and I have been deeply touched by the care that was offered by Heart House Hospice. Our assigned volunteers demonstrated genuine empathy and shared an expertise that made a profound impact. We will remember them with fondness and gratitude for helping us through the life changing experience of losing a family member.”
 ❤️ Steven *Pseudonym

Social Connections

On a weekly basis those living with a life limiting illness can gather, connect and socialize. Activities, conversation, and entertainment create a sense of normalcy.

IMPACT ❤️ 44 group sessions
 ❤️ 22 participants
 ❤️ 81 visits

“When I am down and feeling upset, they know I’m upset, and always cheer me up! Sometimes I don’t feel like doing anything and must force myself to come here. And when I come here, I feel better. When I first came here, I was scared because I did not know anyone. Now I feel wanted and I get to meet people, I am not alone”.
 ❤️ Susan *Pseudonym



Health and Wellness

Through an interactive and integrative experience, clients and caregivers learn new self-care wellness skills and tips. Complementary therapies promote a sense of peacefulness, comfort and relaxation. They include Gentle Aroma Touch: Reiki; and Therapeutic Touch. We offer workshops, guided meditation, restorative yoga, journaling, music therapy and art therapy. Although our programs are not curative in nature, they can be healing.

IMPACT ❤️ 86 groups ❤️ 995 participants

“Every time I come to Heart House and receive a treatment, any treatment, is like feeling a rainbow in my body, heart and soul. Thanks buckets to the Heart House team!”
 ❤️ Jim *Pseudonym



Help Us Understand Grief (HUUG) Program

Like adults, children and youth can experience intense grief. Our HUUG counsellors offer age-appropriate support. We help children find ways to communicate and support one another in their grief and to maintain connections with loved ones who have died. This year we secured a formal partnership with Peel District School Board and the Dufferin Peel Catholic School Board.

IMPACT ❤️ 379 children supported ❤️ 1105 visits
 ❤️ 42 group sessions

“Thank you for all you have done for my daughter. She is playing with her friends again and she doesn’t stand alone by the wall at recess. She is no longer afraid to visit the cemetery and talks about her Daddy all the time.”
 ❤️ Alma, parent of a child in our HUUG Program *Pseudonym

Hospice Palliative Helpline call 905-667-1865

Our helpline provides support, guidance, information, and counselling services. Individuals, families, and health care providers can call the Helpline. Support is delivered by clinical Hospice staff and available 24/7.

IMPACT ❤️ Last year 330 calls to the helpline.



Staff Highlights – thank you for your contributions!

Our employees' skills, abilities, knowledge, and experience are intangible and invaluable assets to our clients, families, and partners. When you support Heart House Hospice, you support our caring staff.

Grateful for Anna

Anna celebrates 20 years with Heart House Hospice! Over the years her role evolved from Volunteer Coordinator to Hospice Counsellor, all while juggling classes to achieve her Masters in Social Work. Shortly thereafter, Anna stepped into a leadership position as our Manager of Community Programs! Staff, volunteers, and palliative clients love and trust Anna, they admire her dedication, her compassion, her professionalism, and her love of Hospice.



“Working as a hospice counsellor at Heart House Hospice enriches my life; it's an honour and privilege to be with people who face the unthinkable – end of life. I was present with some families when their loved one took their last breath. I watch the family's anguish, their last hug and their last “I love you”. From personal and professional experience, those who are dying and their caregivers face exhaustion, fear, and uncertainty. Having someone who can guide us, validate our feelings, provide information, and untangle the complexity of the healthcare system, is what hospice counsellors do every day. Reflecting on my own experiences, the message is clear: death is a part of the life cycle, and the topic of death deserves attention. Behind every face we encounter while working with those dying and those caring for them, is a person with a life, a story deserving to be heard, honoured, and valued.”

♥ Anna Lewyckij MSW, RSW, Manager of Community Programs

Grateful for Kathy

Kathy Ratchford celebrates 10 years as our Coordinator of Recruitment and Training. She is committed and has a long list of outstanding contributions. Her training and education sessions are well designed, making sure volunteers have the knowledge and skills they need. She engages through regular updates on the latest information and developments. Remarkably Kathy provides training for three Hospices! We are so lucky to have Kathy and congratulate her on this important milestone in her career.

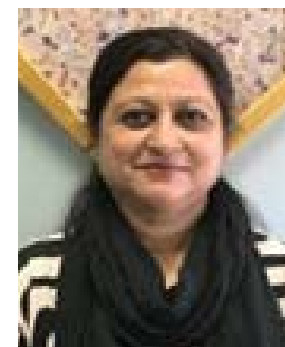


“I am privileged to work in Hospice facilitating training for 1000 amazing volunteers and counting. I have learned from the volunteers whom I have crossed paths with, and I play a small role in connecting volunteers to themselves so they can be open and vulnerable to connect with the people we support. Each person that comes into our lives creates the tapestry of who we are, and I have been forever changed by the beautiful volunteers who have stepped into Hospice with their kindness, openness, and curiosity. Thank you for adding these threads of love to my tapestry.

♥ With much gratitude, Kathy Ratchford, Coordinator of Recruitment and Training.

Grateful for Asma

Asma Khan celebrates 10 years as our Community Outreach Coordinator. She is a gifted connector. Her warmth, contagious smile, and gentle demeanor has touched the lives of many. Asma's fluency in Urdu and Hindi, as well as some Punjabi and Arabic has proven invaluable. One of Asma's most notable contributions is the Circle of Life sessions. By creating a safe and open space for dialogue, she has broached the sensitive topic of death and dying.



“It is such a privilege for me to be part of Heart House Hospice, coordinating Outreach and Education for over a decade. The work we do is commendable, touching so many lives every day. I feel blessed when someone comes to me after a session with tearful eyes, thanking and appreciating the wonderful work we do. I love the team here, their energy and enthusiasm, their love and warmth like a family. To me Heart House is the house where my heart is!

♥ With gratitude. Asma Khan MSc, Community Outreach Coordinator.

The Gift of Service

For the individuals and their families facing the end of life, our volunteers play a vital role in creating a supportive and caring environment. They provide a depth of service which would not be possible without them. The past few years have been difficult. The pandemic saw many organizations close their volunteer programs. Our volunteers were steadfast and continue to serve. Because of their dedication our clients and families received the best we could offer. We are immensely grateful to our volunteers.

Heroes with Heart, we are grateful for every single one of you! The last good thing that may happen in a person's life is a hospice volunteer!



IMPACT

- ♥ Contributed over 5,200 hours of service
- ♥ 177 requests for 1:1 support
- ♥ 570 in-person visits
- ♥ 634 phone visits

Volunteers support our work in many ways, by providing:

- conversational support for those we serve, both in home and by phone
- complementary therapy support, both in home and in our office
- support for our palliative social group and our bereavement walking group
- transportation, administrative and fundraising support

All volunteers complete a thorough screening and training process. They take part in ongoing refresher and service reviews. Our volunteers become part of a supportive team that is truly making an impact. Annually we acknowledge their time, skills, and energy during a Volunteer Appreciation Event. Thank you for making a meaningful difference!

Lifetime service recognition awards:

- 50 Hours:** Archana Srinivasan, Jasbir Kaur, Joan Mallin, Judy Fountain, Lorraine Moore, Nadida Qeblawi, Nicole Dorey, Susan Roberts, Ted Carroll
- 100 Hours:** Jagdev Dosanjh, Roma Puri, Sebastion Patrizio
- 200 Hours:** Pat Blachford, Nicole Formanek, Jorgen Hansen
- 300 Hours:** Janice Ing
- 400 Hours:** Judy Cieslik
- 500 Hours:** Lillian Hutchinson, Cameron Muir, Annie Shalvardjian
- 750 Hours:** Eleanor Minnes
- 1,500 Hours:** Cherry Wilken
- 2,000 Hours:** Muriel Haney
- 5,000 Hours:** Ken Sluman

Circle of Outstanding Volunteers Award Recipient, 2022-2023

Maureen Teixeira



The June Callwood Award was established in 1994 in honour of the late June Callwood. She was a long-time hospice advocate, community activist, and author. June was also a recipient of the Order of Canada. The purpose of the award is to acknowledge and thank outstanding Hospice volunteers.

Hospices affiliated with Hospice Palliative Care Ontario can nominate one volunteer each year. Nominees must show a generosity of spirit, compassion, and a commitment to excellence. Heart House Hospice's nominee was Maureen Teixeira.

Maureen has volunteered with us for over 17 years and has given almost 700 hours of service. She provides individual palliative and bereavement support. She was one of our first spiritual care volunteers. Her service includes support for our bereavement walking groups and three types of complementary therapies.

Besides her volunteer work with us, Maureen volunteers in her faith community. Maureen is a passionate advocate for social justice and environmental issues. She is very involved in fitness and cycling and even a world traveler!

Maureen is deeply motivated by her desire to give back to her community. She says the most impactful thing that we can do for someone is to listen to them. Maureen has made very meaningful connections with those she has served. These connections have given back to her, as much as they have impacted the people whom she supported.

Maureen is a compassionate and dedicated volunteer. She is a mentor and role model for other volunteers and staff. Her knowledge, experience, and passion for Hospice work are irreplaceable. We are so fortunate to have Maureen as a valued member of our hospice community and our volunteer team!

Grateful for our Volunteers

Thank you to all our outstanding volunteers! You worked tirelessly to support those we serve. We could not do everything we do without you!

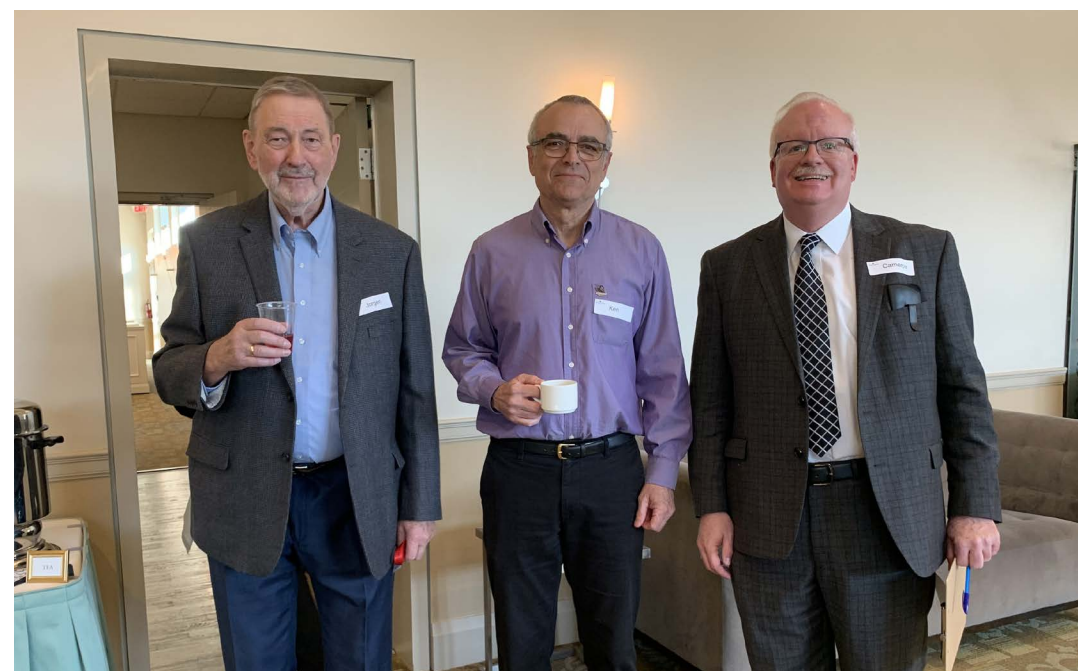
Taya Agostino
Nusrat Ahmad
Samin Alavi
Ezekiel Asafo-Adjei
Nela Banchi
Hermon Berhe
Solange Bitar
Pat Blachford
Len Bouwers
Shawn Briscoe
Brad Butt
Trish Campbell
Ted Carroll
Angela Chen
Vicky Chiappari
Ming Chong
Judy Cieslik
Rosemary Coll
Michael Corrigan
Pooja Das
Doris De Angelis
Monique de Jong
Gwen DeBruyne-Ferreira
Gurmeet Deol
Ram Dhanjal
Barbara Dodds
Nicole Dorey
Jagdev Dosanjh
Ibrahim Durowoju
Cheryl Englander
Dustin Ferretti
Nicole Formanek
Judy Fountain
Jamie Gerecke
Praneet Gill
Carmene Gionet
Brenda Glazier
Monica Gonzalez
Muriel Haney
Eman Hanna
Jorgen Hansen
Frances Henderson

Mary Henry
Tom Ho
Lea Holmes
Ingrid Humphreys
Lillian Hutchinson
Awais Ibrahim
Lisa Iliadis
Janice Ing
Norma Jabri
Brenda Jones
Anthony Joseph
Jasbir Kaur
Dilnawaz Khan
Shafqat Khan
Nalini Kissopersad
Dianna Knight
Navdeep Lally
Kamini Lemieux
Carol Lopez
Perminder Lota
Mary Lott
Sherry Makhan
Joan Mallin
Rocca Mansour
Elisabeth McGregor
Kahjil McLaughlin
Stephanie Meeuwse
Ann Mills
Eleanor Minnes
Lorraine Moore
Shanthi Mudalige
Cameron A.M. Muir
Lorna Munnings
Alenne Namba
Bibi Nazir
Evelyn Newbould
Cynthia Ottley
Mary Jane Parkes
Sebastion Patrizio
Jennifer Pebenito
Toloan Pham
Alan Pires

Levita Pires
Alison Pryce
Roma Puri
Nadida Qeblawi
Catherine Quigley
Deborah Racher
Patricia Ramagnano
Melissa Ramcharan
Susan Roberts
Jeremy Rodrigues
Annie Shalvardjian
Ken Sluman
Prem Sodi
Archana Srinivasan
Susan Stakel
Karen Steen
Isha Suri
Hemalatta Suthar
Maureen Teixeira
Anna Maria Uljasz
Ron Vandersluis
Preetma Verraich
Mary Wheeler
Cherry Wilken
Diane Wilton
Marylou Wingate
Lily Wong
Sheila Zhang-Ferguson

Special-events Volunteers

Annamaria Battista
Vince De Angelis
Ed Formanek
Maureen Hayvren
Keith Kee
Charlotte Safieh
Sarah Vrabel
Esther Law
Karen Lockwood
Suzee Marincic
Kelly McLaughlin
Pearl Sluman



Fundraising Highlights

Fundraising during an unstable economy is always challenging. Diversifying funding sources and building meaningful connections with our community made a difference. You helped us navigate the difficult times and emerge stronger. Giving and growing together we raised over **\$545,000**. We are so very grateful!



This year was our first 50/50 online Cash Raffle. We offered an early bird prize and a grand prize for each month. Thank you to everyone who purchased tickets, and congratulations to all our winners! Cha-ching!



In memory of loved ones who have passed, on Saturday May 28th we released 270 butterflies. Participants released their butterflies in a location which had meaning to them. Thank you for supporting Heart House Hospice.

A special thanks goes out to Turner & Porter Funeral Directors, for sponsoring.



In Honour of Mayor Bonnie Crombie

Our annual golf tournament took place on September 12 at Granite Ridge Golf Club. Over 250 golfers enjoyed the beautiful views and courses of both Ruby and Cobalt. The day started with a BBQ lunch and ended with a buffet dinner. We had a live auction and awarded prizes. Former Toronto Maple Leafs' Captain, Wendel Clark, and past president of the NHL Alumni, Mark Napier, entertained us for a "Hot Stove" chat. They exchanged fun stories from their past NHL days.

We are grateful for our title sponsor Mattamy Homes, golfers, and all the volunteers. You helped to raise over **\$110,000**.



On a rainy Sunday, September 25, the cycling team for Heart House Hospice hit the streets. Riding for compassionate Hospice care, even in the rain, did not dampen their spirits! With a passion for cycling and driven to make a difference, they raised **\$9,000**. Nice work!



Hearts For Hospice



In November we introduced a new monthly giving program. Hearts for Hospice!

Donors joined for \$35 per month. All funds raised were dedicated to our HUUG (Help Us Understand Grief) program. Thank you to our Hearts for Hospice members. Because of you we can continue to meet the growing demand for children and youth who are grieving.

Grateful for Chuckie



"I have lived in Mississauga for 52 years now. I grew up in a loving family with three sisters and one brother. Sadly, my husband passed 8 years ago.

Caring for others has always been a passion of mine. I was fortunate to attend nursing school at St. Michaels Hospital in Toronto. Following graduation, I started working right away and spent the next 45 years at the same hospital. After my nurses training and for the first part of my career, about 35 years, I worked in Obstetrics and Gynecology. Originally as a staff nurse and then held many management positions. Over the full 45 years I held many different roles by my favorite by far was when I became Director of Mission and Values. I loved every minute of this role. I held this position for another seven years before retiring. My husband had suffered a small stroke, so I did take some much-needed time off to spend time with him, and to just breathe. Thereafter, knowing I still had more to give, I began volunteering for the Palliative Care unit for 14 years, until Covid hit.

My segway into Hospice started when I was approached by a member of our church who introduced me to Hospice of Peel (Heart House

Hospice, was formerly Hospice of Peel). They were looking for new board members. I was nervous at first, but when I heard about the values of the organization and what community Hospice stood for, I knew it aligned with my personal values.

I joined the Board as a director and learned very quickly fundraising was a major part of it. With the gaps in funding from our provincial health care system, fundraising for community Hospice was necessary. I held various roles on the board serving as Vice Chair, then Chair, and later rolled back to board member. I valued my time on the board, growing my knowledge of Hospice, and meeting fascinating people. The strength in our organization lies in the collective wisdom, experience, and diverse talents of our deeply committed members. I gained a lot in my personal life because of this experience.

Our community program, started by founder Laurie Bennett, had been doing so well. And of course, fundraising was a big part of that success, but there was still a gap. We always wanted to have a residential Hospice. It became our focus but there was always some sort of barrier holding us back. Having the space; land, was one and of course there it is again, we needed money! Finally in 2005 under George Smitherman, it was announced the Hospices in the province would be getting funding! Although not fully funded, it was a start. The announcement was a motivator for the board. We started to work a bit harder and then we launched our first attempt at a Capital Campaign. Fundraising always starts from within. As board members we're asked to make a commitment in the form of a pledge. This is how I first became a donor. Of course, I participated in many events; the Gala and Golf, where I contributed financially too. I rallied for support as did my fellow board members, with friends and associates. I was younger when I first joined the board, had more energy at that time!

My husband Neil got sick unfortunately. Upon returning from a vacation, he was diagnosed and died shortly after. A tremendous heartache. Many of my friends have passed now too.

I'm lucky because I was connected to Heart House Hospice and had lots of Palliative Hospice knowledge myself. I empathize with others because so many are alone. They don't understand, their families don't understand. We are a death denying society! No, we're not going to die. I'm going to live forever. No that is not going to happen to me.

All of us are going to die! Reality seems to exist only when the situation is upon you. A patient is often transferred to the palliative unit too late. They are unable to put all their affairs in order. There is more stress. The dying may be in a semi-conscious state now, there is not time to do the things you want to do with your loved one. If referred earlier, community Hospice could improve the experience and the quality of life for the dying, until they die. I valued my role as a volunteer, connecting more families to the help they needed. I was given a gift, the gift of being there. Someone for the dying to talk to, a listening ear, someone to make a cup of tea. As volunteers we don't think we are doing anything, but it is these small things that are so comforting. These are the things that people remember. People will say, "I am so thankful you were there." Being exposed to this, it forced my willingness to give to this organization. Making a commitment to give mentally and financially.

The two programs that stand out for me are the day program and the HUUG program. But the one program I would shine a light on is the Volunteer Program. I have always thought how wonderful it is that these people go to people's homes, people that they don't know, yet have empathy for. Volunteers are vital members of the Hospice care team. They lend compassionate presence and support. They help bring peace and comfort to patients and families in their final days together. Sometimes it is those people who benefited from Hospice services who come back to volunteer. For someone who has lost a loved one, Hospice volunteering can be a meaningful, and even a healing experience. Helping another family through a difficult end-of-life journey from a common perspective can benefit both volunteer and recipient in countless ways.

I know that community programming for Hospice will always be much larger than what the residential Hospice will be. But one complements the other. It is availability that matters. Right now, you go to Bethel in Caledon, or Dorothy Ley in Etobicoke, or Ian Anderson in Oakville. Don't you think it is ridiculous that a community of our size, Mississauga, doesn't have a residential Hospice? Oakville and Caledon for example are smaller communities and look at what they have done. We must build it here in Mississauga in whatever way is possible. Let's remove the barriers to success. Knock on every door and rally the community behind this important need. I live very close to where the new Hospice Centre will be built, in Sheridan Homelands, and will stay connected and continue to support. Having been on the board for 17 years I kept saying, oh, it's going to happen this year. It's going to happen next year....so hearing that we still don't have it, it's sometimes disheartening. Come on, when are we going to get this thing going? Giving to Heart House Hospice means you are also giving to your loved ones, your neighbours, your friends, who live in our community. We are all going to reach that stage in life. Wouldn't it be best if we had alternatives? Not everyone can die at home. Whether it's the home setting itself, the support in the home, whether it's the level of care that the individual requires. And so, if you don't die at home, you die in the hospital. The Hospital setting can be great, but it also may not be best for everyone. The alternative is a residential hospice. I am asking Mississaugans to come together, help us build this Hospice Centre. For you, for your loved ones.

As my story goes, I eventually moved on from the board but recommitted my pledge. I've made it a priority! We all have an opportunity to give back to the community, to give back to those who need it. We hope that our philanthropy will be remembered one day. Not in how much money we gave per se, but the little things, that cup of tea, those few moments of conversation. We can do this."

Charlene (Chuckie) Shevlen

Grateful for our Supporters

We are so grateful to our community for every donation, every sponsorship and every act of kindness that helps to make Heart House Hospice's mission possible. You are a critical part of our team, and we thank you!

For the love of Sponsors

Sponsors over \$1000 in order of the size of gift



For the love of Donors

All our donors matter and you deserve to be thanked for your generosity and kind support. We sure wish we could list all the donors who support us, but we must limit the list to those gifts over \$1,000. Under this amount we have so many donors it would be pages and pages long. Please know you ALL make a difference!

Recognition for Foundations, Service Clubs, & Faith Organization

Caldarelli Family Foundation
Healing Cycle Foundation
Knights of Columbus, Council 8668
Lions Club of Streetsville
Mabel & Gordon McMillen Foundation
Mississauga Cooksville Lions Club - Ebingo

Mississauga Credit Valley Lions Club
PayPal Giving Fund Canada
Rotary Club Foundation Mississauga-West
Sisterhood of Solel Congregation
St. John's Church Dixie Cemetery and Crematorium

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Picton Mahoney Asset Management
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Thank you to Credit Valley Golf and Country Club (CVGCC) for their multiyear pledge of \$500,000.

CVGCC members rallied together for the Al Balding Memorial Charity Pro Am. Held on September 26th, 2022, they raised just over \$123,000 towards their pledge. We are immensely grateful for their support.



Recognition for Individuals

Anonymous	Gord Franklin	Kevin Pillai
Brian Baker	Doug Gardiner	Justin & Barb Pollard
Estate of Maureen Barber	Michael Gort	Lorraine Pollard
Estate of Meera Gupta	Donna Gray	The Przybylski Family
Estate of Vernon William Pink	Rob Gumieniak	Robert Quinn
Tim Birnie	Joan Haines	Ollie Shanks
Kevin Brennan	Stephanie Hart	Mary Ellen Shaw
Patrick Carroll	Jerry & Pauline Hopwood	Charlene (Chuckie) Shevlen
Richard Charlton	Mark Hornick	Robert Smith
Pete Crouse	Christopher Invidiata	Philip Staite
Ruth Dicerni	Callahan Laforty	Randy Strong
Dragan Djurickovic	John McSorley	Angus Warren
Robert Dodaro	Marie Jose Overweel	
Grant Fleming	Rob Panes	
Nicole & Ed Formanek	Sebastion Patrizio	

Grateful for our Community Partners



Our Leadership

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Chair



Sebastion Patrizio
Vice Chair



Andreas Mourtos
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Kasia Filaber
Director



Megan Vella
Director



Kitrina Fex
Ex-officio Executive Director at Heart House

Our Board commitment to stakeholders and donors

Heart House Hospice is governed by a volunteer Board of Directors. Together we are committed to making the best use of every dollar raised. In our stewardship role we use donations as intended and look for cost effective opportunities when spending.

As Board members we are an essential part of the development team. We advise, support, and collaborate with staff and volunteers and supervise fundraising activities. We believe our knowledgeable and passionate staff and volunteers are our best ambassadors.

Our dedication to excellence in Hospice care drives us in all that we do.



Our people make all the difference

As valued members of our team we know it takes a special kind of person to work in end-of-life care.

We acknowledge our staff who combined have over 123 years of experience. We thank them for their dedication and compassion. Dealing with death, dying, suffering and bereavement every day can take a toll. It can also be very rewarding because our staff take part in one of the most private times in a person's life. There is no greater impact than knowing you are comforting the terminally ill and their families.

Thank you for all that you do and continue to do to make someone's last days better.

Alexx Friesen
HUUG Counsellor

Amanda Clark
Manager of Community Engagement

Anjanette Tadena
Fund Development & Marketing Coordinator

Anna Lewyckj
Manager of Community Programs

Arati Nair
Hospice Counsellor

Asma Khan
Community Outreach Coordinator

Cindy Beggs
Bereavement and Spiritual Care Counsellor

Jacki Stein
HUUG Counsellor

Janet Watson
Coordinator of Volunteers

Jennifer Muirhead
Finance/Data

Julie Carreiro
Executive Coordinator

Karen Danard
Bereavement Counsellor

Kathy Ratchford
Coordinator of Recruitment and Training

Kitrina Fex
Executive Director

Leora Kleynhans
Hospice Counsellor

Melissa Ranieri
Hospice Counsellor

Melody Jackson
Director of Capital Campaigns

Michelle Quinteros
Hospice Help Line Coordinator

Monica Lau
Bereavement and Spiritual Care Counsellor

Nicole Dorey
Social Connections Coordinator

Shelley Maynard
Director of Fund Development

Suzanne Sawell
Bereavement Counsellor

Tanja Pereira
Health and Wellness Coordinator

Udayan Purushothaman
Director of Finance and Administration

A look ahead

Is talking about death taboo? Truth be told, society has a fear of death, but death is a reality we will all face, so isn't it time we started talking about it?

Hospice palliative care plays an important role in Ontario's health care system. Unfortunately, the benefits of Hospice care are still widely unknown, and often misunderstood. Because death is the one eventuality, we all share, change can't come fast enough for the bereaved. Now is the time for more conversation and innovation in the sector.

Our vision for the future of Hospice care in our community is bold! As Ontario's largest community Hospice, we CAN lead the way.



Inspired by the camaraderie of our unique community we will rebrand in the coming year. We are excited about our new look and feel, and in uniting others behind a shared purpose. We believe it will help us evolve. Do more and do it better!

We will formally launch the Building Compassion Capital Campaign! Thank you for believing in us to stay the course, hold the vision, and trust the process. Mississauga is the largest city in Canada without a residential Hospice Centre highlighting a critical gap in our local health care system. All too often people end up in hospital when they are dying, not because they need hospital care, but because they need care, and there is insufficient support in our community. We NEED a Hospice Centre. Our residence will offer 12 fully equipped suites, in a beautiful home-like atmosphere. There will be ample space to deliver and expand our celebrated community-based programs. We will build better experiences around the end of life for people of all ages, and all cultural backgrounds. We will build strength and resilience in our community.

Being grateful for the future of Hospice care is a good reminder that we can and will show up for our community. Giving and growing together we will ensure whoever needs Hospice care gets it. We will educate and we will close the gaps in care for the terminally ill in our community.

Reach out to learn more because your support matters!



Land Acknowledgement

We would like to acknowledge the Treaty Lands and Territory of the Mississaugas of the Credit, the territory of the Anishinabek, Huron-Wendat, Haudenosaunee and Ojibway/Chippewa peoples and home to the Metis. We are grateful to have the opportunity to work on this land, and by doing so, give our respect to its first inhabitants.



www.hearthousehospice.com

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