



# HILL HOUSE HOSPICE

2023-24 Annual Report



*"You have touched our lives in a profound way, and we will forever be grateful for the care and love you gave."*





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# A Message from our Board Chair

I join our Executive Director, Michelle Hambly, in presenting the 2023-24 Annual Report for Hill House Hospice.

As I look back on the year, I am again impressed at what an amazing organization Hill House Hospice is—I feel fortunate and proud to be a part of it. The dedication that I witness at all levels is amazing: from the volunteers who assist day to day in the house, to the incredible staff of nurses and PSW's who provide the hands on care to our residents, to our steadfast leadership team—Michelle Hambly, Executive Director, Dr. Brian Berger, Medical Director, Amanda Barnett, Director of Clinical Care, and Joanne Giannakopolous, our Director of Development. The energy and passion of the team is infectious!

I am privileged to lead a Board comprised of passionate volunteers. As a Board, we continue to work towards our goal of expansion to better meet the needs of the community for residential hospice care. We are so grateful for the community members who have stepped up to serve on our Campaign Cabinet, to support the fundraising needed for our expansion.

As we move along this journey, despite the inevitable challenges, the excitement grows and drives us forward.

We are grateful for the support of Mayor David West, and the City of Richmond Hill, our local MPP's Daisy Wai and Michael Parsa, as well as York Region Council. As always, we are most grateful for the support of the community—without which we could not do what we do.

I continue to be inspired by the stories of the individuals and the families that Hill House has touched.

Respectfully submitted,

*Dr. Janet Morse*

Dr. Janet Morse  
Board Chair, Hill House Hospice



# A Letter from our Executive Director

Dear Community of Friends,

I join our Board Chair, Dr. Janet Morse in presenting our Annual Report for 2023-24, a reflection of our collective progress, the challenges we have navigated, and the spirit of unity that defines our organization. As Executive Director, I am both humbled and inspired by the dedication of our incredible team, partners, and supporters.

This past year has been shaped by adaptability and an unwavering devotion to our mission. Together, we have expanded our impact, ensuring that individuals and families facing end-of-life receive the compassionate, dignified care they deserve.

Looking ahead, we remain focused on growth and strengthening our services to meet the evolving needs of our diverse community. Raising awareness about hospice care remains a priority, as we work to ensure that more individuals understand the support available to them.

Additionally, we are excited about our vision to expand to a 12-bedroom hospice home, allowing us to provide comfort and care to even more families in need.

None of this would be possible without the extraordinary commitment of our staff, volunteers, and community stakeholders. Your generosity, kindness, and dedication are the foundation of the compassionate care we provide. We deeply value the relationships we have built and continue to cultivate within our community, ensuring that we listen, learn, and respond to the unique needs of those we serve.

As we reflect on the past year and set our sights on the future, we do so with optimism, determination, and a steadfast commitment to our mission. Thank you for being an essential part of our journey.

Together, we will continue making a lasting impact.

With deep appreciation,

A handwritten signature in black ink that reads "Michelle Hambly". The signature is fluid and cursive, with a long, sweeping flourish extending from the end of the name.

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

# We are here for you

Living with a serious illness or caring for a loved one nearing the end of life can be incredibly challenging. At Hill House Hospice, we are here for you. Thanks to the generosity of donors, community partners, and government funding, we provide expert medical care and compassionate support at no cost.

Our focus is on enhancing quality of life in a home-like setting, ensuring that individuals can live as fully as possible with dignity and respect in their final stage of life.

*Making every day special. Until the very last.  
Hill House Hospice. We are here for you.*

## The Hill House Hospice Difference

Hill House Hospice is a special place filled with love. It was the first residential hospice in York Region and the second in the province of Ontario.

Hill House is also a registered charity. Since our founding in 1998, our goal has been to lead by example, serving as a model for exemplary residential care in York Region and across Canada.





# Our Approach to Palliative Care

Many people believe that palliative care is solely about preparing for death. In reality, it is focused on helping individuals live well for as long as possible by addressing their physical, emotional, social, and spiritual needs.

Hill House Hospice offers a holistic approach to palliative care, emphasizing quality of life at every stage of illness.



Residential hospice beds



Wellness programs & complimentary therapy



Chronic disease management



Caregiver & family support



Practical assistance



Interdisciplinary teams



Education



Anticipatory grief & bereavement counselling by a regulated health professional



Pain & symptom management

## Our Hospice Services

# Board of Directors

## Board Chair

Dr. Janet Morse

## Vice Chair

Elaine Walsh

## Treasurer

Sam Lee

## Secretary

Catherine Bellinger

Adelina Urbanski

Andy Langer

Joanne Lott

Joseph Gulizia

Kim Baker

Latif Fazel

Shafiq Ebrahim

Sheila Neuburger

Susan LaRosa

## Board Advisor

Charles Beer

## Community Committee

Charles Beer

Dorenda McNeil

Jane Wedlock

Judy Murray



## Our Mission

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

## Our Vision

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

## Our Core Values

Honesty & Integrity, Compassion, Respect & Dignity, Accountability & Teamwork



# Our 2023 Impacts

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## Nights of Comforting Care

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



## In Savings

In 2023, 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.



## Occupancy Rate

In 2023, Hill House realized a +100% occupancy rate.



## People Supported

Hill House Hospice directly supported over 600 people in 2023. This includes residents who stayed with us and their families.



## Families Cared For

In 2023, over 120 families received compassionate and expert hospice care at no cost at Hill House Hospice.



## Volunteer Hours

Our volunteers dedicated over 3,500 hours of service in 2023.

# Looking Back 2023–24



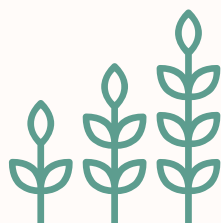
## Capital Campaign

Through our Capital Campaign, our dedicated campaign cabinet members raised over \$1,000,000 toward our goal of expanding services.



## Internal System Capacity

We strengthened our internal system capacity by leveraging advanced fundraising platforms and tactics to enhance our Signature Event experience.



## Grow, Cultivate and Nurture

In our commitment to grow, cultivate, and nurture relationships, we continued to express appreciation to our supporters and stakeholders through Impact Reports, Gratitude Cards, Care Cards, one-on-one discussions, and an increased community presence.



## Community Engagement

We completed a comprehensive report after a yearlong outreach initiative, allowing us to listen to and learn from diverse equity-deserving groups across the Region.



# Looking Forward

## 2024-2025 Strategic Direction

We remain committed to our strategic goal of expanding our hospice home to better serve the needs of our community. In addition to expanding our physical space, we have actively worked to grow, cultivate, and nurture relationships with community partners, stakeholders, and families. Our focus is not just on growing larger but on expanding in a way that aligns with the needs of those we serve.



## Campaign Milestones & Updates

In 2023, we entered the quiet phase of our campaign and conducted a comprehensive feasibility study to determine whether our current location at 36 Wright Street could accommodate a new 12-bedroom hospice. We received key endorsements from stakeholders, including Western YR Ontario Health Teams, Mackenzie Health, Reena, Hope House Community Hospice, Richmond Hill Mayor David West, and MPP Daisy Wai.



In January 2024, we presented our financial strategy as part of the budget consultation process with the Ministry of Finance. The following month, we announced the selection of NEO Architecture Inc. as the project architects. Their experience in hospice construction, including their work on the Gies Family Centre Hospice in Waterloo, makes them an ideal choice for this project.

By March 2024, we successfully submitted our budget and application to the Ministry of Health, marking a significant milestone in our expansion efforts.

# Thank You To Our Community

## Hill House Hospice Attends Interfaith Iftar

It was a privilege for Hill House Hospice to attend the Interfaith Iftar on Sunday, March 24, 2024, at the Jaffari Community Centre. The theme was *Together in Peace*, beautifully capturing the spirit of Ramadan—human solidarity, empathy, reflection, and giving. A heartfelt thank you to Muhammad Kermalli, Latif Fazel, and the entire team at the Jaffari Community Centre for their warm hospitality. Our team, including Board Chair Dr. Janet Morse, Shannon Leighton, Yoke Wong, and Michelle Hambly, was truly honoured to be part of such an amazing event. **We look forward to joining you again next year!**



## Non-Profit Sector Appreciation Week

Hill House Hospice was honoured to be recognized alongside many other non-profit organizations during Ontario's 3rd annual Non-Profit Sector Appreciation Week. Executive Director Michelle Hambly accepted the certificate on behalf of the Hill House team at the event ceremony in Richmond Hill. We extend our gratitude to our local MPP's Daisy Wai and Hon. Michael Parsa, as well as His Worship, Richmond Hill Mayor David West for this recognition. Our commitment remains steadfast in providing compassionate, end-of-life care to our residents and their families.



## RICHMOND HILL SENIOR HEALTH SERVICES FORUM



Simon Cui  
Ward 4 City Councillor  
City of Richmond Hill

### Agenda:

1. Reception (1:45-2:00 pm)
2. Opening Speech (2:00-2:10 pm)
3. Retirement and Long Term care (2:10-3:10 pm)
  - CHATS-Community & Home Assistance to Seniors (2:10-2:25 pm)
  - Delmanor Elgin Mills (2:25-2:40 pm)
  - Markham Buttonville Mon Sheong Court (2:40-2:55 pm)
  - Schlegel Villages (2:55-3:10 pm)
4. Hospice (3:10-3:25 pm)
  - Hill House Hospice
5. Funeral Services (3:25-3:40 pm)
  - Mount Pleasant Group - Elgin Mills Funeral Centre
6. Senior Mental Health (3:40-3:55 pm)
  - Mental Health Mutual-aid Hub Canada

### WHEN AND WHERE

- ✓ March 23, 2-4 pm
- ✓ Elgin West Community Centre
- ✓ 11099 Bathurst St.

### MORE INFORMATION

- 437-326-0206
- [simon.cui@richmondhill.ca](mailto:simon.cui@richmondhill.ca)
- [lili.zhang@richmondhill.ca](mailto:lili.zhang@richmondhill.ca)

## Richmond Health Senior Health Services Forum

On March 23, 2024, Hill House Hospice was honoured to participate in the Richmond Hill Senior Health Services Forum, organized by our Ward 4 Councillor Simon Cui. Hill House Hospice delivered a presentation covering key topics, including:

- The role of residential hospices in end-of-life care
- An introduction to Hill House Hospice and our compassionate services
- The importance of donations and fundraising
- Future expansion plans to better serve the community

We appreciated the opportunity to connect with our local community to showcase what vital services are available to them.

## Community Fundraising

### Thank You Hannah!

Hannah, accompanied by her mom, Anne, delivered over \$1,000 worth of household and cleaning products. Wanting to support Hill House, Hannah organized a local fundraising drive, gathering donations from her family, friends, and community. We are incredibly grateful for this generous gesture! Hill House Executive Director Michelle Hambly and Director of Development Joanne Giannakopoulos were present to personally thank Hannah and her mom. If you're interested in starting a community fundraiser for Hill House, please contact Joanne at: [joannegiannakopoulos@hillhousehospice.com](mailto:joannegiannakopoulos@hillhousehospice.com)





# Advocacy

## Grant Announcement

Hill House Hospice is immensely grateful for the support received from the Community Services Recovery Fund on November 15, 2023. This initiative, led by the Government of Canada, assists charities and non-profits in adapting their organizations for pandemic recovery. With these funds, Hill House has been able to invest in an authentic community engagement outreach to understand and meet the changing needs of our community and specifically, the services we offer to our residents and families.



Present for the announcement were MP for Richmond Hill Majid Jowhari; Hill House Hospice Board Vice-Chair Elaine Walsh and Board Director Shafiq Ebrahim; Hill House Hospice Executive Director Michelle Hambly; and additional proud Hill House team members.

## Community Engagement



### Richmond Hill Winter Carnival

Yoke, Hill House's Communications and Engagement Coordinator, and Ookpik, the Richmond Hill Winter Carnival's mythical owl mascot, attended the Richmond Hill Winter Carnival on February 3, 2024, at Mill Pond Park. They were excited to connect with the community and promote the Walk for Hill House Hospice on Sunday, May 26 2024.

# Fundraising Events

## Hike for Hospice

Thank you to everyone who attended our annual Hike for Hospice. We are so grateful for the support of our community, volunteers and staff.

Together, we raised  
**\$80,252 NET** in support of  
critical hospice care!



## Lilac Memorial Tennis Tournament

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

This group of wonderful  
women raised over **\$19,513**  
for Hill House Hospice!









# Thank You To Our Volunteers

Hill House Hospice volunteers are second to none! Each year, they spend thousands of hours giving their time and using their skills to support the operations at Hill House.

From baking in the kitchen to paperwork in the office, from conversations in the rooms to outreach in the community, they share Hill House's passion and mission of providing compassionate end-of-life care.



## Words from our volunteers

"It is the one place I love to be every week. It is a place of love, hope, joy, compassion, caring and life" - Kathy V

"There is a lot of caring in the world and a lot of it is in this house" - June B

"A little compassion goes a long way ... it means the world to the families"  
- Andrea B

"Caring about people transcends time, wealth, location, country of origin, we all share love of family and devotion to helping others"  
- Elaine G

"I am passionate about the care provided to the patients and their families" - Ruth S

"I knew I would volunteer here after I retired ... best decision I ever made"  
- Susan C

# Kathy's Story: Life is About Living

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We are grateful to Kathy for sharing her personal story and reflecting on her experience at Hill House Hospice.

“Life is about living. You can’t look at (hospice care) as a place to die because that’s not the truth, its a place to live. Hill House is full of life”.

**Watch the video below to hear Kathy’s story.**



# Kind Words From Our Community

Words cannot fully describe how profoundly grateful our family is for the support and kindness extended to us by your entire team. You truly are angels on earth, providing comfort not only to those in your care but also to their families. From the moment she arrived, the comfort and dignity you provided to her brought us immense peace. Your attention to her needs and your soothing words made an incredibly difficult time more bearable. We felt supported and cared for at every step, knowing she was in the best possible hands.

To all the amazing staff and volunteers at Hill House Hospice, thank you for caring for our Grandma. Our family will never be able to adequately express how grateful we are to Dr. Berger, her nurses & PSWs, and the countless volunteers who made her final months comfortable. You gave our grandmother so much comfort, compassion, and dignity. May her laughter long echo in your hearts. Thank you truly.

To all the wonderful nurses and staff: We would like to thank you all so much for the wonderful care you gave our mom in her last days of her life. We all know she is at peace now, but it is such a loss of our beautiful, kind sweet Mother, Mom-In-Law, Grandmother, Great-Grandmother and friend. There will always be a void in our hearts forever. Thank you again for your hospitality and care.

Dear Hill House Hospice Team,  
We want to thank you for all the care and compassion you showed to our father, and our family during his time at Hill House. It is very difficult to express in words the many feelings we experienced when our father came to Hill House; we were overwhelmed with relief and gratitude and kindness all at once. Though Dad was not at Hill House for very long, and so we did not have the chance to meet many of you, no doubt you are each as amazing as the team we met. We think of you so very often.

With much gratitude,  
The Y Family

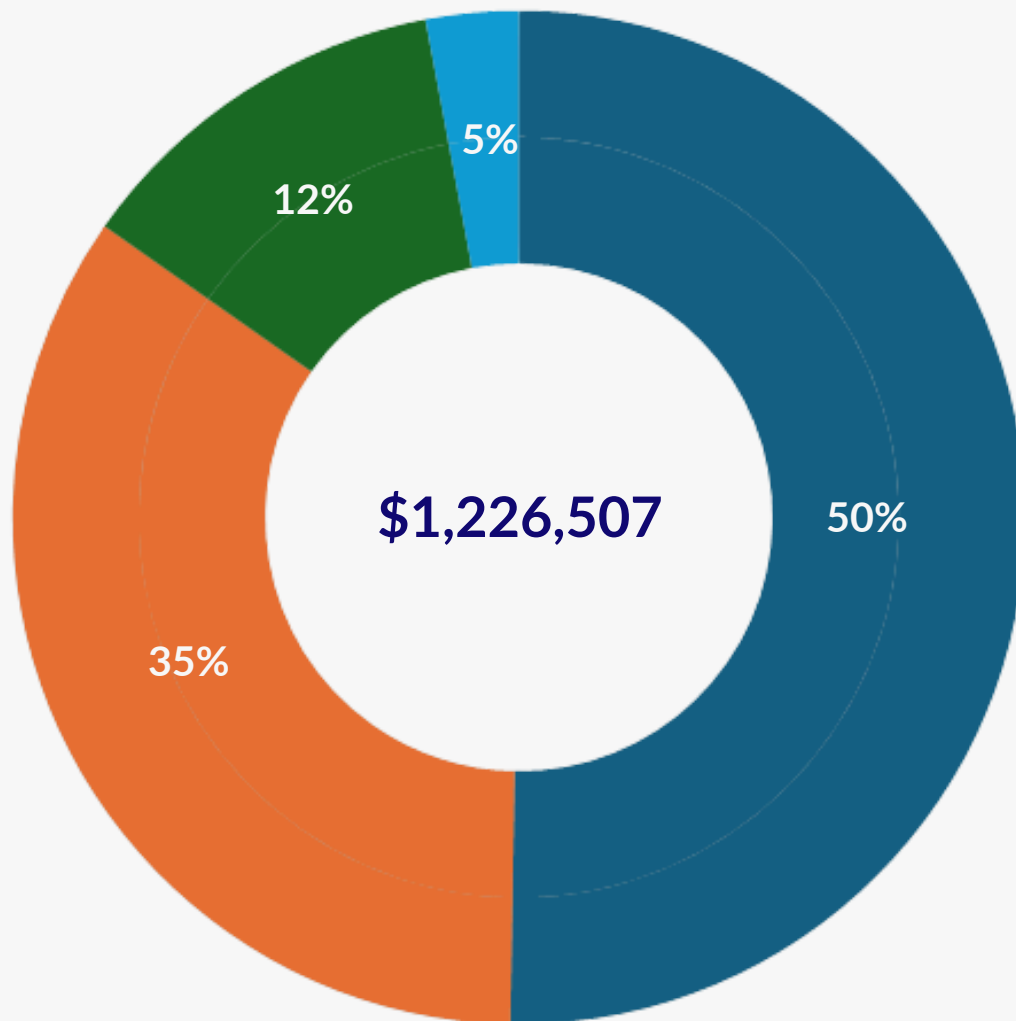
Just wanted to thank all of you for your wonderful care you all gave my sister B, and to thank you all for making our family so welcome. Angels really do exist, Hill House shows that. Love all you guys.  
L & Family



# 2023–2024 Financial Report

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## Total Revenue



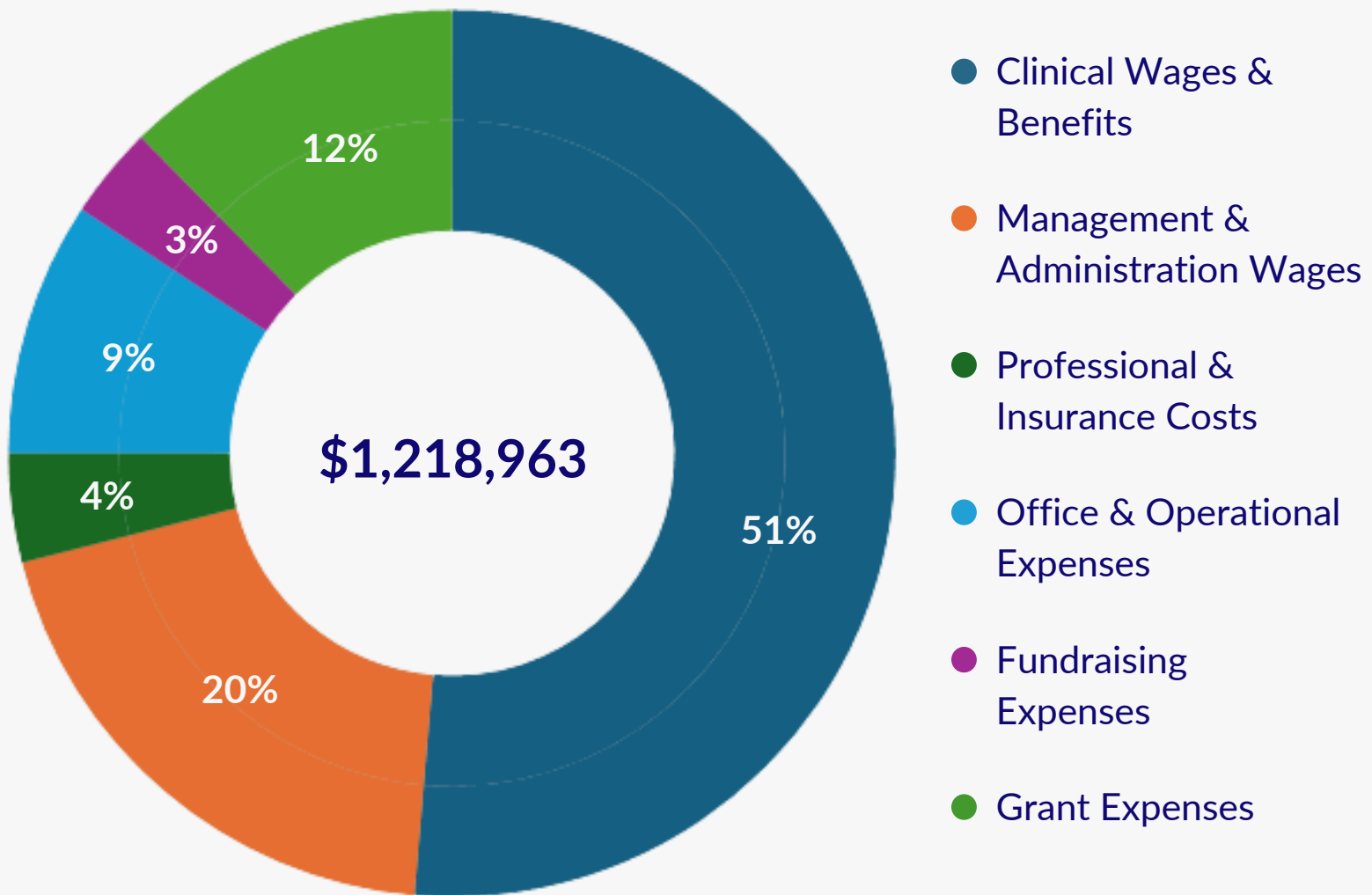
● Donations and Fundraising Activities

● Government Operational Funding

● Grant Funding

● Investment Income

## Total Operating Expenses



FY2024 had a small excess between operating revenues and expenses

During this period, Hill House Hospice continued work to support the capital expansion, including architectural design and development work and continuing the capital campaign. These one-time costs are not included in the financial report on operations.

# Thank You To Our Partners

Allegra  
 Blue Door  
 Brite Bite Children's Dentistry  
 Canso Investment Counsel Ltd.  
 Chatime  
 COBS Bread Rutherford  
 Marketplace  
 Community Church of Richmond Hill  
 Community Paramedicine &  
 Outreach Response Team (CPORT)  
 Costco Wholesale Richmond Hill  
 Dentrrix  
 Dollarama  
 Elgin Manor Communities Inc.  
 Enzo's No Frills  
 Evergreen Crematorium  
 Fresh Water Industries Inc.  
 Holy Trinity Anglican Church  
 Jewish Federation of Greater  
 Toronto (UJA Federation)  
 Kane-Jerrett Funeral Home  
 King City Lions Club  
 Knights of Columbus - Oak Ridges  
 Council  
 Knights of Columbus - Our Lady  
 Queen of the World Parish

Lilac Tournament - Bayview Golf &  
 Country Club  
 Lott & Company  
 Magna  
 Marketing Kitchen  
 Marshall Funeral Home  
 Medigas Newmarket  
 Metroland  
 Neighbourhood Network  
 Neighbourhood Pharmasave  
 Not Just Tourists  
 Oak Ridges Christian Fellowship  
 Foundation  
 Oak Ridges Lions Club  
 Oakridge Garden Retirement  
 Parola Ristorante  
 Pharmasave #638  
 Pharmasave Drugs (East) Ltd.  
 Plaza Printing Ltd.  
 Project BeamOn  
 Richmond Hill Board of Trade  
 Richmond Hill Garden &  
 Horticultural Society  
 Richmond Hill Legion  
 Richvale Lions Club  
 Rise and Shine Seniors Project

Rotary Club of Richmond Hill  
 Royal Bank of Canada  
 Royal Canadian Legion Branch 375  
 SignzCraft  
 St. John's Ambulance  
 Staples Preferred  
 The Cheesecake Factory  
 The City of Richmond Hill  
 The Community Foundation of  
 Orillia and Area  
 The Lego Group  
 The Sweet Spot Cakes  
 The Town of Aurora  
 The Village Grocer  
 The W.P. Scott Charitable  
 Foundation  
 Thornhill Cruisers Car Club  
 Tim Hortons  
 Tru Pet  
 UniversalCare Foundation  
 York Regional Police  
 York Simcoe Transfer Service Ltd.





# Thank you to the Ontario Trillium Foundation

Ontario  
Trillium  
Foundation



Fondation  
Trillium  
de l'Ontario

Thank you to the Ontario Trillium Foundation who provided Hill House Hospice with a \$196,600 Resilient Communities Fund grant. With funds granted from 2023 to 2025, we have and will be able to recover and build our resiliency from impacts of COVID-19 by hiring staff to improve grief and bereavement support for dying seniors and families, redefining our community engagement and recruiting volunteers. Thank you OTF!

# Thank you to our Educational Partners

**Seneca**  
POLYTECHNIC

**LAURIER**   
*Inspiring Lives.*

**YORK**  
UNIVERSITÉ  
UNIVERSITY 

**TRENT**   
UNIVERSITY

 **NIPISSING**  
UNIVERSITY

# We are thankful to be members of:



The Western York Region  
Ontario Health Team



The South Central Richmond Hill  
Community Action Table



The York Region Seniors  
Cluster Group



The Richmond Hill Board of  
Trade



Hospice Palliative Care Ontario  
(HPCO)

York Region Human  
Services Planning Board



36 Wright Street, Richmond Hill, ON L4C 4A1, Canada

Telephone: 905-737-9308

Fax: 1-647-797-2316

Email: [info@hillhousehospice.com](mailto:info@hillhousehospice.com)

Charitable Business No. 869834648 RR0001

Follow us on social media for news and the latest updates!

