

An abstract painting of a human face, rendered with thick, expressive brushstrokes. The face is composed of various colors including pinks, purples, blues, and greens. The eyes are particularly prominent, with swirling patterns of purple and pink. In the upper right corner, there is a bright sunburst or starburst effect in yellow and white. The overall style is expressive and emotional.

**DOANE HOUSE HOSPICE**

**AGM REPORT 2013**

**Monday, September 16<sup>th</sup>, 2013**

**INSIGHT**

**DOANE HOUSE HOSPICE INC.  
ANNUAL REPORT 2012**

**TABLE OF CONTENTS**

Table of Contents	2
Agenda	3
Mission, Vision, Values	4
Board Members and Staff 2012/ 2013	5
2012 / 2013 Organizational Chart	6
Minutes of the Annual General Meeting Taken on September 17th, 2012	7-9
President & Executive Director Report	10-11
Visiting Volunteer Program Report	12-13
Support Services Coordinator Report	14-15
Volunteer Coordinator Report	16-17
Fundraising Report	18
Treasurer's Report – Audited Statements	19-20
Financial Summary	21
List of Sponsors and Donors	22

**DOANE HOUSE HOSPICE  
ANNUAL REPORT 2012**

**AGENDA**

- |   |  |
|---|--|
| 1. Welcome  | Debbie Johnston President / Chair                              |
| 2. Approval of 2012 AGM Minutes                     | Debbie Johnston  |
| 3. Annual Reports                                   | Staff  |
| 4. Financial Report<br>Audited Statements 2012/2013 | Pierre Bonhomme<br>Chaggares Bonhomme<br>Chartered Accountants |
| 5. Motion to accept Statements                      | Chris Robb   |
| 6. Motion to Retain Auditors<br>2013 / 2014         | Julie Cruickshank  |
| 7. Nominations                                      | Bill Marshall  |
| 8. Launch New Volunteer Cafe                        | Juliet Irish / Susan Henderson Harris                          |
| 9. Adjournment                                      |  |

## **DOANE HOUSE HOSPICE MISSION VISION VALUES**

### **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.

### **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

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**DOANE HOUSE HOSPICE BOARD MEMBERS  
AGM 2012 TO AGM 2013**

Debbie Johnston	President
Kirsten Nicolson	Vice President (resigned Feb 26, 2013)
Howard Goldby	Treasurer(resigned as treasurer June 17, 2013)
Scott Allan	Treasurer (June 17, 2013)
Julie Cruickshank	Secretary
Bill Marshall	Member at Large
Brent Forrester	Member at Large
Christine Robb	Member at Large
Ruheena Sangrar	Member at Large
Zahra Buchanan	Member at Large

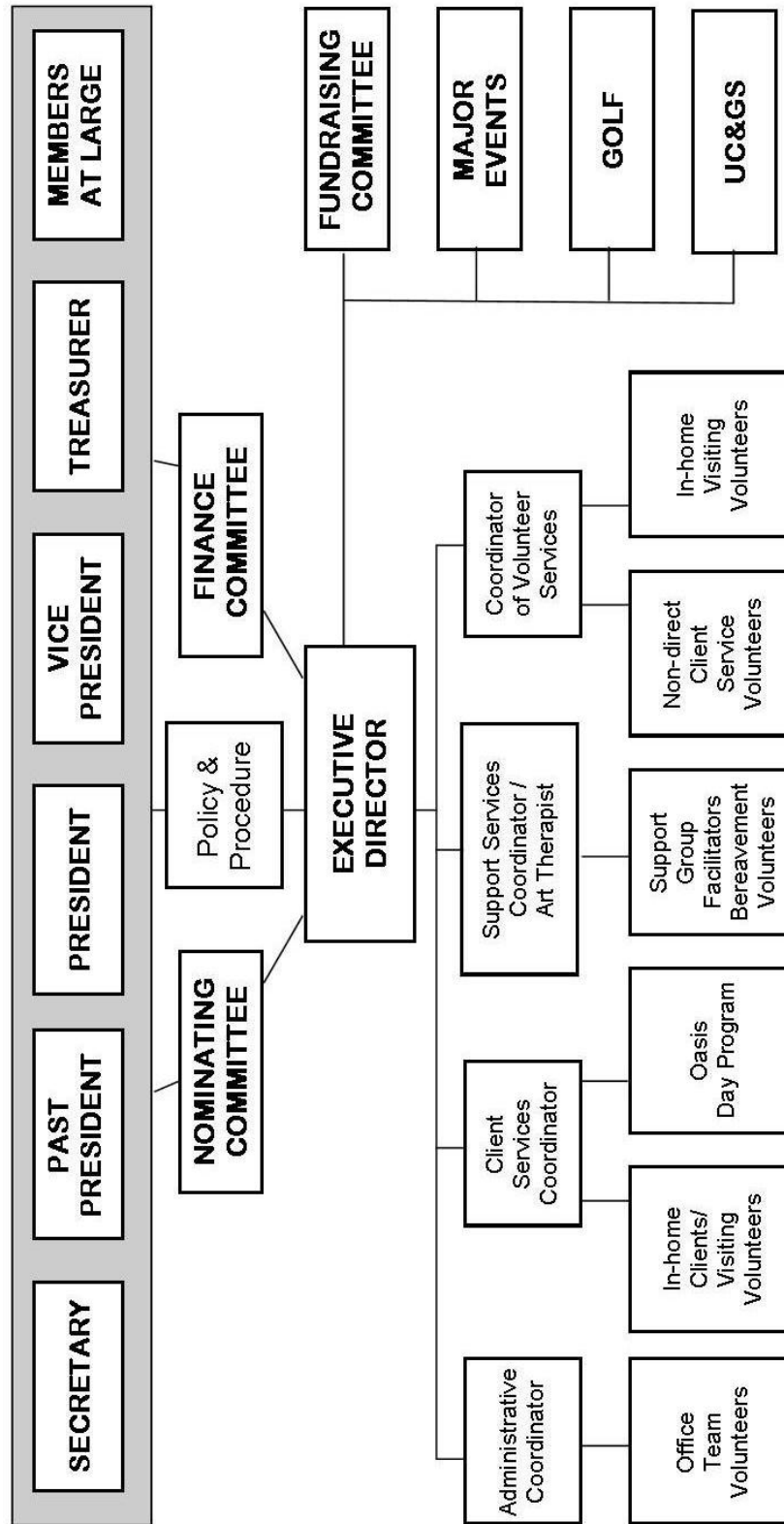
**DOANE HOUSE HOSPICE STAFF**

Juliet Irish	Executive Director
Jean Anderton	Administrative Coordinator (from March 11, 2013)
Julia Fünk	Administrative Coordinator (Resigned March 2013)
Alison Jane	Support Services Coordinator /Art Therapist
Heidi Bonner	Volunteer Coordinator (Resigned January 2013)
Cathy Kincaide	Client Services Coordinator

**DOANE HOUSE HOSPICE CONTRACT STAFF**

The Royal Pathways  
Rachel Kampf

Yoga  
Relaxation and Visualization



## **Doane House Hospice Inc. AGM Minutes**

**Date and Location:** Monday, September 17, 2012 @ Doane House Hospice, Newmarket 6:11 pm

**Present:** Ruheena Sangrar, Chris Robb, Julie Cruickshank, Debbie Johnston, Bill Marshall, Judith McKay, April-Dawn Drobig, Sean Stephens, Brett Richards, Rose Ong, Michael Harris, Susan Henderson Harris, Sheila Darnowski, Julia Fünk, Cathy Kincaide, Alison Jane, Jean Anderton, Heidi Bonner, Juliet Irish

**Regrets:** Howard Goldby, Kirsten Nicolson, Brent Forrester

**Recording Secretary:** Julie Cruickshank

**Chair:** Debbie Johnston

Move to Approve 2011 AGM Minutes: Bill Marshall Seconded: Debbie Johnston

### **Annual Reports:**

#### **Overview:**

DHH currently has 150 volunteers.

DHH is looking at best practices, policies and new ways of doing things. Ages of clients have changed and programs are now geared towards the new demographics. It is more important to work together across the region so that there is no duplication (in tasks and policies). Hospices are seeking opportunities to work together but do not wish to impact individual Hospice autonomy. Programs:

#### **Oasis (Cathy Kincaide):**

Average age for this program is 59. Programming has shifted based on the age of participating clients. We are experiencing many more referrals from the Stronach Cancer Centre. The future will include guest speakers – three or four times per year.

*Living Every Moment*

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**Art Therapy (Alison Jane)**

There has been an increase in young children and teens attending this program. The Memory Bears program is growing (program uses clothing from those who have passed away). A new group has formed: Newly Diagnosed group. An Art Therapy story will be posted to the DHH website once a month.

**Mind/Body and Home Visiting (Heidi Bonner)**

The Yoga program has attracted huge numbers and Relaxation & Visualization is also very well attended. DHH is now sharing these programs with Aurora/King and are running 5 days a week. Many attendees are referrals from the Stronach Cancer Centre. We have noted that there is an increase in male attendance at these programs.

**Fundraising**

\$250,000 must be raised each year to supplement our Ministry of Health support. Thank you to our continued sponsors – TorCan and Treefrog Interactive. Thank you to Sean Stephens for the design and development of our new website.

**Financial Reports (Pierre Bonhomme -Chaggares and Bonhomme)**

Explanation was provided for the restricted funds on the balance sheet. No issues were found by the Auditors that would prohibit sign-off of the financial statements. A one-time Trillium Foundation grant will not be available next year. Administration costs have increased but can be allocated directly to the programs. Revenues have increased and expenses have been decreased for the fiscal year.

Question: What are volunteer event expenses?

Answer: This is now shown in the financial statements because of changes in Ministry requirements reporting. These are expenses for all volunteers related to all programs.

Move to accept Financial Statements: Sean Stephens

Seconded: Susan Henderson

Unanimously accepted

Move to retain current Auditors for 2012/2013: Sean Stephens Seconded: Bill Marshall

Unanimously accepted



*Living Every Moment*

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New Nominations: None

2012/2013 Board Members: Debbie Johnston (chair) Bill Marshall (member at large) Julie Cruickshank, Ruheena Sangrar, Chris Robb, Howard Goldby, Brent Forrester, Kirsten Nicolson.

Launch of New Website/Hope Tree Initiative

A live presentation of the new website was provided along with a very powerful Hope Tree video. Hope Tree will share links to Facebook communities related to Hospice (for Children, Friends, Life Beyond Cancer, etc.). It has been designed to allow people to share stories, gain support, develop networking, and exchange ideas. There will be the ability for people to make donations through PayPal within the new website.

Question: Can vendors (like Funeral Homes) get a link to the new DHH website?

Answer: Yes, emails will be sent out next week asking for support of this website

Question: Will DHH staff monitor these new Facebook communities?

Answer: No, these sites are managed by the members

Question: Why is Hope Tree just Cancer?

Answer: That is the mission of this initiative

Grow Life, Grow Hope initiative:

Donations at present will all come to DHH but eventually will be split 50/50 for the hope Garden.

A Hope Garden is in the discussion stages with the Town of Newmarket for a possible 3 to 5 acre location (TBD) in Newmarket.

A plaque was given to Brett Richards from Bill Marshall on behalf of DHH.

Thanks to Brett for helping to crystalize the concept of Hospice as more than end of life – it now means HOPE.

Move to Adjourn: Debbie Johnson **Seconded**: Bill Marshall

AGM Adjourned @ 7:23 pm

## **PRESIDENT & EXECUTIVE DIRECTOR REPORT**

**Submitted by: Debbie Johnston, President/Chair  
Juliet Irish, Executive Director**

Over the past year Doane House Hospice has continued to service residents of York Region who face life threatening illnesses or who live with and support those facing life-threatening illnesses, including those who are bereaved. Health care services during this time continue to undergo changes as our health system at large continues to grapple with the ever increasing service costs.

As a result Doane House Hospice has seen its service population increase, year over year by 36%. All of our programs at the house are full and booming. The age range of our clients continues to broaden as do the age ranges of their support systems. The increasing diversity of our clients continues to challenge our staff; a challenge our staff meets and exceeds everyday they come to work.

Over the past year Doane House Hospice has taken a lead role in trying to bring together the 7 hospices in York Region. While this work was promising at the beginning of the initiative, the momentum of the group waned in the last 4-6 months of the year. At the same time the Central Community Care Access Center (CCAC) hired a director whose role it is to develop a comprehensive hospice palliative care strategy that delivers a seamless system of care to those facing life threatening illnesses. Doane House has been at the table and we participated in a LEAN brainstorming event that brought together a number of thought leaders within the catchment area of the Central CCAC.

We are encouraged by the participatory nature of the work of this group and look forward to the draft report and continuing to work with this group to further the hospice palliative care initiative within York Region.

Financially, this year has been very rough for Doane House Hospice. Despite many fundraising events we continue to struggle to meet the fundraising goals we had set for ourselves. Our funding from the Local Health Integration Network (LHIN) remains unchanged. Further, our transfer payment organization increased the amount of money they withhold further causing financial hardship to our organization. Doane House Hospice continues to fundraise however we also recognize the impact the overall economy has on the ability of our donors to continue to support our organization. We salute those who continue to support the work of Doane House Hospice and say a great big THANK YOU to those who are able to support Doane House.

*Living Every Moment*

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A milestone is about to be recognized! In May of 2014 Doane House Hospice will celebrate 25 years of compassion and caring, through community hospice services. We will be honouring all the clients and volunteers who have left their mark on our organization and look forward to continuing the Hope and Healing that we are known for.

As Board Chair I would like to extend a personal THANK YOU to all of the staff at Doane House Hospice as they continue to work diligently meeting the needs of our clients. Particularly, I would like to THANK Juliet, our amazing Executive Director for another great year.

Respectively submitted by:



Debbie Johnston  
President/Chair



Juliet Irish  
Executive Director



## **VISITING VOLUNTEER PROGRAM REPORT**

**Submitted by: Cathy Kincaide RN**

*Oasis is "a place to come, to make sense of your life"*

As Client Services Coordinator I am responsible for intake assessments on all clients with a life threatening illness, in-home volunteer/client matches and support, as well as the Oasis Day Program, and the Mind Body Connection, Wellness Program.

*"For centuries, **Meditation** has been used to rally inner resources to exercise control over thoughts and emotions, and improve overall well-being. Meditation practices can help to reduce stress, improve capacity to cope with cancer, and feel better both emotionally and physically. **Yoga** can help exercise control over physical and emotional well-being by combining movements, breathing, stretching, body poses and meditation practices. Participants can achieve a sense of inner calm while enhancing the mind, body and spirit at Doane House Hospice"\**

Referrals continue to increase and our programs are filled to maximum capacity. Clients are presenting with increased complex needs and we are often collaborating with outside community supports and agencies. Our partnership with the Stronach Cancer Centre continues to grow. Our Bi-monthly Hospice Palliative Care team meetings provide an opportunity to bring together palliative care physicians, nurses, community professionals and the HPC team to ensure consistent collaborative support for our clients.



Christmas at Doane 2012



York Region Community Choir  
Christmas 2012

**Visiting Volunteers do make a difference!** They provide valuable support for individuals and their families and more importantly, bring a little normalcy back to the client's life. Volunteers are involved in this program because they care. Volunteers visit clients in their homes, offering companionship and practical support as well as short-term relief for their caregivers.

Our volunteers are there to listen without judgment and with compassion and offer practical help with day-to-day needs such as shopping, appointments and outings. Each client is individually assessed by the Client Services Coordinator and then matched with an appropriate Volunteer who works with our professional staff to ensure the clients and their families receive the highest quality care. The support commitment can range from short term and one offs, to long term. One client and volunteer have been together for 9 years!

The Oasis Day Program continues to thrive and provide a safe environment for social interaction and activities that illness can often restrict. This 4 hour program runs every Thursday and Friday with an average of 10-15 clients per day. This past year we have offered 400 hours of programming and served over 50 individual clients. Our team of 20 Oasis volunteers has donated over 1400 hours since last September. We continue to offer scheduled activities (crafts, speakers, music, outings and Complementary therapies) as well as an atmosphere that allows for sharing and on-going peer support amongst the clients. An important part of the program is sharing a meal, so, through partnerships with Kingsway Arms @ the Aurora Retirement Centre (Sept-December), Sunrise of Aurora, and Hollandview Trail Retirement Community of Aurora, our clients not only enjoy a nutritious meal but it allows for an atmosphere of conversation, laughter and friendship. We continue to network in the community for food sponsorship and donations to reduce our food costs.

*Oasis offers "fun and laughter and support"*

I look forward to another adventurous year!  
Respectively Submitted

*Cathy*

Cathy Kincaide R.N. Client Services Coordinator

Sponsored: Mind-Body Connection (September 2012/July 2013)



\*Reference from Wellspring Website: \*([www.wellspring.ca/london/programs](http://www.wellspring.ca/london/programs))



*Loss of Femininity*



*Cancer Changed My Relationship*

*“Art can communicate without words. Art Therapy helped me to express the emotions I could not find words to describe.”*

– (Newly-Diagnosed Art Therapy Client)

## **SUPPORT SERVICES COORDINATOR REPORT**

The Support Services Programs continued to grow over the past year and the position was increased to four days a week. Traditional Support groups for caregivers and bereaved clients continue to be facilitated by trained volunteers as well as the Bereavement Walk and Talk Group at Fairy Lake. The Art Therapy Programs provided support for children and teens (anticipatory grief and bereavement), newly-diagnosed clients, and adults (caregiver and bereavement). Volunteers continue to provide invaluable support in the art therapy groups, and an art therapy student from the Toronto Art Therapy Institute assists with 1:1 support for bereaved children.

A new Bereavement Manual was created which was visually more attractive and user-friendly, and a successful Bereavement Volunteer Training took place at Hospice Richmond Hill on April 16-17. The Training Course was restructured and rewritten by two DHH Volunteers who have strong backgrounds in thanatology and group facilitation, and by two Bereavement Coordinators. A segment on Art Therapy allowed for more personal interaction and also served as an assessment tool re the readiness of volunteers for facilitating bereavement groups.

The Memory Bears Project continues to provide a valuable service for bereaved clients, and we have a wonderful group of dedicated seamstresses who are

committed to honouring the lives of loved ones and supporting bereaved families. The first Quiet Reflections Memorial evening was held on July 4<sup>th</sup> at DHH. Ten children and teens presented art, poetry, and photos honouring their loved ones. Songs that were meaningful to two fathers were sung by a DHH Volunteer and a bereaved child. The parents who attended were most grateful for this evening and moved by the strength and courage of their children.

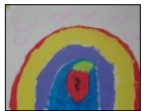
I continue to feel blessed to work at Doane House Hospice. It is such an honour to work with Juliet and all of our caring staff to support families in our community. Personally, I felt that the Quiet Reflections Memorial evening not only honoured loved ones and showed the healing power of the creative arts but reflected for me the important values and mission of our Hospice and the teamwork needed to carry out those values.

Respectfully submitted,

*Alison Jane*

Alison Jane  
Support Services Coordinator, Art Therapist

Sponsored in part by:



*LOVE*

*As I think of special times  
and the memories that we share -*

*You just have no idea  
how much I truly care.*

*My feelings for you  
get stronger everyday -*

*And only grow deeper  
in a very special way.*

*So when you see this Angel  
my heart wants you to know -*

*You're a blessing from heaven and  
why I love you so.*

(Read by Juliet for a child, age 10, in  
memory of her Grandpa)



*Grandpa and Me*

## **VOLUNTEER COORDINATOR REPORT**

*“Every action in our lives touches on some chord that will vibrate in eternity”. Edwin Hubbel Chapin.*

During this fiscal year, we said goodbye to Heidi Bonner, DHH’s Volunteer Coordinator. Heidi not only brought dedication but a lot of laughter to her role as Volunteer Coordinator and will certainly be missed. In a volunteer based organization this is a vital role, but due to budget restraints the ED and Administrative Coordinator will share this position.

Volunteer recruitment has remained our focus, with an increasing client base, (36% over the previous year), we need to ensure we have enough volunteers, so that our seasoned volunteers don’t burn out, and our new volunteers are properly mentored to be able to continue offering the best possible care and commitment. All client volunteers attend a mandatory 30 hour Core Concepts training through Palcare Network for York Region. This is a life course but truly is inspiring when you are able to interact with other volunteers, past clients and professional individuals. We also encourage our volunteers to continue on going education through our monthly support meetings, outside workshops provided through funeral homes, HPCO, Palcare and Southlake Regional Health Centre, to name but a few. This past year we welcomed 17 new client volunteers and 3 administrative volunteers, taking our volunteer pool to 162. These amazing volunteers have donated approximately 11,000 volunteer hours to our organization this year.



Doane House Hospice is fortunate in that we are able to offer mentoring programs to the local schools and colleges, for placement students certifying as Social workers, nurses, art therapists, etc. Not only does this offer hands on experience for the student, but it is also a great opportunity for the staff and volunteers to learn from the younger generation. You are never too old to learn!



In 2012/13 we honoured our volunteers at the annual Volunteer Appreciation dinner, but have also been able to acknowledge some of our seasoned volunteers through the Character Community Foundation of York Region, Robert Bradley, Lisa Dattoli, Maureen Burleson and Christine Simone.

The Ministry of Immigration and Citizenship recognizes continuous, 5 year increments of service. Volunteers are Violetta Gomez, Cynthia Galang, Donna Whiteman, Diana Durisin, Gail Hirst, Jim Muir and Susan Kent.

Our June Callwood Circle of Outstanding Volunteers Award 2012 was presented at the annual Hospice Palliative Care Ontario (HPCO) conference, to Karen Faris



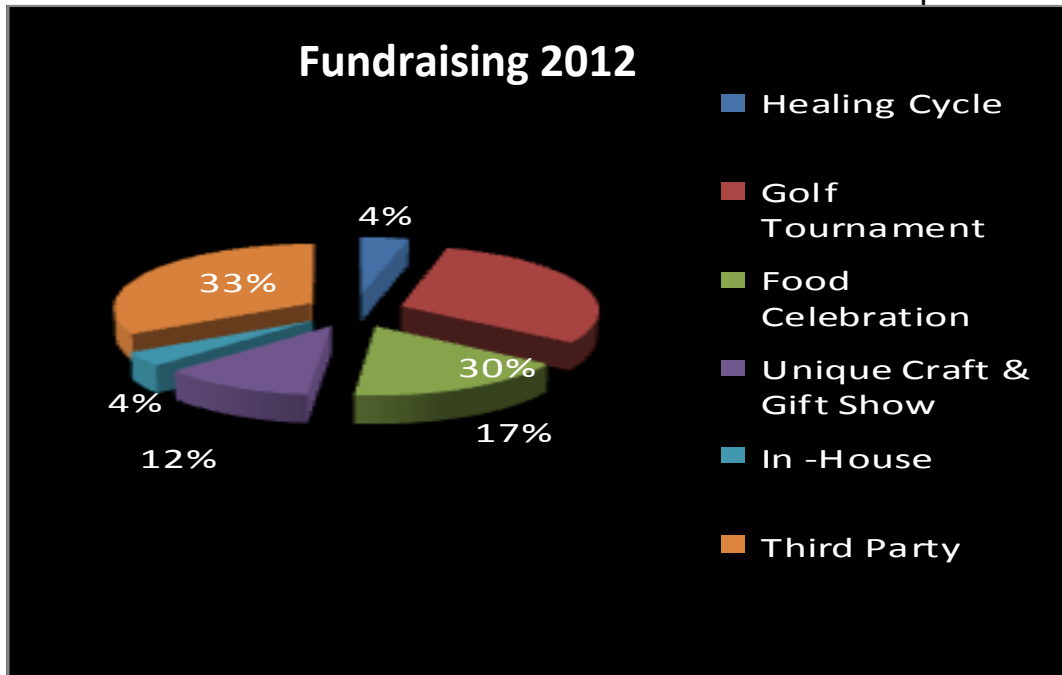
Karen Faris began her volunteer service at Doane House Hospice in 2002. She is a dedicated and professional facilitator who has led weekly Caregiver and Bereavement Support Groups since she began volunteering. It is always a joy to see Karen each week and to witness the difference she has made for so many families.

DHH wouldn't exist if it wasn't for our dedicated volunteers, so whether you are working with clients, sitting on a committee, answering the phones or helping with the fund raising you are very special people and on behalf of all the staff I would personally like to thank you for everything you do, every single day to make the lives of people in our community better. We look forward to continuing to work with all of you over the coming months and years.



*“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around”*  
*~ Leo Buscaglia*

Respectfully submitted,  
Juliet Irish, Executive Director



This year saw a decrease in fundraising events, which has significantly impacted our revenues for the year. This year we held our 12<sup>th</sup> Annual Golf Tournament which for Doane House Hospice is a real staple event. This was followed by the Healing Cycle, a return of our Food Celebration and we also participated in the inaugural York Region charity event “Dream Halloween” that benefited six charities, the year closed out with the Unique Craft and Gift Show.

All these events are made possible by the ongoing support of our sponsors and dedicated volunteers. Without this support we would be unable to continue offering all our programs and services free of charge.

**Respectfully Submitted by: Juliet Irish, Executive Director**

## **Treasurers Report**

The past year saw a number of changes financially, both operationally and from a reporting standpoint.

Operationally, it was a very difficult financial year, resulting in a deficit of Expenses over Revenues of \$42,872. This was primarily due to lower revenues as a result of i) no Trillium Foundation funding (~ \$44,000 was received in the prior year); ii) donations were 36% lower (~ \$21,000) in the current year; iii) event fundraising and other revenues were down moderately. The operating expenses were consistent with the prior year on an overall basis, notwithstanding the allocation to Trillium supported items. The deficit was funded by drawing down \$40,000 from the long-term investments.

The trend in revenues is concerning, and is getting a great deal of board attention in the current year.

The organizations balance sheet is stable, after giving regard to the draw down of the investments. At the year-end there was \$110,000 of investments, \$40,000 less than the prior year. The Bingo generated cash balances were slightly higher than last year as a result of not all of this year's bingo proceeds being spent on the designated programs.

The debt balance owing to the Town of Newmarket is almost fully paid, and will be fully paid in the current year of fiscal 2014. The lease on the Doane House premises with the Town of Newmarket has expired, but negotiations are continuing with the Town to renew. No particular complications are expected.

To summarize, the year ended with approximately \$130,000 of unrestricted/internally restricted funds that can be used by the organization for the operations at the Directors discretion. This represents about 6 months of operating expenses, which is a reasonable level to maintain. There is \$52,000 of restricted funds that can only be used in accordance with the terms of the Town of Newmarket's bingo agreement. This represents about 1 year of related operating expenses.

From a reporting standpoint, there are a number of changes to highlight.

The audit went without difficulty. This year our audit opinion is qualified with respect to the auditors ability to assess the completeness of the revenue – this is standard amongst almost all charities.

Also, there were new reporting standards introduced this year with regard to non-profit organizations with results in 3 years of balance sheets being shown, this is a transitional item and next year will revert to the traditional 2 year reporting format.

The statement of Revenue and Expenses was also re-formatted in the current year to show line items consistent with the nature of the revenue/expense rather than attempting to divide all items into specific program costs. This allocation process, done in the prior year, is somewhat arbitrary and results in considerably more administration and audit expense.

There was also a correction to the restricted funds balance of the prior year. This balance should correspond with the Bingo bank account balance, but the allocation was not done in the last couple of years. It is presentation only, and has no financial impact on the organization.

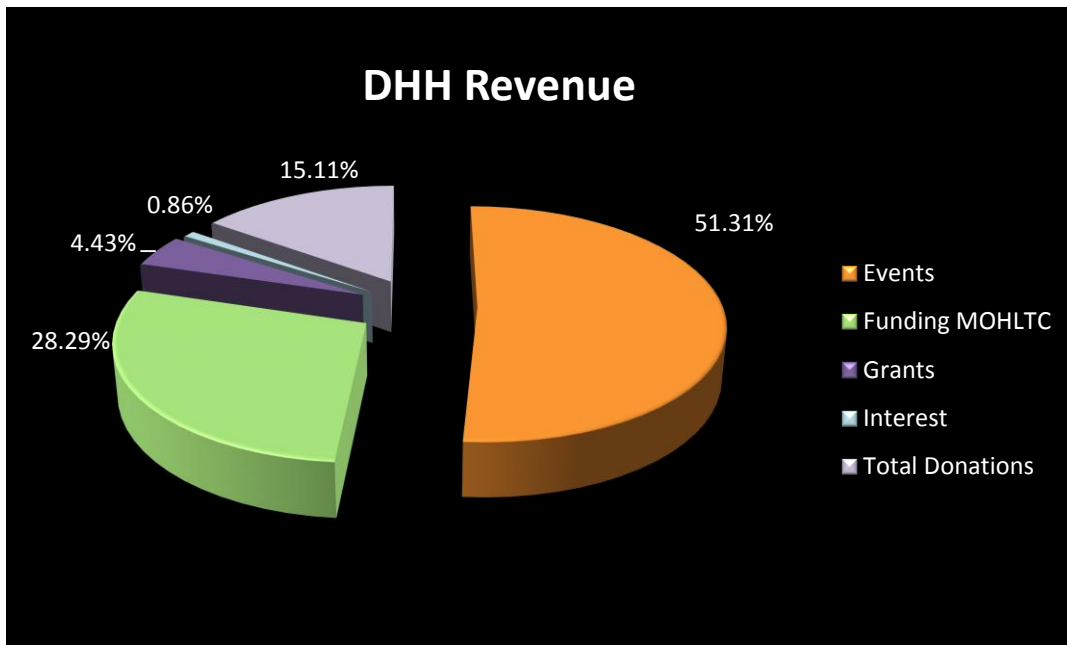
This ends my report for the 2012 Annual General Meeting of Doane House Hospice.

Scott Allan

The Local Health Integrated  
Network (Central LHIN) through:



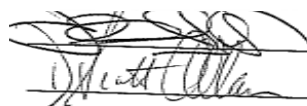

Treasurer



**DOANE HOUSE HOSPICE INC.  
Statement of Financial Position  
March 31, 2013**

	March 31 2013	March 31 2012 (Note 2)	April 1 2011 (Note 2)
<b>ASSETS</b>			
<b>CURRENT</b>			
Cash	\$ 28,220	\$ 34,923	\$ 62,380
Accounts receivable (Note 8)	15,235	13,848	10,941
Prepaid expenditures	3,068	4,838	2,862
Cash in trust (Note 7)	62,302	46,982	84,527
Short term investments (Note 6)	50,000	111,000	89,579
	<u>148,825</u>	<u>211,591</u>	<u>250,289</u>
LONG TERM INVESTMENTS (Note 6)	60,000	40,000	25,309
	<u>\$ 208,825</u>	<u>\$ 251,591</u>	<u>\$ 275,598</u>
<b>LIABILITIES</b>			
<b>CURRENT</b>			
Accounts payable and accrued liabilities	\$ 12,315	\$ 11,927	\$ 10,392
Current portion of long term debt (Note 9)	5,217	6,972	6,972
Deferred revenues (Note 10)	10,870	4,180	57,012
	<u>28,402</u>	<u>23,079</u>	<u>74,376</u>
LONG TERM DEBT (Note 9)	-	5,217	12,189
	<u>28,402</u>	<u>28,296</u>	<u>86,565</u>
<b>NET ASSETS</b>			
Unrestricted (Note 11)	98,121	146,313	128,718
Internally restricted (Note 11)	30,000	30,000	20,000
Externally restricted (Note 11)	52,302	46,982	40,315
	<u>180,423</u>	<u>223,295</u>	<u>189,033</u>
	<u>\$ 208,825</u>	<u>\$ 251,591</u>	<u>\$ 275,598</u>

ON BEHALF OF THE BOARD



Director

Director

notes to financial statements  
3

**DOANE HOUSE HOSPICE INC.  
Statement of Revenues and Expenditures  
Year Ended March 31, 2013**

	2013	2012
<b>REVENUES</b>		
Donations	\$ 37,493	\$ 58,620
Event fundraising	127,351	135,364
Government funding	70,215	70,665
Ontario Trillium foundation	-	44,212
Grants	11,000	10,700
Interest	2,139	2,895
Facility rental	-	2,350
	<u>248,198</u>	<u>324,796</u>
<b>EXPENDITURES</b>		
Program costs	206,302	173,150
Trillium supported programs	-	44,212
Event fundraising	15,322	28,725
Administration & facility	69,446	44,446
	<u>291,070</u>	<u>290,533</u>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES</b>	<u>\$ (42,872)</u>	<u>\$ 34,263</u>

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

Allied International Credit	Italian Social Group
Amica Newmarket	J & S Plumbing Services
Apple Self Storage	Kellar Williams Realty Centre
Artist's Salon and Spa	L.H. Lind Realty Group
Aurora Smile Centre	Lloyd E. Baker Limited
BFI Canada Inc. (Progressive Waste Solutions Ltd.)	Mylan Pharmaceuticals ULC
Bling It!	Newmarket Lions Club
Brown, Lois MP Newmarket / Aurora	No Frills
Cannon Hygiene	North Newmarket Lions Club
Cattanach Hindson LLP	Qualicare Home Services
Cobs Bakery	Rae, Davie
Connective Intelligence Inc.	Rai Grant Insurance Brokers
Counsel Public Affairs	Roadhouse & Rose Funeral Home
DataLinks Enterprises Limited	St. Chrysostom Council
Davis LLP	Shoppers Home Health Care
DJ SOB Productions	Simone Performance Imports
Della Shore Investments	Sinclair Dental Co. Ltd.
Deloitte	Smith, Williams & Bateman Insurance Brokers Ltd.
Denton's Canada LLP	Starbucks
Dillon Consulting Ltd.	Sunrise of Aurora
Doggieville	Taylor Funeral Home
EBA Engineering Consultants	Telizon Inc.
Eddystone Meats	The JBL Group
Forest Contractors Ltd.	The Healing Cycle Foundation
Fraser Milner Casgrain LLP	The Leonard and Gabryela Osin Foundation
Funeral Products Canada	The McClelland Financial Group
Gem Healthcare Services	The Montana Group
Global Pet Foods	The Toskan Cassale Foundation
Goodyear Mars Tire Newmarket / Aurora	Thompson Funeral Home
Global Pet Foods	Tor Can Waste Management Inc.
Grist Mill Family Physicians	Town of East Gwillimbury
Hollandview Trail Retirement Residence	Town of Newmarket
Interactive Resources	Turf Care Employees Fund
	VandenBosche Jewellers

(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 or free programs and services to the community.**

**A Sincere "Thank You" to Everyone**