



HILL HOUSE HOSPICE

2022-23 Annual Report

A Message from our Board Chair

As Chair of the Board of Hill House Hospice since 2019, it is my privilege to be part of Hill House Hospice.

Despite the challenges that we have faced in health care through the Covid 19 pandemic, I am proud to say that Hill House has remained strong, and in fact, has become stronger! Under the leadership of Michelle Hambly, Executive Director, Dr. Brian Berger, Medical Director, and Amanda Barnett, Director of Clinical care, the Hill House team has flourished, with a wonderful team of staff and volunteers who continue to provide compassionate End of Life care.

As a Board, we recognize that our community is underserved in hospice care, and we are actively working towards expansion to meet this need. Our Board is comprised of passionate volunteers who are working to support this goal through the work of our board committees, and support of our Campaign Cabinet. We are so grateful for the community members who have stepped up to be part of our Campaign Cabinet, to assist us in achieving our fundraising goals for expansion. We are grateful for the support of the City of Richmond Hill, our local MPPs Daisy Wei and Michael Parsa, and MP Majid Jowhari. As always, we are grateful for the support of our community, as without the support of our community, we could not do the work we do.

It is an exciting time to be part of Hill House. The energy and passion of the team is infectious, and the many testimonials of patients and family are the fuel that motivates us to move forward to achieve our goals. I am excited about what lies ahead!

With gratitude,

Janet Morse

Janet Morse
Board Chair, Hill House Hospice

A Message from our Executive Director

Dear Community of Friends,

I am pleased to present our Annual Report for 2022-23 which is a reflection of our collective achievements, challenges and the spirit of collaboration that defines our organization. As the Executive Director, I am both honoured and inspired by the incredible efforts of our dedicated team, partners and supporters.

Throughout this past year, our team has demonstrated resilience, adaptability and an unwavering commitment to our mission and vision. Together, we continue to achieve significant milestones in our efforts to grow as well as to continue having a positive impact on those that we serve.

As many of you already know, it has been a hard year for charitable organizations across the country, the majority seeing an increase in demand for services and staff burnout, but at the same time seeing a decrease in donations in comparison to previous years. Despite this challenging environment, we continue to be grateful to all of our volunteers all of our volunteers, supporters, team members and all other stakeholders who have played a crucial role in supporting us throughout the year. As we look back upon 2022-23, I am filled with gratitude and appreciation for the passion and commitment that truly defines our community, and we continue to be filled with excitement for the opportunities that lie ahead for us as an organization. Thank you for your support so we can continue to serve families and individuals in need as they face end-of-life.

Thank you for being such an integral part of our journey.



Michelle Hambly, BScN, MBA
Executive Director, Hill House Hospice

Our Mission

The mission of Hill House Hospice is to provide palliative care to individuals diagnosed with a terminal illness in a home-like setting; to provide support for their families and friends; and to ensure that each patient is treated with dignity, respect and the highest standard of care.

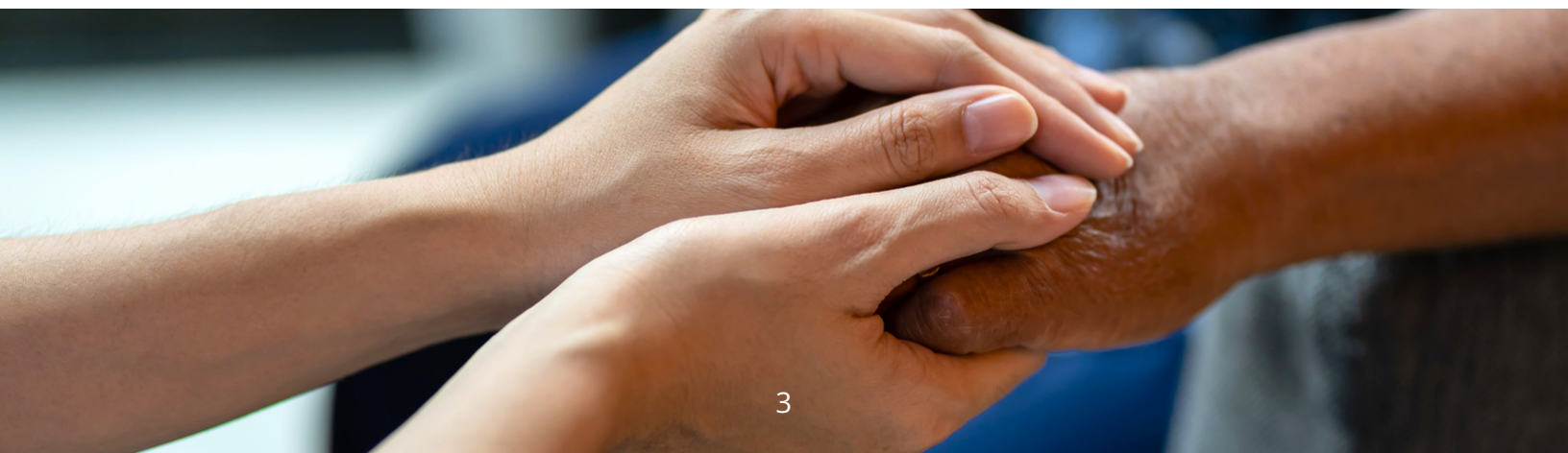


Our Home

For 25 years, our little red brick bungalow, on a quiet street in Richmond Hill has offered comfort and medical care to residents in their final weeks of life and support to their families. It is a home-like alternative to institutional care and in-home care, and all care is free for families. Hill House is a special place filled with love, hugs, laughter and tears.

We operate with a high staff-to-resident ratio, with at least one nurse and one personal support worker (PSW) working day and night for every three residents, exceeding the current staffing model of most other hospices in the Greater Toronto Area. Looking beyond the traditional medical approach, we also incorporate a variety of alternative therapies to promote holistic wellness.

Hill House is built on a 1-acre lot and, in addition to the three bedrooms, it includes a fully equipped kitchen, large living room and dining room. The beautiful gardens and landscaping are maintained by The Richmond Hill Garden and Horticulture Society, as well as the City of Richmond Hill.



Our Leadership Team

Hill House Hospice
Board of Directors

Board Chair
Dr. Janet Morse

Vice Chair
Elaine Walsh

Treasurer
Joanne Lott

Secretary
Catherine Bellinger

Directors
Kim Baker

Andy Langer
Joseph Gulizia

Sam Lee
Sheila Neuburger
Susan LaRosa

Board Advisor
Charles Beer

Community
Committee Members
Charles Beer
Dorenda McNeil
Jane Wedlock
Judy Murray

Our Vision

Sharing our compassionate approach to hospice care and creating comforting memories for everyone in our home

Our Values

Honesty & Integrity
Compassion
Respect & Dignity
Accountability Teamwork

Our Hospice Services



Residential hospice beds



Wellness programs & complementary therapy



Anticipatory grief & bereavement counselling by a regulated health professional



Caregiver & family support



Pain & symptom management



Practical assistance



Chronic disease management



Interdisciplinary teams



Education

Our 2022 Impacts



1,000+

Nights of Comforting Care

Our 3-bedroom hospice was able to provide over 1,000 nights of comfortable care to our residents.



120+

Families Cared For

In 2022, over 120 families received compassionate and expert hospice care at no cost at Hill House Hospice.



\$1M

In Savings

In 2022, over 120 people who could no longer be cared for at home bypassed hospital admission and went straight to Hill House or came from the hospital enabling a realized savings of over \$1M in hospital costs and better health outcomes.



101%

Occupancy Rate

In 2022, Hill House realized a 101% occupancy rate.



2,800+

Volunteer Hours

Volunteers dedicated over 2,800 hours of service in 2022.



600+

People Supported

Hill House Hospice directly supported over 600 people in 2022. This includes residents that stayed with us and their families.

2022 –23 Looking Back

In our last year’s Annual Report, we talked about looking to form a Campaign Cabinet as we look to grow and expand our capacity over the coming years. We are proud to have achieved our goal and now have the support and backing of amazing leaders who are volunteering their time, effort and passion to help lead us on our journey to expand to 12 bedrooms. Thank you, Hill House Hospice Campaign Cabinet, we are grateful for your tremendous leadership.

Campaign Leadership

Campaign Co-Chairs
Dr. Brian Berger
Dr. Reza Moridi

Campaign Cabinet
Dr. C.K. Chung
Dr. Pierre Geoffroy
Elaine Walsh
Heather Earle
Latif Fazel
Michelle Hambly
Muhammad Kermalli
Susan LaRosa

Honorary Cabinet
Members
Justin Poy
Nahid Crebbin

2023–24 Strategic Direction Looking Forward



Capital Campaign

Our goal is to start meaningful dialogues with community leaders in order to start raising funds to support our plans to expand.



Internal System Capacity

Build our internal capacity to support our expansion plans by utilizing technology in a greater way.



Grow, Cultivate & Nurture

We aim to continue to show appreciation and gratitude to our supporters and stakeholders whose generosity and kindness enable us to serve families across the region.



Community Engagement

As an organization, we are committed to learning more about the community that we serve and will be undertaking a thorough and in depth look at how we can create a space that is culturally safe for all.



Providing 25+ Years of Care Thanks to the City of Richmond Hill

We are proud of the 25 years of partnership and deep collaboration between Hill House Hospice and the City of Richmond Hill in providing dignified and compassionate end-of-life care to the communities and cities of York Region. We remain grateful to the City of Richmond Hill for their unwavering support and for enabling us to continue to stay at 36 Wright Street in order to serve and provide end-of-life care to residents and families.

Hill House Hospice provides a tremendous positive social impact to the city and region. Caring for our elders and for those that are vulnerable, is an essential part of being community-focused. Our York Region population for those that are over the age of 80 years, is expected to increase by close to 400% over the next 20 years. We need to plan now to serve our community in a greater way with dignified, high-quality end-of-life care.

25 Years of Serving the Community

As we celebrate our 25th year of serving our great community, we are beyond grateful to have received a Certificate of Recognition from our MPP Daisy Wai on March 31, 2023, marking the end of our fiscal year.

We would like to extend a sincere thank you to MPP Daisy Wai for visiting us at Hill House Hospice and for her continued support and advocacy of the care we provide. We would also like to thank her for supporting our plans to expand so we can provide compassionate end-of-life care to all of those who need it!

A huge thank you as well to the Ministry of Health for the additional one-time funding to support our operations so we can continue to serve.



Michelle Hambly and Rod Johnson - Past Chair, Richmond Hill Board of Trade

We were honoured to have received the Business Achievement Award for Non-Profit Organizations in 2022, awarded by the Richmond Hill Board of Trade.

Privileged to have the support of Richmond Hill Leaders. Thank you to Mayor David West, Ward Councillor Raika Sheppard and Reza Moridi, former Minister.



We are thankful for the support of our local MPP Daisy Wai.

2022 was the 75th anniversary of Arbor Memorial Inc. To mark this occasion, the Arbor Memorial Foundation was pleased to donate \$1,000 to 75 different charities across Canada, Hill House Hospice was honoured to be one of the recipients of this generous gift.



Thank You to our Caring Community!

Thank you to The Country Day School (King City, Ontario) for their thoughtful and caring gifts to our team at Hill House Hospice.

Middle school students from Country Day School joined together to purchase gift cards for all of the team at Hill House Hospice. Even more special than the gift cards, were the beautiful and kind messages written within. One of the students wrote: "Thank you for choosing this job and helping people in the hospice." Another student wrote: "Thank you so much for the care and help you have given to other people."



It's wonderful to see youth filled with such compassion. I have no doubt that our city and region will be well taken care of in the future with youth like these as our future leaders. Thank you for caring!!!



We love our volunteers!

Thank you for your time and everything you do for Hill House Hospice and the community.





Thank you to the Bayview Golf & Country Club for participating in the Lilac Memorial Tennis Event.

This group of 80 wonderful women raised over \$10,000 for Hill House Hospice!

2022 Hike for Hospice

Thank you to everyone who attended our annual Hike for Hospice in collaboration with Hope House Community Hospice.

We are so grateful for the support of our community, volunteers and staff. Together, we raised over \$75,000 in support of our critical hospice care.



HOEDOWN
PRESENTED BY MAGNA SINCE 1987

SILENT AUCTION

AUGUST 27 TO SEPTEMBER 10

In support of the **Magna Hoedown Community Fund** and



Thank you Magna!

We are proud to have been a charity of choice for the 2022 Magna Hoedown, in collaboration with Hope House Hospice.



Meet Hugh & Nancy Adams

Nancy and Hugh officially met through friends in 1963, though they'd grown up around the corner from one another in Richvale. The pair were married after a two-year courtship. Their life was progressing as they'd always dreamed – until Nancy received a breast cancer diagnosis in June of 1990.



Despite the challenges Nancy faced over the years, she was devoted to her community and kept herself busy volunteering for multiple charities. It was through a brochure that the couple first learned about Hill House Hospice. "Having cancer, Nancy knew she didn't want to die at home or in hospital," explains Hugh. "Hill House really spoke to her as a cause." True to form, it wasn't long before Nancy signed up as a Hill House volunteer. She would go on to spend five years helping around the hospice, first doing laundry and then preparing sandwiches Hugh would deliver to residents. Though her kindness touched countless people year-round, Nancy always made a point to do something extra special during the holidays.

When her cancer eventually metastasized in 2015, there was no doubt where Nancy wanted to spend her final days. Hill House Hospice welcomed her with open arms, just like we welcome approximately 120 people every year. Though Nancy passed away in her cherished Yellow Room at the hospice, Hugh and their daughter Michelle continue her legacy of kindness. Every year, the pair ensure staff and volunteers at Hill House Hospice each receive a small gift – a token of their gratitude, and a remembrance of Nancy's generous spirit. Their holiday tradition is a reminder of just how profoundly your support of hospice care touches families here in the York Region.

THANK YOU FOR HELPING FAMILIES LIKE HUGH AND NANCY'S!

Words of Kindness from our Community

"We feel very blessed to have gotten D. into hospice, especially when his decline was sudden, and knowing there are so few available beds in our area. Your staff was very welcoming and explained everything. All nurses and PSWs were supportive and easy to talk to. It felt just like his home! Though his stay was short, care was immediate and exceptional. Forever grateful."

– K.R

"Thank you for all that you do and all the families you continue to serve. My dad's end journey was made so much easier at Hill House Hospice."

–G. W.

"Hill House was a gift to our family."

–D.W.

"We have so much to be thankful for. We will be forever thankful for your love, support and care given to my mom. Thank you and God bless you as you continue to assist the dying and their families. We will always be grateful."

–G. & B. V

"You brought my mom comfort and rid her of her anxiety. Who could ask for more? Your place is lovely. Though she was there for such a short time, it was the best ending she could have. She got the peace she needed in her final moments. Thank you."

–FAMILY OF S. M

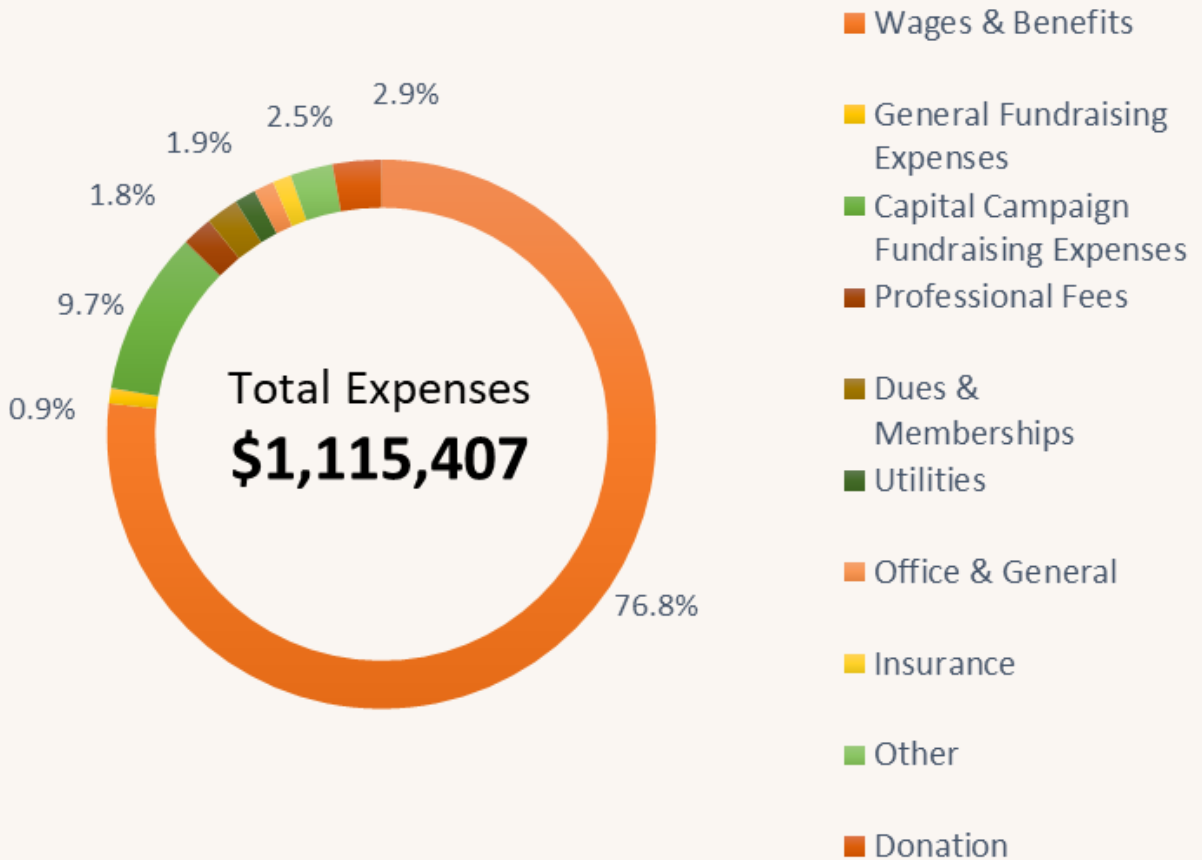
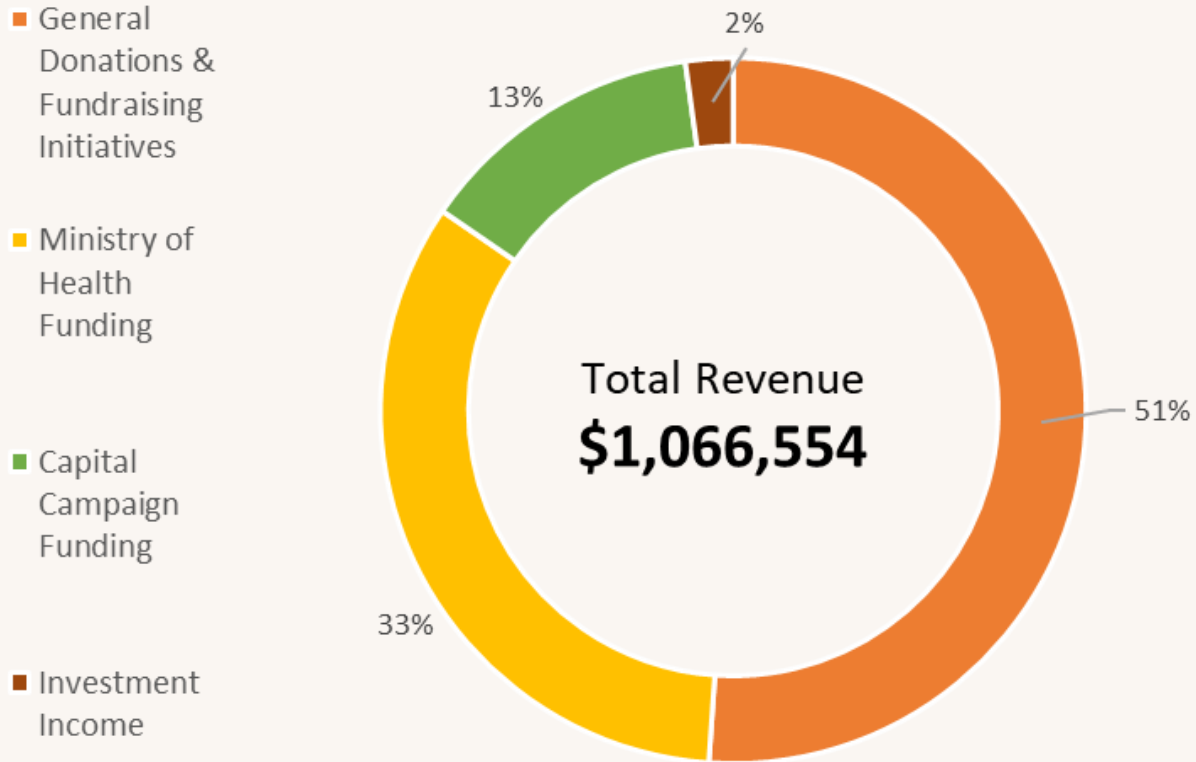
"As soon as we toured the home, we knew it was the right place for T. to be cared for. He was so well cared for and the family was also well cared for. The staff were exceptional. Their knowledge, empathy, understanding and helpfulness in attending to all our needs were a blessing. He was thankful to feel respected at this very difficult time in his life and felt he had made new friends in the nursing and PSW staff. You made this journey that we did not wish to be on more bearable. You gave T. a peaceful transition — thank you."

– FAMILY OF T. H.

"We thank you and your entire team of 'angels' for your loving kindness, care and support shown to our entire family and especially my late father, who spent his last five days enveloped in a cocoon of kindness and dignity. Your work is beyond critical and we do hope the enclosed will assist the cause in some way. We are truly blessed to have Hill House Hospice in York Region and in our community."

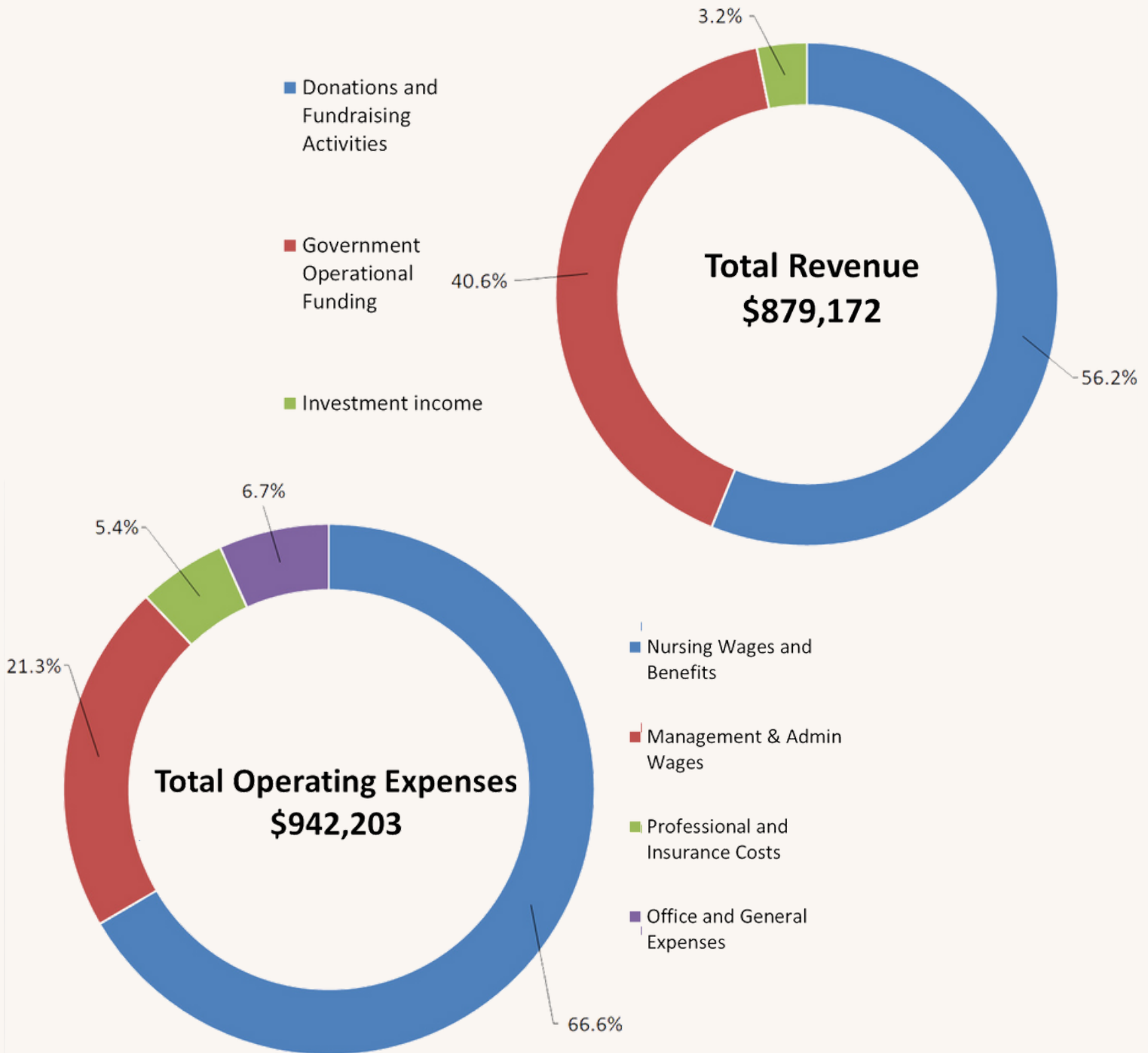
– H. & T. B. FAMILY

2022 Financial Report



2023 Financial Report

Year Ended March 31, 2023[1]



FY2023 had a shortfall between operating revenues and expenses largely due to limited fundraising activities relating to COVID restrictions. The shortfall was funded from accumulated reserves.

[1] During this period, Hill House Hospice initiated work to support the capital expansion, including architectural feasibility work, preparation for a capital campaign, and starting the capital campaign. These one-time costs are not included in the financial report on operations.

Thank you to our Partners

- Allegra Aurora/Newmarket
- Canso Investment Counsel Ltd.
- Chartwell Retirement Residences
- Farm Boy Richmond Hill
- Home Concierge
- Knights of Columbus –Oak Ridges Council
- Knights of Columbus, Our Lady Queen of the World Parish
- Lilac Tournament –Bayview Golf & Country Club
- Magna
- Marshall Funeral Home
- Medigas Newmarket
- Neighbourhood Network
- Neighbourhood Pharmasave
- Plaza Printing Ltd.
- Project BeamOn
- Richmond Hill Board of Trade
- Richmond Hill Garden & Horticultural Society
- Richmond Hill Legion
- Richvale Lion Club
- Rise and Shine Seniors Project
- Royal Bank of Canada
- St. John’s Ambulance
- The City of Richmond Hill
- Tim Hortons
- Thornhill Cruisers Car Club
- UniversalCare
- UJA Federation of Greater Toronto – Jewish Foundation
- The Village Grocer



NeighbourhoodNetwork
Building Better Communities Together



UNIVERSALcare





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