

ANNUAL REPORT 2016/2017



*Grief Busters Summer Camp Kids*

**HOSPICE KING-AURORA**  
(operating as **HOSPICE KING-AURORA-RICHMOND HILL**)

# TO GIVE BACK IS TO GROW: FINDING BALANCE

*SUSAN DESCHAMPS, Volunteer since 2000*

*It is not so much for its beauty that the forest makes its claim upon one's heart, as for that subtle something, that quality of air, emanations from old trees, that so wonderfully changes and renews a weary spirit.*

**R.L. Stevenson**

This is one of the quotes that I have read to clients before we begin our Friday morning “Healing Hikes” in the lovely Sheppard’s Bush. This Wellness Program is designed for all clients who are able to walk for a least 15 to 60 minutes, and is open to Volunteers as well. It is an opportunity to spend some time in nature experiencing its healing properties. My goal as Companion is to try to ease a client’s daily worries, pains and sadness by leading them gently along the winding paths - observing, chatting and testing whatever limited physical abilities we may have. We stop along the way to feel the sun on our hands and faces, to listen to the stream or birdsong, to examine the new growth of wildflowers in spring or admire the snow on the trees in winter. It’s an opportunity for us all to think beyond ourselves and maybe “lighten our load” for even just a few minutes.

It’s a simple thing and yet for clients struggling to find order in the chaos of their lives it can be a first step back toward normality. Fellowship, quiet contemplation and sharing of thoughts in this type of setting is indeed restful and refreshing. I try to find an upbeat note upon which to send the clients off on the rest of their day, reminding them always to “do something for yourself today”.

Even though the rest of my volunteer tasks with hospice are not client based, they are always client-centred. I have been privileged to “try my hand” at any number of tasks. This has given me a fascinating vantage point from which to view HKARH. I have spent many hours listening to, and engaging with the professional staff members, chatting about programs and policies and writing reports and always, always planning for the future. The client is never far from mind. It has been a wonderful experience for me – testing my abilities, keeping my administrative skills sharpened and feeling a part of a strong and caring organization. What my 17 years as a hospice volunteer has given my life is balance – a reminder that I am part of the wider world.



***Begin each day with a little courage, a little curiosity and a little spring in your step!***

**Doe Zantamata**

## VISION

To foster a community of compassionate hospice & bereavement care.

## MISSION

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

## OBJECTIVES

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

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

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

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 x22 or [h.bonner@hospicekingaurora.ca](mailto:h.bonner@hospicekingaurora.ca)

# 2016/17 HIGHLIGHTS

## PROGRAMS & SERVICES

- ♥ Supported 261 clients diagnosed with a Life Threatening Illness (LTI)
- ♥ Supported 140 Caregivers
- ♥ Provided Grief and Bereavement support to 206 adults and children
- ♥ Hosted 20 children at the five-day Grief Busters Summer Camp for bereaved children
- ♥ Supported, provided education and team building opportunities for 127 volunteers who contributed 9,632 hours to client care, governance, general administrative and fundraising support.

## OPERATIONAL & FINANCIAL

**Revenues**      Projected: \$343,516    **Actual: \$575,942**

**Expenses**      Projected: \$329,770    **Actual: \$319,489**

**Net surplus**    Projected: \$13,746      **Actual: \$256,453**

- ♥ Jitterbug Ball 2016 - most successful fundraiser in our history raising almost \$250,000 to support programs and services for the next two years
- ♥ Achieved 3-year Accreditation with Hospice Palliative Care Ontario
- ♥ Increase in government funding for Visiting Hospice & Caregiver Support Services

## HOSPICE PALLIATIVE CARE SECTOR—REGIONAL & PROVINCIAL INVOLVEMENT

- ♥ Key Stakeholder Engagement Consultation “Better Together” strategy with Better Living Health & Community Services & the 5 York Region Community Hospices which led to the Joint Management Committee Co-Chaired by our Executive Director
- ♥ Southwest York Region Health Links Community of Practice—Mackenzie Health, Richmond Hill
- ♥ PalCare Network York Region Education Advisory Committee
- ♥ Integrated Palliative Care Strategy (Lead: Southlake Regional Health Centre). Member of Integration & Partnerships Committee
- ♥ Central Community Support Service Network Member
- ♥ Central LHIN Community Conversations—Northern York Region Sub-region & Western York Region Sub-region
- ♥ Hospice Palliative Care Ontario—Visiting Hospice Interest Group & York Region Development Group



Participants at a Caregiver Event

In September, 2016 I was honoured to become the new Chair of Hospice King-Aurora-Richmond Hill (HKARH). Having served both on the Board, and as a Visiting Volunteer, I have seen firsthand the incredible gifts that this organization brings to our community. I am pleased to report on behalf of the Board that HKARH has continued to grow and thrive in another eventful year.

We have seen positive steps in the hospice palliative care community from The Ministry of Health and Central LHIN (Local Health Integrated Network) with additional funding being made available for both Community (Visiting) and Residential Hospices. They acknowledge support for a home-like setting at end of life - it is both compassionate and cost effective.

Our own fundraising efforts reached new heights with our Jitterbug Ball in October, 2016. This event, which occurs every two years, remains the primary source of our funding. We are extremely grateful to our JBB Committee, and to our generous community for their support as we enjoyed the *most successful event* in our history.

We were also extremely pleased to receive, after four years of great effort by our staff, a *total rebate* of the property tax paid to the Town of Richmond Hill for our previous location in Oak Ridges. Well done!

To better meet the Central LHIN's mandate of "Integrated Service", Better Living Health & Community Services (Better Living) formed a Joint Management Committee with the York Region Community Hospices. This network, co-chaired by our Executive Director Heidi, will focus on developing systems for better reporting, sharing of knowledge and a more seamless client experience.

The addition of Richmond Hill necessitated our name to change to Hospice King-Aurora-Richmond Hill. We undertook an extensive re-branding program which is finally complete. Starting in September 2017, we will officially be known as **Hope House Community Hospice**. We are also finalizing an in-depth Strategic Plan to ensure our long-term goals and current activities align to take us where we want to go, tomorrow and well into the future.

In February 2016 we secured our second location at the north end of Richmond Hill to better serve this important area. This location will open shortly and offer programs, counselling and our first ever Day Hospice Program.

I want to acknowledge several Board Members who are retiring. Terri MacLean brought a reasoned, legal opinion to all our efforts, Stephen Forsey diligently acted as our Treasurer for many years, and Carolyn Rabbior was an enthusiastic member of both our JBB and Communications Committees. We thank them all for their service.

We also bid farewell and offer our thanks to Margarete Carr who served generously on our Board for ten years, the last five as Chair. While all will be missed, we are pleased that new members are stepping up for the next chapter in our story. I am grateful to all our Board members for their ongoing support.

Under the guidance of our Executive Director, Heidi Bonner, our staff continues to perform above and beyond the call of duty - for our clients and for our organization. Their loyalty is matched only by that of our deeply committed volunteers, who serve as visiting volunteers, program facilitators, admin helpers or assist in the preparation of documents like this report. We value and celebrate them all.

While our name has changed once again, the essence of what started nearly 35 years ago as *Hospice King* remains ~ A committed group of individuals who truly believe that the end of life is as important as the start.

Respectfully submitted,  
Leslie Hobson



# THE YEAR IN REVIEW

## PROGRAMS & SERVICES

### 607 clients were supported in 2016/17

The funding HKARH receives from the government is for programs supporting clients diagnosed with Life-Threatening Illness (LTI) and Caregiver clients only (Grief & Bereavement programs are not funded). Government funding increased for both LTI and Caregiver programs mid-year as did the corresponding targets for clients served and number of visits. These increased funding targets were **surpassed/met**.

### Life Threatening Illness (LTI)

**Funding Requirement:** 232 clients & 3,326 visits

**HKARH:** 261 clients surpassed contract requirement by **13%**

**HKARH:** 5,308 visits surpassed contract requirement by **60%**

### Caregiver

**Funding Requirement:** 140 clients & 2,318 visits

**HKARH:** 140 clients - met contract requirements

**HKARH:** 2,331 visits - met contract requirements

### Grief/Bereavement:

206 clients & 1655 visits

There are no contract requirements

## NEW PROGRAMS

- ♥ Sharing the Care—support for Caregivers
- ♥ Healthy Eating Meets Healthy Living
- ♥ Mindfulness-Based Stress Reduction
- ♥ Movie Afternoons
- ♥ Wellness Wednesdays



STRATEGIC PLANNING BUILDS ON HKARH'S VISION, MISSION AND OBJECTIVES AND FOCUSES ON THREE AREAS:  
OPERATIONS, FINANCIAL & GOVERNANCE AND ALLIANCES.

## OUR PROGRESS

### 2016/17 FOCUS (green)

### UPDATES/ACCOMPLISHMENTS (black)

♥ Offer innovative and responsive programs - see "New Programs"

♥ Provide Outreach focusing on caregiver support programs - Initiatives with Mackenzie Health, presentation for: Richmond Hill United Church Lay Pastoral Committee; Aurora United Church Women; King Lions; King Seniors Centre. Participation in an all-day special event called "Caregiving Connections" which took place in Schomberg.

♥ Strengthen volunteer education and recruitment - we welcomed 23 new volunteers to our team to assist in a variety of roles such as admin/office, fundraising and client care including 11 new bereavement volunteers.

19 volunteers completed "Basic Training" (Core Concepts in Palliative Care &/or HPCO Online Volunteer Training)

18 attended Orientation & Physical Skills

10+ outside educational opportunities were available and 5 in-house training sessions + were provided

♥ Further our presence in Richmond Hill by:

Opening a program site - 1,400 square foot location was secured at 10909 Yonge Street, Richmond Hill – great program space located in a large shopping centre/plaza with ample parking. Renovations to be completed by Fall 2017

Meeting with community members & healthcare professionals to promote hospice - see above regarding outreach activities, also HPC Inter-disciplinary Rounds continue in both Aurora & Richmond Hill – an opportunity to provide collaborative care planning for clients as well as education/knowledge sharing. We provide a voice for

Community Hospices by being a member on non-hospice groups: Central Community Support Sector Network; Integrative Palliative Care Strategy Integration & Partnership Committee; Involvement in Central LHIN Sub-region Community Conversations and regular attendance and participation with Southwest York Region Health Links at Mackenzie Health

Work to streamline the coordination of services across our service area - there has been an increase in referrals specifically for the Caregiver of palliative clients which enables us to make an early connection with caregiver prior to death and facilitates an easier transition to bereavement care afterwards. Strengthened community connections with organizations such as Mackenzie Health, Sunrise Richmond Hill and Hill House Hospice improves care for clients.

♥ Increase Jitterbug Ball revenue - tremendously successful event – surpassed expectations.

♥ Achieve Hospice Palliative Care Ontario Accreditation - Awarded the highest level of Accreditation in December 2016 – for 3 years

**Did You Know...** HKARH was asked to co-present at the Chartered Professional Accountants (CPA) Ontario Not-For-Profit Leadership Conference in December Our Executive Director presented "Towards More Effective Stakeholder Reporting: The role of the Annual Report" with Charlie Fluit (CFO of World Vision) and Steve Salterio (Stephen J.R. Smith Chair of Accounting & Auditing at Queen's University Smith School of Business & Director of the CPA Centre for Governance).

# THE YEAR AHEAD...

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The past year has seen development provincially across the sector, with the increase in awareness of the value of hospice palliative care and the growing aging population.

HKARH is pleased to play a role in many initiatives and networks at a local level and will continue to participate in furthering the programs and services available to our community.

Our new alliance with Better Living Health & Community Services has opened the door to new opportunities for collaboration and tools which will enable us to best serve our clients. With the joint Information Technology/Information Management (IT/IM) initiative underway, York Region Community Hospices will be utilizing a new and improved system for client and volunteer management which will be fully integrated with the new Margaret Bahen Residential Hospice in Newmarket. This opportunity also came with funding for new hardware so each Community Hospice was able to purchase upgraded equipment which will assist in efficient service delivery. We will continue to work together via the Joint Management Committee to explore further partnerships including fundraising.

Changes in the way healthcare is being delivered in Ontario have led to the integration of the Community Care Access Centres into the Central LHIN and the establishment of Sub-Regions within the LHIN has provided a chance for HKARH to participate in *Community Conversations* regarding areas of focus. Our service area covers two of the sub-Regions - Northern York Region (for Aurora) and Western York Region (for Richmond Hill and King). These changes have also provided an opportunity to join the Western York Region Health Links Team which is based out of Mackenzie Health in Richmond Hill. The Health Links initiative grew out of the *Patient's First Legislation* and focuses on the top 5% of users of healthcare, many of whom are eligible for community hospice support.

Our Board of Directors is working to establish our new Strategic direction which will be finalized in the fall of 2017. In the meantime, we will continue to focus and further develop the following areas:

## OPERATIONS

- ♥ Offer innovative and responsive programs
- ♥ Provide Outreach focusing on all program areas
- ♥ Strengthen volunteer education and recruitment
- ♥ Further our presence in Richmond Hill by:
  - Opening a program site
  - Meeting with community members & healthcare professionals to promote hospice
  - Working to streamline the coordination of services across our service area

## FINANCE & GOVERNANCE

- ♥ Revision of Strategic Plan
- ♥ Board Recruitment
- ♥ Explore alternate revenue sources including grants & bursaries

## ALLIANCES

- ♥ Strengthen partnerships with regional stakeholders

**Did You Know...** Thanks to Better Living Health & Community Services, we have access to **Professional Interpretation Services** for 200+ languages including American Sign Language, Quebec Sign Language & Aboriginal Languages



# CLIENT SERVICES

**607 Clients supported in 2016/17** - an increase of 22% compared to 2015/16

**HKARH supports three types of Clients:**

- ♥ **Life-Threatening Illness (LTI) from diagnosis of LTI to palliative.** Clients supported via In-Home Visiting & Wellness Programs
- ♥ **Caregivers - family/friends of loved-one with LTI.** Clients supported via 1:1, Groups & Wellness Programs
- ♥ **Grief/Bereavement - individuals dealing with the death of a loved one.** Clients supported via 1:1, groups & Wellness Programs

Clients are referred from a variety of sources such as hospitals, Community Care Access Centres, Hospice Palliative Care Teams, physicians, other hospices and healthcare professionals as well as HKARH clients and volunteers. 240 individuals were referred in 2016/17 - an increase of 11% compared to 2015/16.

All clients participate in an intake/assessment and work with professional staff to create a care plan based on identified needs. The majority of HKARH's programs are volunteer facilitated with the support of staff.

The **In-Home Visiting Program** is HKARH's foundational program and offers support to individuals in their home—both the palliative client and their families. We play an important role on the inter-disciplinary care team which includes nurses, care coordinators, physicians, and other healthcare agencies.



Comfort Café clients during a drumming workshop

**Bereavement Programs** are available to all age groups and include 1:1 supportive counselling and groups.

A weekly drop-in program, **Comfort Café**, is available for adults coping with the death of a loved one. Children receive group support through **Wings** and **Grief Busters** summer camp and the **Who Cares?** program is for teens. Teen Buddies also help out at the children's programs, mentoring the younger children.

Support to Caregivers is provided via 1:1 supportive counselling, Wellness Programs and through **Sharing the Care**, a new program designed to assist caregivers with practical support such as lawn cutting, dog walking, driving, and help with paperwork

**Wellness Programs** such as yoga, meditation, healing hike, and complimentary therapies (Reiki, Reflexology, etc.) are offered to all three types of clients. A monthly program **Wellness Wednesday** was created to provide clients and volunteers with an opportunity to try out different programs to assist with their health and wellbeing. Programs such as Laughter Yoga, Qigong, EFT (Tapping) and Hand Reflexology for Stress Relief have been offered with great success. The **Journeys** program transitioned into 1:1 supportive counselling as it was sometimes difficult for group participants with advanced illness to attend the group format.

**Outreach & Education** Our in-house publications – **End of Life booklet** continues to be distributed to various community organizations including Southlake Regional Health Centre and Mackenzie Health. **Grief in the Workplace Booklet** will be getting a wider distribution in 2017/18.

# VOLUNTEERS

Our volunteers are an amazing group of compassionate and dedicated individuals who help us provide outstanding programs and support to our community.

We are always pleased when our former clients become volunteers – taking on administrative, fundraising and client volunteer roles.

Equally wonderful is when our administrative and fundraising volunteers make the decision to train to become client volunteers. We are pleased to welcome Jitterbug Ball Committee Members to Client Services bringing their compassion, knowledge and expertise to their new roles.

A team of volunteers is ready for the Day Hospice Program when it opens in the Fall of 2017. They have been trained, oriented and have completed the “Safe Food Handling Certification” through York Region Public Health. We are appreciative of our neighbours York Region Food Network for inviting our staff and volunteers to complete this important course.

At our December Volunteer Appreciation we honoured long-time volunteer Patrice Graham-Brown for her contributions and dedication over her nine years as Bingo Coordinator. Under Patrice’s leadership, the Bingo (now called “cGaming”) Volunteers helped to raise over \$400,000 to support programs & services.



Patrice

2016/17

**127 Volunteers** - many in multiple roles  
**Contributing 9,632 hours**

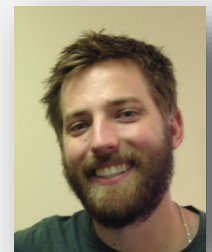
Volunteers provide support to clients, working individually and/or in groups. There are also a large team of ‘behind-the-scenes’ volunteers who provide leadership, administrative assistance, fundraising activities and a host of other essential functions that ensure the smooth operation of HKARH.

We welcomed 29 new volunteers this year which has strengthened our team considerably and has enabled us to respond to the growing demand in service.

**2016 June Callwood Award**  
**Recipient Andrew Welch**

Each year, hospice volunteers in communities across Ontario are recognized with the **June Callwood Circle of Outstanding Volunteers Award**. HKARH was pleased to nominate **Andrew Welch** for the 2016 award.

Since 2010, the children in HKARH’s bereavement groups and summer camps have benefitted from Andrew’s outstanding leadership. He has the amazing ability to connect with each child individually, ensuring that feelings of isolation are diminished and a safe space is created for expression and grieving. Congratulations Andrew, for making such a huge difference in the lives of HKARH’s bereaved children.



# BOARD OF DIRECTORS

The success of HKARH is due in part to the active and supportive Board of Directors. All are volunteers interested in hospice often as a result of personal experience. The Directors are selected to bring expertise and perspective and work together to: uphold the stated mission; oversee governance and manage risk; strategic plan for future sustainability; and ensure financial accountability to our community, government and donors. HKARH's Policy-Governance Board is accountable to the membership which includes volunteers and donors.

Board Members bring a unique blend of backgrounds and skills. Their experiences and diversity reflect and support the needs of our community. With the terms of four of our board members coming to an end in September 2017, we have been actively recruiting and will be looking to welcome some new faces at our



(L to R: Julie, Sandy, Leslie, Heather, Margarete, Stephen, Terri & Carolyn

2017 AGM. We thank Carolyn Rabbior for her 6 years of board involvement and Stephen Forsey and Terri MacLean for their 8 years of contributions. Margarete Carr is finishing up her role as Past Chair after serving on the Board for 10 years.

as of March 31, 2017

CHAIR :	<b>Leslie Hobson</b>
SECRETARY :	<b>Sandra Sheridan</b> , BSc., MRTNM
TREASURER :	<b>Heather Boccia</b> , CPA, CMA
PAST CHAIR :	<b>Margarete Carr</b> , CPA, CA
DIRECTORS :	<b>Stephen Forsey</b> , CIM, FCSI, Investment Advisor <b>Terri MacLean</b> , B.A., LL.B., CPC <b>Michael Mladjenovic</b> , Ph.D., P.Eng, Lean Sensei <b>Carolyn Rabbior</b> , B.A., B.Ed. <b>Teresa van Schaik</b> , BSc., BEd. <b>Julie Symmes</b> , R.N. <b>Jason Yu</b> , MBA, BEng
EX OFFICIO :	<b>Heidi Bonner</b> , B.Mus.Hons, BMT, Executive Director

**Did You Know...** 2016 marked the 9th Jitterbug Ball and since 2001 almost \$1 million dollars has been raised by extremely hard-working committee members.

# PROFESSIONAL STAFF

Professional staff oversee all aspects of service and operations. They provide compassionate support to our clients, supervise volunteers, build and oversee programs while connecting with outside professionals to advocate for clients and spread the word about the services we provide.

This year’s priority was achieving Accreditation with Hospice Palliative Care Ontario (HPCO)’s newly revamped and more robust accreditation program. In December 2016, with support from volunteers Susan Deschamps, Trish Seguin and staff Sheila, we achieved the highest level of Accreditation from HPCO.

Despite staff changes in Bereavement Services, programs continued unaffected due to the fantastic team who worked together to ensure that all was “business as usual”.

In May 2016, Bereavement Services Coordinator **Minni Sharma** left to pursue her Private Practice work. **Karen Simmonds**, (Coordinator from 2005 -

2013) stepped in for a week to facilitate the Grief Busters Camp while **Andrew Welch** (our ‘usual’ Grief Busters lead) enjoyed his honeymoon in Europe.

**Malisa Chiu** joined the team for a short period July –December. The glue that held the department together from June to March was Volunteer **Pat Richards**, who stepped in as Interim Bereavement Coordinator during the times of transition. At the end of March, **Suzie Quan** was hired as permanent Coordinator Caregiver & Bereavement Programs and started in April 2017.

**Sheila Darnowski** came back on board as Coordinator Day Hospice in July 2016 working to develop the program, policies, and locate our new program space in Richmond Hill.

We had an amazing Seneca College Social Service Worker student September to April - **Allie Raso** brought great enthusiasm and energy to our team.



Georgina, Sheila & Pat



Heidi & Aundrea



Seneca College Student Allie Raso & Leslie

## Staff as of March 31, 2017

<b>Heidi Bonner</b>	Executive Director
<b>Aundrea Larocque</b>	Coordinator of Volunteers
<b>Georgina Mercouris</b>	Coordinator of Visiting & Wellness Programs
<b>Sheila Darnowski</b>	Day Hospice Program Coordinator
<b>Pat Richards</b>	Interim Bereavement Coordinator

# REVENUE GENERATION

The Board of Directors seeks a diversified and balanced approach to resource development within several areas of existing and potential funding.

## Government Funding

In 2016/17 HKARH received \$155,990 from the Ministry of Health & Long Term Care via PalCare Network York Region (until December 2016) and Better Living Health & Community Services (since January 2017).

The government funding is specifically for clients diagnosed with Life-Threatening Illness (LTI) and Caregiver clients and represents 27% of our income this year. In August, caregiver funding was increased by 22%. As well, a 15% increase in LTI funding was provided by the Central LHIN from the Ministry of Health and Long Term Care. Accompanying the funding increases were increases in target requirements (client visits & number of clients served).

**Foundation & Corporate Grants** – We are grateful to The Leonard & Gabrayela Osin Foundation for their continued support. As well, the Township of King once again

approved a grant to support our Journeys Program. We are grateful to Patrice Graham Brown who participated in Investors Group Matching Gift Program and secured a generous donation for HKARH.

## Donations & 3rd Party Fundraising

We were pleased to have benefitted from several third party initiatives – a Line Dancing event organized by a client’s family member; “Hearts for Hospice” from Seneca College Social Service Worker students; Health & Wellness Fairs; 100 Men Who Give a Damn; as well as some unexpected community donations from Brookfield Developments, Thompson Funeral Home and King City Lions.

## Special Events, cGaming (Bingo) & 3rd Party Events

An enormous thank you to the Jitterbug Ball Committee headed up by Leslie Hobson, Julie Symmes & Teresa van Schaik for creating our most successful fundraiser yet. The event was attended by supporters from across the region including dignitaries from each of the communities we serve –

Aurora, Richmond Hill and King. We are very grateful to the corporate and personal sponsors of this event – an increase of 69% in sponsorship compared to 2014’s event.

We had the most successful Hike for Hospice yet with the support of our community including, clients & families, volunteers, community members, Taylor Funeral Home’s “Taylor Trailblazers”, the “French Fry Mafia” and Saint Elizabeth nurses.

Heaps of thanks to our cGaming (Bingo) Coordinator Karen McCullough and her team of volunteers Patrice, Donna, Susan, Sheila, Wendy, Rosie, Betty, Christina, Marc & Philomena. The revenues from Bingo World Richmond Hill keep increasing.

## Heaps of thanks to our

### Jitterbug Ball Committee

**Chairs:** Leslie Hobson, Julie Symmes & Teresa van Schaik

**Committee:**

Bianca Harris	Lenore Collis
Catherine Fontein	Lisa Gragtmans-Elliott
Carolyn Rabbior	Linda Haarer
Diane Purser	Lorie Sikura
Denise MacNeil	Margarete Carr
Donna Warde	Nancy Wilson
Erna Latour	Sandy Sheridan
Heather Boccia	Sharon Ford
Heidi Bonner	Sheila Darnowski
Jane Evans	Susan Kelly
Jane White	Terri MacLean
Janis Zimmerman	Wendy Brogan
Jill Schoenhofer	
Laurie Calvert	

*Special thanks to our evening volunteers Allie, Aundrea, Carolynn, Georgina, Jill, JoAnne, Linda, Mickayla, Myra & Nick for helping to ensure all ran smoothly.*



Jitterbug Ball Guests



Julie, Leslie & Teresa



Jitterbug Ball Guests

# TREASURER'S REPORT

HEATHER BOCCIA, CPA, CMA

It is my privilege and honour to present the 2016/2017 Treasurer's Report for Hospice King-Aurora-Richmond Hill (HKARH).

This fiscal year reports a stronger financial position than in any year previous. The biennial Jitterbug ball generated record breaking net revenues in the amount of \$247,800. This exceeded our budgeted projections for this event by \$100,000. This fiscal year also saw the organization enter into a long term property lease for a facility to service the Richmond Hill area. Due to this substantial commitment and in the event of any unforeseen expenditures, the Board of Directors established a reserve fund in the amount of \$250,000. A strong unrestricted financial cushion in excess of \$300,000 remains to provide protection for services and personnel expenditures going forward.

Government funding in this fiscal year is higher than last as this was the first full year of providing hospice services in Richmond Hill. The increased program funding also resulted in higher staff, administration and occupancy costs to meet the additional required program activity targets for the expanded service area. It should be noted that these additional expenditures will continue to grow in future years as the new Richmond Hill facility becomes operational in September 2017. The funding was provided to HKARH by PalCare Network via the Ministry of Health until December 2016 at which time the contract was

transferred to Better Living for distribution in 2017.

This fiscal year also reports the receipt of the final long awaited property tax refund in the amount of \$17,875 from the town of Richmond Hill.

Income generated from Bingo proceeds continue to grow annually.

Many thanks to our Executive Director Heidi Bonner for overseeing the property negotiations and leasehold improvements for the new Richmond Hill facility in addition to the day to day operating expenditures and managing to keep all areas within budget.

Thank you to our Auditor Barb, Bookkeeper Wendy and ED Heidi for another successful and uneventful audit in 2016/2017.

Many thanks to the dedicated Staff, Board of Directors, Jitterbug Ball committee members and volunteers for the incredible amount of hours provided to achieve this continued financial success. The organization remains strong and viable as it continues on as Hope House Community Hospice in the coming years.

Respectfully submitted,  
Heather Boccia CPA CMA  
Treasurer



Linda & JoAnne



Jane & Bianca



Trish, Stephen & Susan

**Did You Know...** HKARH benefits from cGaming at Bingo World Richmond Hill where it was reported that the 2016 funds raised for 32 non-profits organizations were 33% higher compared to 2015 and 58% higher than 2014. We are very fortunate to benefit from this long-term, low cost sustainable revenue source.

## STATEMENT OF FINANCIAL POSITION

	2017	2016
<b>ASSETS</b>		
<b>Current assets</b>		
Cash	\$ 576,532	\$ 328,626
Accounts receivable	8,458	3,629
Sales tax rebates receivable	6,659	5,436
Prepaid expenses	16,054	6,335
	<b>607,703</b>	<b>344,026</b>
<b>LIABILITIES &amp; NET ASSETS</b>		
<b>Current liabilities</b>		
Accounts payable and accrued liabilities	\$ 10,959	\$ 7,701
Deferred contributions	7,666	3,700
	<b>18,625</b>	<b>11,401</b>
<b>Net Assets</b>		
Contingency reserve	250,000	
Unrestricted	339,078	332,625
	589,078	332,625
	<b>\$ 607,703</b>	<b>\$ 344,026</b>

## STATEMENT OF OPERATIONS & CHANGES IN NET ASSETS

	Actual 2017	Budgeted 2017	Actual 2016	Budgeted 2018
<b>REVENUE</b>				
Government Funding	\$ 156,740	133,516	\$ 92,730	\$ 175,304
Donations and other fundraising	42,485	34,000	60,062	52,250
Charitable Gaming (Bingo)	48,764	35,000	35,456	49,000
Special Events-Jitterbug Ball	305,090	140,000	0	
Other revenue	22,863	1,000	11,093	
<b>Total Revenue</b>	<b>575,942</b>	<b>343,516</b>	<b>199,341</b>	<b>276,554</b>
<b>EXPENDITURES</b>				
Personnel	\$ 171,872	171,700	140,699	236,440
Special events & other fundraising	59,823	65,250	12,640	6,500
Occupancy	21,418	19,500	17,475	51,526
Administration	27,501	18,400	13,836	24,030
Program related	22,002	35,520	19,846	48,720
Telecom	3,422	5,200	3,813	6,000
Professional fees	4,214	3,300	2,923	3,300
Insurance	2,607	2,800	2,582	3,500
Promotion and outreach	4,183	4,000	1,070	5,000
Interest and bank charges	799	2,300	1,953	2,500
Professional dues	1,648	1,800	1,600	1,800
Richmond Hill space start-up				44,000
<b>Total Expenses</b>	<b>319,489</b>	<b>329,770</b>	<b>218,438</b>	<b>433,316</b>
<b>Excess (deficiency) of revenues over expenses for the year</b>	<b>256,453</b>	<b>13,746</b>	<b>(19,097)</b>	<b>(156,762)</b>
Net assets, beginning of year	332,625	332,625	351,722	589,078
Net assets, end of year	589,078		332,625	

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 2017 and 2018 have been added for additional information and comparative purposes. To view the [compete audited statements and accompanying notes](http://www.hospicekingaurora.ca) visit [www.hospicekingaurora.ca](http://www.hospicekingaurora.ca).



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