

**DOANE HOUSE HOSPICE**

**AGM REPORT 2016**

**Tuesday, September 13<sup>th</sup>, 2016**



**INSIGHT**



**DOANE HOUSE HOSPICE INC.  
ANNUAL REPORT 2015/2016  
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**DOANE HOUSE HOSPICE  
ANNUAL REPORT 2015  
AGENDA**

<b>1. Welcome</b>	<b>Scott Allan</b>
<b>2. Approval of 2015 AGM minutes</b>	<b>Scott Allan</b>
<b>3. Annual Reports</b>	<b>Staff</b>
<b>4. Financial Report Audited Statements 2014/2015</b>	<b>Nicholas Carriere</b>
<b>5. Open Forum for Membership</b>	<b>All</b>
<b>6. Motion to Accept Reports</b>	<b>Membership</b>
<b>7. Motion to Retain Auditors 2016/2017</b>	<b>Scott Allan</b>
<b>8. Approval of By-law Changes</b>	<b>All</b>
<b>9. Nomination</b>	<b>Bill Marshall</b>
<b>10. Adjournment</b>	

**DOANE HOUSE HOSPICE INC.**

**Annual AGM & Board Meeting Minutes**

**Date and Location:** Monday September 14, 2015 at The Shed in Newmarket.

**Board Members Present:** Debbie Johnston, Bill Marshall, Scott Allan, Christine Gordon, Ruheena Sangrar, Julie Cruickshank, Christine Simone, Howard Goldby.

**Board Members Regrets:** Phil Watkins.

**Also Present:** Jean Anderton, Susan Ball, Aida Batten, Robert Bradley, Isabel Brisbois, Monika Brown, Maureen Burleson, Elizabeth Campbell-Brown, Beulah Carnoff, Chris Fancie, Carol Ford, Rob Goodale, Lisa Heckbert, Suzanne Henderson, Susan Henderson Harris, Allan Horgan, Juliet Irish, Alison Jane, Christine Kerr, Bridgett Kilgallon, Cathy Kincaide, Doreen Kolkman, Bob Kyriakides, Jane Kwon, Heather-Anne Lambert-McKay, Juli Lozonovski, Karen Maio, Candice Marcovich, Lesley Marcovich, Raymond Mark, Rebecca McClure, Gail McPhail, Jim Muir, Sandra Normandin, Rose O'Grady, Karen Perry, Patricia Raine, Diane Roberts, Ava Ross, Tracy Stallard, Eleanor Tancreti, Alessia Tancreti, Kristen Vickers, Karen Woolhead, Grace Xu Han, Sandford Yang, Anna Zuccon, Jack and 5 Dance Troupe.

**Recording Secretary:** Ruheena Sangrar

**Meeting Commenced at:** 7:30 pm

**Approval of 2015 AGM Agenda:** Moved by Bill Marshall, seconded by Susan Henderson Harris. General vote – carried.

**Approval of 2014 AGM Minutes:** Moved by Aida Batten, seconded by Maureen Burleson. General vote – carried.

Debbie Johnston, Board Chair, opened the evening by welcoming everyone and introducing the Board members. Debbie talked about moving forward in the future with our community and government partners, however positioning ourselves as leaders and collaborators. Debbie talked about her plans to resign from the Board this year at the end of her 9 year tenure. Cathy Kincaide, the Client Services Director, shared a story of the work she does and offered her resignation this coming October.

**Financial Audit Report:** Presented by Pierre Bonhomme, CA. – Chaggares & Bonhomme. No issues were found by the auditors that would prohibit sign-off of the financial statements. Financial statements met all the requirements.

**Motion to Accept Reports:** Moved by Maureen Burleson, seconded by Suzanne Henderson.

**Motion to Retain Auditors for 2015/2016:** Moved by Scott Allan, seconded by Julie Cruickshank.

**Board Nominations:** Current Board Positions described. Existing Board Members agreed to stay on for the rest of the year. Two returning board members introduced (Howard Goldby and Julie Cruickshank). No new nominations. Scott Allan formally thanked Debbie Johnston for her leadership and guidance over the years.

**Motion to adjourn:** Moved by Bill Marshall, seconded by Howard Goldby.

**AGM adjourned @ 8:00 pm**

## **MISSION**

We are dedicated to enhancing quality of life through the provision of non-medical support for those affected by or caring for an individual with a life-threatening illness, and grief and bereavement support for those who are bereaved.

## **VISION**

It is our vision that volunteer hospice care will be accessible to all individuals in our community. We strive to create sustainable programs and services through innovative fund development and volunteerism.

## **VALUES**

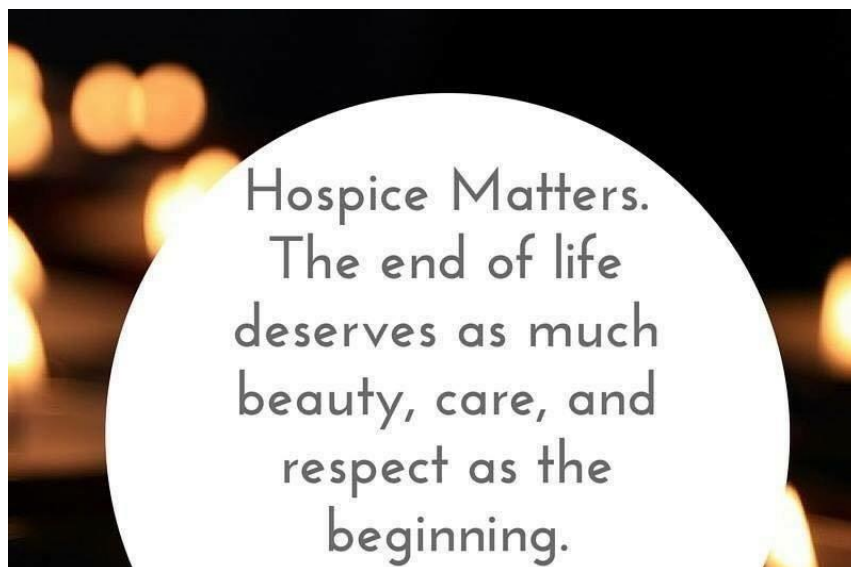
Client and Family Centered

Respect

Dignity

Integrity

Community Collaboration



**THE CORNERSTONE OF DHH – 2015/2016 VOLUNTEERS:**

John Abel  
Scott Allan  
Susan Ball  
Aida Batten  
Barbara Beamish  
Robert Bradley  
Isabel Brisbois  
Joan Brooker  
Monika Brown  
Maureen Burluson  
Elizabeth Campbell-Brown  
Dale Caranci  
Beulah Carnoff  
Dan Carriere  
Carol Celenza  
Lindsay Clara  
Karen Close  
Pam Cornelius  
Julie Cruickshank  
Ellen De Gurre  
Judy Degeling  
Barbara Dymott  
Leslie Everson  
Christine Fancie  
Karen Faris  
Carol Ford  
Anne Freer  
Julia Funk  
Kristin Garrity  
Gary Gilbert  
Riley Gladney-Hatcher  
Howard Goldby

Rob Goodale  
Michael Harris  
Lois Hayes  
Lisa Heckbert  
Suzanne Henderson  
Suzanne Henderson Harris  
Gail Hirst  
Betty Holder  
Allan Horgan  
Annemieke Horgan  
Tricia Hurtubise  
Debbie Johnston  
Rachel Kampf  
Susan Kent  
Christine Kerr  
Bridgett Kilgallon  
Doreen Kolkman  
Judy Konaka  
Jane Kwon  
Bob Kyriakides  
Heather-Anne Lambert-MacKay  
Juli Lozanovski  
Taylor Mainella  
Karen Maio  
Candice Marcovich  
Raymond Mark  
Bill Marshall  
Rebecca McClure  
Merle McKnight  
Gail McPhail  
Thomas Moncton  
Jim Muir

Seanna Murray  
Sandra Normandin  
Georgina Novacich  
Rose O'Grady  
Karen Perry  
Patricia Raine  
Michael Rankin  
Warren Reynolds  
Pam Rimmer  
Diane Roberts  
Ava Ross  
Wendy Russell  
Ruheena Sangrar  
Trudy Schneider  
Suzanne Scott  
Christine Simone  
Charlotte Smart  
Arina Sproxton  
Tracy Stallard  
Eleanor Tancreti  
Alessia Tancreti  
Catherine Tremblay  
Kristen Vickers  
Una Walshe  
Phil Watkins  
Janet Weiss-Townsend  
Donna Witteman  
Karen Woolhead  
Peggy Wrightson  
Grace Xu Han  
Sandford Yang  
Anna Zuccon

**DHH Volunteers have donated 12,192 hours this year.**

**DOANE HOUSE HOSPICE BOARD MEMBERS  
AGM 2015/2016**

Scott Allan	President
Debbie Johnston	President <i>(resigned September 2015)</i>
Ruheena Sangrar	Vice President
Christine Simone	Treasurer
Julie Cruickshank	Secretary
Dan Carriere	Member at Large <i>(resigned August 2015)</i>
Howard Goldby	Member at Large
Bill Marshall	Member at Large
Phil Watkins	Member at Large

**DOANE HOUSE HOSPICE STAFF  
2015/2016**

Juliet Irish	Executive Director
Jean Anderton	Administrative Coordinator
Alison Jane	Support Services Coordinator/Art Therapist <i>(resigned December 2015)</i>
Cathy Kincaide	Client Services Coordinator <i>(resigned October 2015)</i>
Anahita Kiani	Art Therapist/Psychotherapist <i>(commenced April 2016)</i>
Kerri Leibovitch	Client Services Coordinator <i>(commenced September 2016)</i>

## OUR TEAM:



The 2015/16 fiscal year was an interesting and challenging year. We said goodbye to DHH's client service coordinator nurse Cathy Kincaide RN after 4 years with DHH. Cathy relocated north but has stayed with her passion for hospice care; she has said she misses her clients and team of dedicated volunteers from the Oasis program and they certainly have missed her too!

Then in December, our support services coordinator and amazing art therapist Alison Jane hung up her paint brushes after nearly six years with DHH and retired. Alison moved back to the city and went back to another love, music. We wished them both well with the next chapters of their lives and hope they know the difference they have made in so many people's lives. Thank you ladies, it was a pleasure working with you.



Then in the new year we welcomed Anahita Kiani to our team. Anahita is a Registered Psychotherapist (CRPO) & Art Therapist (CATA). Anahita has a different approach to art therapy than was used in the past but they are still offered in a safe and non-judgmental space for participants to communicate by using drawing and painting as a tool for communication. Anahita has fit in well to our team and with a program that DHH is renowned for we look forward to continued success.

One of the hardest things for anyone to do is call or walk into DHH and ask for help, but nine times out ten that cheery, caring, hello they hear when they call is Jean Anderton our administrative coordinator. Jean is a powerhouse and is able to deal with anything that might crop up, from sorting out the garbage with the town, to giving an empathetic ear to clients or volunteers that might need some support. I want to personally thank you Jean for stepping up to the plate and going over and above her role this past year.



We are also grateful for Canada Summer Jobs; they provide funding to help employers create summer job opportunities for students. In 2015/16 we were lucky enough to receive funding for two students, Boris Ip who used his accounting skills to help us update our fundraising database so that it speaks to our financial system! Our second student was Pippa Dillon-Fordyce who was given the task of archiving 27 years of the organisation; she also helped us with a major fundraiser. This program is designed to focus on local priorities, while helping both students and their communities, for small organisations it really makes a difference.

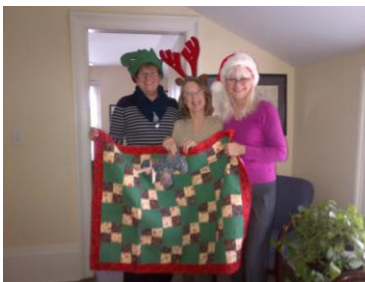


Doane House Hospice also mentors placement students throughout the year, from different colleges and universities. This is definitely a win-win situation. The placement includes them completing the Core Concepts palliative training course, as well as learning how to intake a client, assess the needs and program delivery. Because of our art therapy program, we also mentor students from Toronto Art Therapy Institute (TATI). Thank you to Jane Kwon, Rhonda Sloane, Stephanie Ruiz, it was a pleasure working with you.

We are proud of our one hundred and fifteen volunteer strong team; you have served our clients and organisation well; however I would like mention a few people who have gone over and above their volunteer role these past few months to help us out. A special thank you, to Carol Ford who helped with client assessments as we continue building capacity. Raymond Mark, Wendy Russel, Michael Rankin and Trudy Schneider who ensured caregivers and the bereaved were assessed and supported when needed. Suzanne Hoy, has been trying tirelessly to get grant applications in and to Susan Henderson Harris who has kept you all in the loop with our volunteer newsletter.



We would also like to welcome our new Client Services Coordinator (September 2016) Kerri Leibovitch, RN. Kerri comes with a wealth of knowledge in the palliative care field and understands the value of psychosocial, and spiritual care encompassing the whole family.



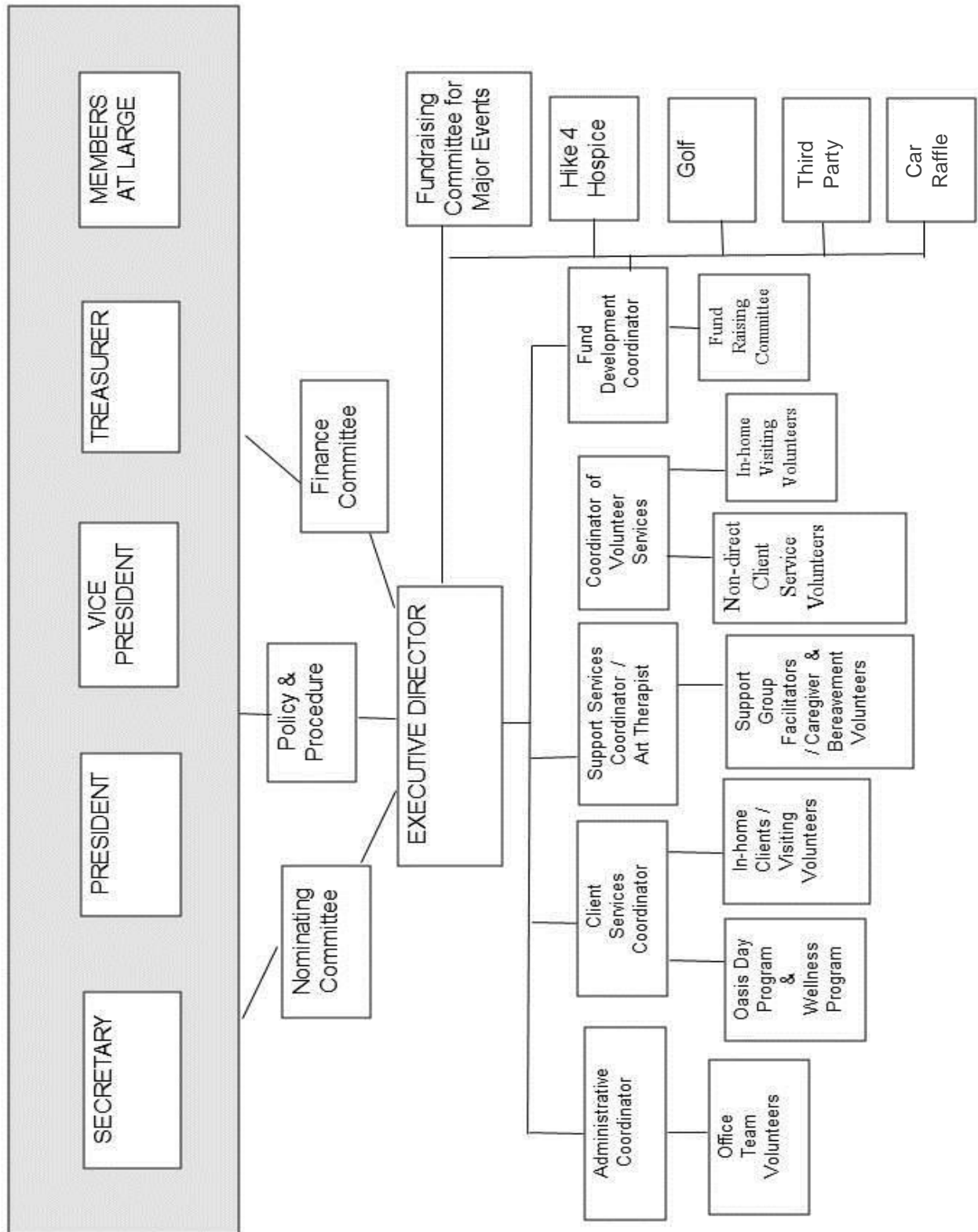
Each and every one of you brings a unique perspective to the organisation and for that we are so grateful.

Respectively submitted by:

*Juliet Irish*

Executive Director





## BOARD PRESIDENT REPORT

*“What counts in life is not mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead.”*

*~Nelson Mandela.*

As I reflect on the year past, my first year as President, I am impressed by what Doane House Hospice has been able to accomplish. With the dedicated efforts of our many volunteers and our staff, we have the honour of sharing our clients journeys, and with hope, able to make those journeys better than they would have been had they not known Doane House Hospice. So let me say thank you to all of you who truly make a difference to the community, and many of its residents, in which we live. It is not always an easy role that places ourselves in, but with caring compassion and optimism we can make a difference.

From a governance standpoint, your Board has been busy with a number of other York Region hospices (the Collaborative) in conjunction with the request from the Central LHIN to submit a proposal to manage the residential hospice at Southlake that is under development, as well as coordinating the cooperation of the York Region hospices. A great deal of effort, led by our ED Juliet Irish, was undertaken in this initiative. In the end, the Collaborative was not successful in taking responsibility. However we have met with the successful lead agency in the initiative, Better Living, and are actively discussing how we can work with them and the other hospices to provide better service levels to our clients.

This initiative is ever more important as we see the demand for our services grow in all aspects of our operations. As Southlake increases in size and the population of our service area continues to grow, the pressures on our organization will also increase. We must continue to strive to ask ourselves how we can improve the services to our clients in a personal and caring way.

Financially I am pleased to report that we have had a much more stable year than the last 2 years. This was accomplished as a result of some staffing changes, and some very successful fundraising activities. With a very small deficit this year, versus prior years, I am confident that the organization is on much more solid financial ground than we have been and bodes well for the future. The fact of the matter is that the bulk of our funding comes from fundraising activities. Many of our members are integral elements of the fundraising efforts, and I and the whole Board thank you for all that you have done this year. Of course, another year comes around and the financial demands continue. Please keep that in mind as you plan your own charitable giving, and give consideration as to how you can encourage others to support our Doane House Hospice.

This next year will be a very exciting one, that I am sure will keep us all busy. On behalf of the Board, thank you for all your support of Doane House Hospice and I look forward to another year of showing the community how a few can make such a difference to so many.



Scott Allan  
Board President/Chair

## CLIENT SERVICES COORDINATOR REPORT

*"You never know how strong you are, until being strong is your only choice."*

*~ Bob Marley*

Doane House Hospice offers Hope and Healing through programs and services that are designed to support the individuals by meeting their emotional, spiritual and physical needs. Community hospice gives the individual the ability to make the right decisions for their care, through being able to navigate the system, access to the right care at the right time, and help support their family and friends through caregiver relief and bereavement.

The Oasis Day Program is a very popular program, offering clients with different life-threatening illnesses the opportunity to share stories, build peer friendships and camaraderie in a safe environment. Our clients participate in crafts, complimentary therapies, guest speakers, guest musicians, and it has been known to hold an Elvis-themed day!

A day program means lunch, and we are grateful for the generosity of our community, that donate amazing hot meals for our group each week. We are building capacity weekly, the referrals are coming through CCAC, the cancer centre and family doctors who see the value of wellness programs that support the psychosocial piece of a life-threatening diagnosis. Our Oasis really does promote living every moment.

THANK YOU to our generous lunch sponsors for the Oasis Day Program!



In-home friendly visiting helps caregivers with respite care while providing valuable companionship for the client. This is meaningful as the client may not be able to leave their home to participate in social activities. For individuals who live on their own, having a visiting volunteer helps combat isolation and depression.

**In 2015/2016:**

- 535 individuals received support - impact on approximately 2700 family members
- 369 new referrals
- 237 group sessions offered
- 8,243 visits
- 24 education sessions for health-care professionals attended by 240 individuals
- 26 Community Education sessions, i.e Chambers, Service Clubs, Organisations

***Caregiver Support – Did you know there are 2.6 million (over 28%) of Ontarians over the age of 15 who are providing unpaid care to their family members, friends, neighbors, or others?***

***~Caregiver Coalition***

Family caregivers of seniors save Canada's health and community service system \$31 billion dollars annually. Because of statistics like this, DHH offers programs and services to help support the caregiver and give them a safe place to fall, rejuvenate, and continue on. This is accomplished through groups, 1:1 support and art therapy.

**Client Journey:**

Through the eyes of one of our clients, we share her story of how the Doane House Hospice's Mind Body Connection program offered hope and healing to her, during her first diagnosis and was an integral part of her treatment plan. Being a married, working, and nurturing mother of two young sons means a certainly busy, hectic and rewarding life. Add a breast cancer diagnosis to the mix and life is sent into a whirlwind for everyone. From avoiding the reality of such a diagnosis, hearing her 4 year old ask if mom will die, and for her husband to worry of how to care for my wife, each member of the family had life as they knew it turned upside down and be faced with the harsh reality of living with a loving mom and wife whose life is now threatened.

The routines of daily life involved new roles for the young boys who readily assumed more household responsibilities, while internalizing the fear of losing their mom. Talk about growing up quickly! A loving husband's watchful eye always ensured that his vow of commitment "in sickness and health" was confirmed daily. All this, while trying to continue a life of normalcy. But how does normal behaviour remain constant in an abnormal situation? Especially when breast cancer, after a few years of remission, returns with a vengeance and has now metastasized.

Doane House was the first place she sought! Having received sessions in Yoga and Relaxation and Visualization in the past, she needed the breathing and meditation coping strategies back to "get me though the initial shock of the diagnosis... in addition to reminding me of all the programs available to me and my family." The meditation helps ground her and slow down her thoughts and anxiety. She feels she is in a safe, comfortable environment where she is able to freely discuss her fears, anger, and deepest thoughts. It is throughout these sessions that the facilitator and group members are able to reframe her thoughts that are so distressing to her. "I rely on Relaxation and Visualization to help me maintain an even keel and remind me to live my life despite my diagnosis."

Thank you to the Town of Newmarket and the Region of York for continuing to support the organisation.  
Community helping community!



*“Life isn’t about how you survived the storm...it’s about how you danced in the rain!”*

*~ Bernel Wagner*



Respectively submitted by:

*Juliet Irish*

Executive Director

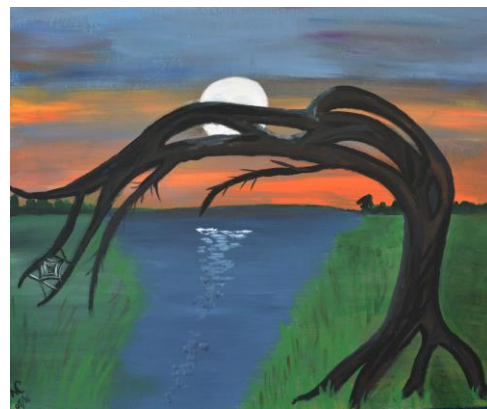
## **SUPPORT SERVICES COORDINATOR AND ART THERAPIST REPORT**

### **What is art therapy?**

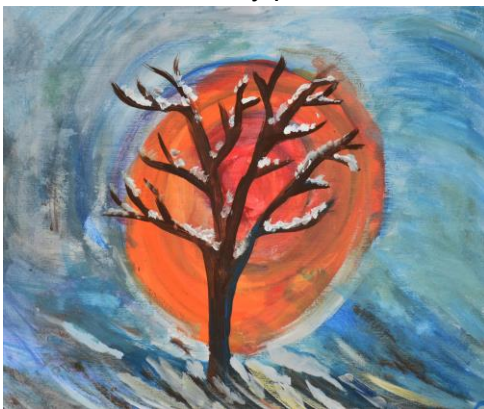
Doane House Hospice has been offering art therapy from 2001. Art therapy is a clinical intervention employed in, among other areas, palliative care, that uses the expressive qualities of art making with the aim of improving physical well-being and psychological functioning. The goal of our art therapy program is not to create a fantastic piece of art. Participants do not even need to be able to draw or paint. The most important thing is that art therapy is a magnificent tool in encouraging participants to open up and communicate again and rebuild the bridges between themselves and the world around them - including family and loved ones. These images are made by those clients who do not have any art background:



“A family path”



“My body has got a spider web”



“A gardener”



“A childhood place”

### **Hands-On Crafts:**

One of the new techniques I have started to incorporate into the sessions focuses on helping clients use more tactile, “arts-and-crafts”-type materials such as fabric, clay, glass and any other kinds of materials that might better allow them to explore their sense of touch in expressing their thoughts and feelings. We have had kids, for example, who love manipulating and touching clay and I find that it helps them better cope with their grief. Others, meanwhile, find the feel of fabric to be comforting.



"My uncle's shadow"



"The gate to heaven"

**Future Plans:**

Commencing September, we will be continuing our partnership with York Regional District School Board offering an eight week art therapy program to teens experiencing anticipatory or bereavement.

An introductory group session on art therapy will also be offered to teachers and staff in these schools. This group session will involve a short workshop related to art therapy designed to show attendees how art therapy can be therapeutic in helping participants better express themselves.

The very successful group art therapy for the newly diagnosed and caregivers will once again be offered from September.

There has been some discussion about creating specific art therapy programs for those clients experiencing suicidal thoughts or otherwise acting in a manner that suggests a risk of suicide to help them through their challenges. Such programs could be run as one-on-one, semi-private or group art therapy sessions.

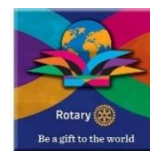
We are also trying to secure the financial assistance to create a body casting workshop. The goal of this workshop will be for participants to increase their self-esteem by looking at their bodies from a new perspective and to try to empower their existence through designing, painting and working on the cast.

Not all our caregiver, anticipatory grief and bereavement support is expressed through art therapy. Doane House Hospice also offers 1:1, groups, and walk + talk support.

Respectively submitted by:

*Anahita Kiani*  
Art Therapist (CATA)  
Registered Psychotherapist (CRPO)

Sponsored in part by:





## **VOLUNTEER COORDINATION REPORT**

Doane House Hospice (DHH) has been supporting our community for 27 years through volunteer visiting, the Oasis day program, wellness programs, as well as caregiver and bereavement supports using a variety of methods (one-to-one support, groups and art therapy, to name a few).

As an accredited hospice through Hospice Palliative Care Ontario (HPCO), our volunteers complete a 30-hour Core Concepts training program provided by PalCare Network for York Region. This truly is a life course; by being part of this training, which can include nurses, PSW's and other volunteers, you soon realize that you are an important part of the interdisciplinary team in place to help individuals and their families coping with a life-threatening illness.

*During the 2015/2016 fiscal year, we were lucky enough to have 120 dedicated and active volunteers helping to support 540 clients and their families, impacting about 2700 individuals. The support comes in the form of friendly visiting; assisting with day-to-day practical tasks; sitting and listening when the families are too tired to listen to the same old story; and much more. Our volunteers have also helped their clients with legacy work, capturing a life lived.*

Our memory bear program is growing exponentially and our two seamstresses need support. This unique program brings together the sadness of a family loss and the kindness of a stranger to produce a treasured bear that can bring comfort for years to come. What a great program!

*69 memory bears were created in 2015/2016!*

Sometimes we need someone to simply be there...Not to fix anything or do anything in particular, but just to let us feel we are supported and cared about.



This past year, we welcomed 15 new volunteers to our team. Collectively, our volunteers have donated in excess of 12,000 hours of support. All volunteers go through an interview process, are screened, trained and orientated to the organization; whether you chose to govern through the Board of Directors, support committees or work tirelessly on fundraising events, it all comes back to being able to offer excellent direct client support free of charge to our clients.

DHH believes in offering education to the community through our awareness ambassadors we are able to bust myths about hospice care, facilitate discussion on the topic of advanced care planning, and promote programs and services offered at DHH. The staff also encourage and welcome college and university students for mentoring placements.

*“Volunteering is at the very core of being a human.  
No one has made it through life without someone else’s help.”*

*~ Heather French Henry*

In 2015/16 we honoured all our volunteers at the annual Volunteer Appreciation evening, where “interpretation” was the theme of the evening through Motus O Dance Theatre. We have also been able to acknowledge some of our seasoned volunteers through the Character Community Foundation of York Region: Betty Holder, Aida Batten. The Ministry of Citizenship and Immigration Volunteer Service Awards went to Gary Gilbert, Barb Beamish, Dale Caranci, Michael Rankin, Barb Dymott, and Bill Marshall.



**A Salute to: The 2016 Recipient of the June Callwood Award  
Raymond Mark joins the Outstanding Circle of Volunteers.**

Raymond’s empathy and professional skills help support our clients along their grief journeys. He feels humbled in being granted the opportunity to volunteer in the way he does and says he is honoured to be entrusted to supporting people in their bereavement. Thanks Raymond, for making DHH a part of your week.

**DHH volunteers have donated  
Over 12,000 hours this year.**

Respectively submitted by:

*Juliet Irish*

Executive Director

Partially funded through The Local Health Integrated  
Network (Central LHIN) via:



## **DONOR LIST 2015/16**

**Doane House Hospice would like to sincerely thank all the groups and businesses listed below for their kind and generous support throughout the year:**

- Aurora Mayor's Charity Golf Classic 2014
- Amica Newmarket
- Apple Self Storage Management Ltd.
- Aurora Smile Centre
- Beswick Group Management Ltd.
- Beta Sigma Phi
- Bill Gosling Outsourcing  
*(formerly known as Allied Global Inc.)*
- Canadian Association of Retired Persons
- Can-Cro Installations Inc.
- Celwood Carpentry Ltd.
- Chaggares & Bonhomme Chartered Accountants
- DLA Piper Canada  
*(formerly known as Davis LLP)*
- Forest Contractors Ltd.
- GEM Health Care Services
- Huron Heights Secondary School
- K.J. Beamish Construction Co.
- McKeeson Canada
- Magna International Inc.
- Metrus Properties
- Priestly Demolition Inc.
- Progressive Waste Solutions Canada
- Qualicare Home Services Newmarket
- Region of York Quilters Guild
- Remax Realtron Realty Inc.
- Roadhouse & Rose Funeral Home
- Rob Plunkett Memorial Slo Pitch Tournament
- Rotary Club of Newmarket
- Simone Performance
- Smith, Williams, and Bateman Insurance Brokers Ltd.
- Taylor Funeral Home
- Telizon Inc.
- Tena Quip Foundation
- The Leonard and Gabryela Osin Foundation
- The McClelland Financial Group
- Thompson Funeral Home
- TorCan Waste Management Inc.
- Town of Newmarket
- VandenBosche Jewellers
- York RapidLINK Constructors

(Please do forgive us if we have omitted anyone!)

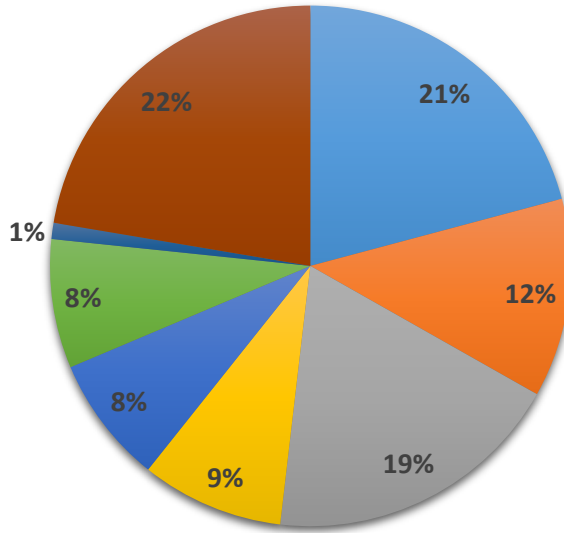
**Our sincere thanks also to all our wonderful individual donors, monthly givers, in-memoriam donors, and in-kind donors without whom we could not continue to provide free programs and services to the community.**

**A sincere "THANK YOU" to everyone!**

**For a complete list of supporters, please visit [www.doanehospice.org](http://www.doanehospice.org)**

**FUND DEVELOPMENT REPORT**

**Fundraising 2015-16**



- Donations
- Grants
- Golf Tournament
- Hike 4 Hospice
- Car Raffle
- Third Party
- In-House
- Bingo

**TEE OFF FOR HOSPICE**  
Presented by: **Doane House HOSPICE**  
**Wednesday, June 17, 2015**  
The Club at Bond Head  
4805 7th Line, Bond Head, ON  
\$225.00 per golfer  
Includes: Complimentary Cart, Breakfast, Lunch, Prizes, Awards  
Registration - 8:00 am Tee Off - 8:30 am  
Don't Golf? Join us for Yoga & Lunch - \$60.00  
Call Doane House Hospice for details - 905-967-0259  
Thank you to our Sponsors:  
Progressive, The Royal Bank, Forest, Allied, Simpson Performance, Apple Self Storage

**WIN 2015 MAZDA3 GX**  
GET YOUR TICKETS NOW  
**905.967.0259**



SUNDAY MAY 3, 2015 - FAIRY LAKE, NEWMARKET  
Registration: \$25.00 per person  
- includes BBQ, Entertainment, Refreshments, Yoga Warm-Up and Massage. Children under 12 free.  
PRESENTED BY: **TOR+CAN**  
**Hike 4 Hospice**  
WITH A TEAM WITH FAMILY WITH FRIENDS  
Pets welcome on leashes.  
Living every moment  
**Doane House HOSPICE**  
SUPPORT US TODAY, TO ENSURE WE ARE HERE TOMORROW:  
by registering individually, in a team or pledging a donation.  
Contact us for your pledge form - 905-967-0259  
www.doanehospice.org

## **TREASURER'S REPORT**

Doane House Hospice has faced financial challenges over the past fiscal year and as in other years, revenue generated through fundraising and donations has proven to be the most concerning. With that being said, operationally we have experienced another difficult year with a continuing operating deficit.

The organizations' operating deficit is \$4,357 versus last year's deficit of \$75,416. The deficit is again being funded from prior years' accumulated surpluses which, of course, cannot be sustained year after year. Revenues are down versus last year by 9% due to the drop in personal donations and the under-performance of fundraising events – sponsorships for the Golf Tournament, Hike for Hospice and ticket sales for the Car Raffle were all significantly down versus 2014/15. Unchanging again this year is Government Funding, which amounts to 28% of the total revenue for the year.

On the expense side, while it is encouraging that the deficit has dropped significantly from last year, it is a result of severe cost cutting including staff reduction. The 24% decrease in operating expenses year over year is a direct result of the reduction of staffing levels from 4 employees to 2 full time employees. The part time Support Service Coordinator and the full time Client Services Coordinator both left their positions mid-year with their functions being absorbed by the remaining two full time employees and volunteers.

The balance sheet remains liquid, with virtually all of the organization's equity held in cash or short-term investments. Regarding liabilities, they are also stable and remain fairly consistent year over year. The net asset (accumulated surplus) is \$90,812 and the decrease versus last year is due to the annual operating deficit. While our cash position is strong, such levels cannot be sustained without a substantial increase in successful fundraising events and an overall increase in personal and corporate donations.

Again this year, the annual audit went smoothly and the audited financial statements are attached with the AGM package. Please note that the audit opinion is qualified with respect to the auditor's ability to assess the completeness of the revenue – this is consistent with the prior year and is a standard reporting item in virtually all charities.

In summary, while the improvement in the operating deficit versus last year is encouraging at first glance, it has been a difficult and stressful year for the remaining staff to keep up providing the excellent care to the ever increasing client base seen at Doane House this past year. While we must continue to strive to return to an annual surplus position through increased fundraising efforts, current staffing levels must be re-evaluated in the new fiscal to ensure the viability of Doane House Hospice in the future. As Treasurer, I am appreciative of the continuing support of the Board in these actions. Through their efforts and those of our staff and excellent volunteers, I am confident in a future full of promise.

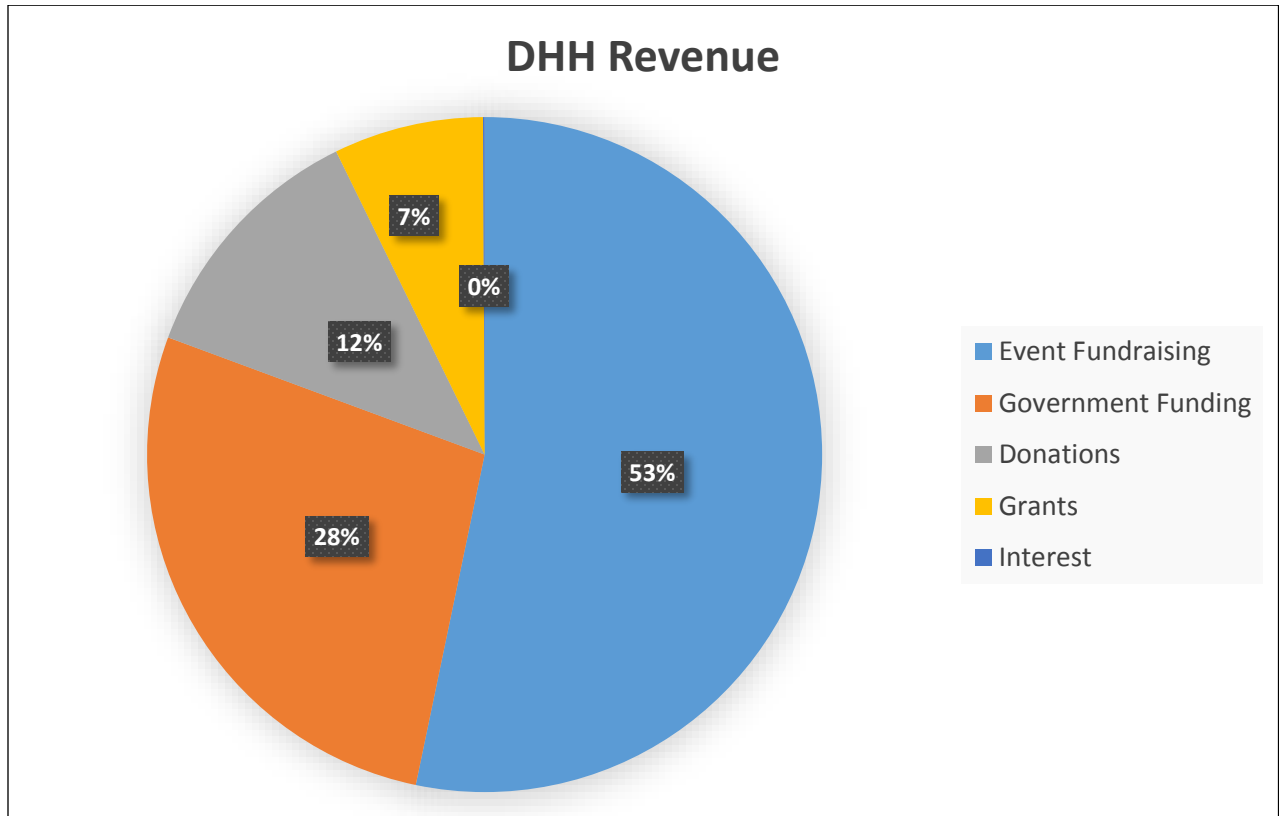
This ends my Treasurer's Report for the 2016 Annual General Meeting of Doane House Hospice.

The Local Health Integrated Network (Central LHIN)

through:



Christine Simone CMA, CPA  
Treasurer



**FINANCIAL SUMMARY – AUDITED STATEMENT**

**DOANE HOUSE HOSPICE INC.**  
**Statement of Financial Position**  
**March 31, 2016**

	2016		2015
<b>ASSETS</b>			
<b>CURRENT</b>			
Cash	\$ 57,086	\$	36,048
Accounts receivable (Note 4)	10,186		2,161
Prepaid expenses	3,632		4,342
Cash in trust (Note 5)	3,755		3,483
Short term investments (Note 6)	-		40,000
	<b>\$ 74,659</b>	\$	<b>86,034</b>
<b>LIABILITIES</b>			
<b>CURRENT</b>			
Accounts payable and accrued liabilities	\$ 7,513	\$	16,786
Deferred revenue (Note 7)	10,355		8,100
	<b>17,868</b>		<b>24,886</b>
<b>NET ASSETS</b>			
Unrestricted fund	23,036		27,665
Internally restricted	30,000		30,000
Externally restricted	3,755		3,483
	<b>56,791</b>		<b>61,148</b>
	<b>\$ 74,659</b>	\$	<b>86,034</b>

**DOANE HOUSE HOSPICE INC.**  
**Statement of Revenues and Expenditures**  
**March 31, 2016**

	2016		2015
<b>REVENUE</b>			
Donation	\$ 29,532	\$	27,094
Event fundraising	129,935		155,389
Government funding	66,758		66,758
Grants	17,500		14,304
Interest	183		781
	<b>243,908</b>		<b>284,326</b>
<b>EXPENSES</b>			
Administration & facility	81,607		95,398
Bereavement expenses	617		-
Event fundraising	35,183		37,921
Program costs	130,858		206,423
	<b>248,265</b>		<b>339,742</b>
<b>DEFICIENCY OF REVENUE OVER EXPENSES</b>	<b>\$ (4,357)</b>	\$	<b>(75,416)</b>

ON BEHALF OF THE BOARD



Director

Director