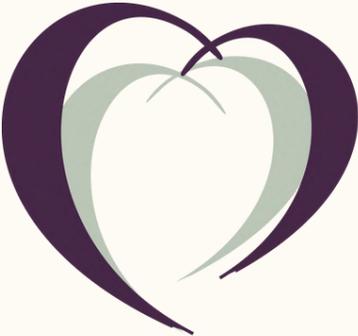




Celebrating 30 Years of
Caring Together

Annual General Report 2022/2023



Dr. Bob
**KEMP
HOSPICE**

Compassionate Palliative Care
& Bereavement Services



*Janice Shearer (left),
Chair of The Board of Directors
&
Danielle Zucchet, HBSc, MBA
(right), CEO*

Through this 22-23 Annual Report, we reflect on the incredible impact that we have made over the past year together. An impact that would not have been possible without the unwavering support, dedication and generosity of our community – including you! Your commitment has allowed us to work each day in support of our mission of compassionately serving the emotional, physical, social and spiritual needs of individuals living with a progressive life-limiting illness until the end of life.

As an organization, we continued to weather the impacts of COVID-19, demonstrating resilience and adaptability. We harnessed the collective strengths of our strong senior leadership team and our dedicated board members to respond to the many challenges, ensuring our clients, their families, our staff and our volunteers remained safe.

This past year we invested in a collaborative strategic planning process to create an inspiring three-year plan to support our continued impact in the community, positioning Dr. Bob Kemp Hospice as a leader in hospice palliative care. This leadership encompasses programming in advanced care planning, end-of-life supports, and innovative and compassionate grief and bereavement services.

With a belief in the importance of meeting hospice needs for all members of our community, this past year has seen the dream of a pediatric hospice come so much closer to reality. Forged by an unprecedented partnership with Hamilton Health Sciences and the financial support from so many of you, we are poised to break ground in the near future and build a home that will serve the many families in South Central Ontario that face some of life's toughest challenges.

Again, this year, we would like to thank the Hamilton Community Foundation, the Ontario Trillium Foundation, the City of Hamilton, Ontario Health/Province of Ontario, and the Government of Canada for the funding we received to enable us to continue to compassionately support our communities.

On behalf of our board of directors, staff and the families we serve, we would like to express our deepest appreciation to each and every one of you.

Thank you for your support and your belief in our vision.

Janice Shearer *Danielle Zucchet*

THE BOARD OF DIRECTORS 2022/2023

Janice Shearer, Chair
Diane Murray, Vice Chair
Emma Dalziel
Anna Filice
Ann Holton

Joe Khan
Joe Mercanti
Ruby Sarmiento-Amog
David Vainer

**Proposed to be accepted at the
2023 Annual General Meeting:**

Gerry Cox
&
Lisa Burnside



Providing excellence in care to individuals and families living with a progressive life-limiting illness

Our Mission

Inspired by the vision of Dr. Bob Kemp, we compassionately serve the emotional, physical, social and spiritual needs of individuals living with a progressive life-limiting illness until the end of life. We support them, their bereaved and our community through our residential, outreach and bereavement programs.

Our Vision

We collaboratively lead, shape and deliver compassionate hospice palliative care.

Our Values

- *Dignity & Quality of Living*
- *Diversity*
- *Compassion, Kindness and Respect*
- *End of Life Care*
- *Continuous Enquiry and Learning*

630

Residents and family members cared for in 2022/2023

151

Volunteers provided 13,920 hours of their time

945

Campers and immediate family members impacted by Camp Keaton since 2013

318

Child and youth grief support interactions



Our Journey

1980 - 1994

Dr. Kemp and the East Hamilton-Stoney Creek Health Association advocated for palliative care.

- 1992**
Dr. Bob Kemp Foundation opens, serving the community with local volunteers
- 1998**
Volunteer Home Visiting Program established. Dr. Bob and Mildred Kemp donated their family home for hospice programs
- 2001**
Bereavement programs established
- 2004**
Music Therapy Program established
- 2004**
Iris Berryman donated her land to build the adult residential hospice building
- 2007**
The adult residential hospice opened its doors
- 2013**
Camp Erin (now Camp Keaton) established
- 2018**
Children & family bereavement support established
- 2020**
Grief online and text support launched
- 2021**
Launch of capital campaign for the pediatric hospice
- 2022**
Established joint venture with Hamilton Health Sciences for the pediatric hospice project
- 2022**
Compassionate Listeners program established
- 2023**
Land approved for pediatric hospice project
- 2023**
Dedicated residential bereavement support





This chandelier hung in the home of Dr. Bob and Mildred Kemp, it now hangs as a centre piece in our 10-bed residential hospice.

**DIRECTOR OF FINANCE
AND FACILITIES**
Norma Luison



This year we have continued to strengthen our organization to meet the current and future needs of the hospice and our community as we have moved out of the challenges facing COVID-19. I am pleased to share the financial statements for the 2022/23 fiscal year and extend our gracious thanks and sincere gratitude to all our generous donors and funders for their support. Their contributions have allowed us to not only maintain our services but also expand our reach to more individuals and families in need. Again, this year we would like to thank the Hamilton Community Foundation, the Ontario Trillium Foundation, the City of Hamilton, the Kiwanis Club of Hamilton East, Ontario Health, and the Government of Canada for the extra funding we received to support us in our expanding bereavement programs and services for adults, children, and families.

The funding also helped us maintain our cash flow with the rising of costs overall, the decrease in community donations due to the after-effects of the pandemic, and the decrease in COVID-19 support. With restricted funds, we were able to refurbish the residential rooms with overbed tables and dressers and replace the refrigerator and stove in the kitchen. The one-time extra funding from the Government of Ontario supporting the additional costs of meeting the medical needs of patients and caregivers in the hospice helped our team to continue to provide excellent service and care. Our team continues to work diligently to keep costs down. Over the past year, we have also received an increase in donations towards our Pediatric Hospice Capital Campaign and we are on track towards reaching our goal of \$25 million. We would like to extend a thank you to Pettinelli, Mastroluisi LLP, our auditors and their team for working with us again this year.

Thank you to our government, community partners and individual donors.

Ontario
Trillium Foundation



Hamilton



Ontario



Government
of Canada

- Bob and Alison Murchie Foundation
- Hamilton Community Foundation
- Gilmour Family Foundation
- Lord Booty Family
- Frank and Rina Merolli Family Foundation
- Fidelity Investments Canada ULC
- Kelly Dunham Memorial Foundation
- Bill & Ankie Cowan Charitable Giving Fund
- Charities Aid Foundation Canada

	Year ended March 31	
	2023	2022
Revenues		
Grants	\$ 2,123,474	\$ 2,524,478
Donations	1,071,710	1,113,316
Special events	340,312	295,688
	<u>3,535,496</u>	<u>3,933,482</u>
Expenses		
Wages and benefits	2,831,929	2,655,437
Consulting and professional fees	425,432	321,757
Special events	94,091	62,872
Programs and services	90,831	148,306
Repairs and maintenance	69,391	86,705
Advertising and promotion	57,090	131,738
Utilities	53,778	51,440
Office and general	52,787	46,935
Insurance	28,320	22,171
Professional development	23,179	8,664
Interest and bank charges	21,529	24,344
Travel	16,181	5,708
	<u>3,764,538</u>	<u>3,566,077</u>
(Deficiency) excess of revenues over expenses before the undernoted items	<u>(229,042)</u>	<u>367,405</u>
Other income (expenses)		
Amortization of deferred capital contributions	93,912	93,093
Interest and dividends	67,851	48,029
Realized gain on investments	3,033	2,902
Government assistance (Note 15)	212	228,295
Donation to the Hamilton Community Foundation	-	(10,000)
Loss on disposal of property and equipment	(3,094)	-
Interest on loan payable	(5,014)	-
Unrealized (loss) gain on investments	(21,507)	18,408
Amortization of property and equipment	(147,298)	(154,168)
	<u>(11,905)</u>	<u>226,559</u>
(Deficiency) excess of revenues over expenses for the year	(240,947)	593,964
Net assets at beginning of the year	<u>5,918,016</u>	<u>5,324,052</u>
Net assets at end of the year	<u>\$ 5,677,069</u>	<u>\$ 5,918,016</u>

\$1,612,588.00

*Private Donations,
Signature Events and Grants*

\$1,922,908.00

Government Funding

Residential Care



Debbie Robinson RN, CHPCN(c)
Director of Residential Care

It has been a pleasure to serve our residents and families this past year. It has been challenging as we are coming through the post pandemic period. We were very happy to be able to increase our visitor numbers this past year, and to once again allow our families the flexibility to visit at their own convenience. We also have been able to allow for 2 visitors to stay overnight and support one another during this difficult time for families.

Our staff were overwhelmingly happy to go back to wearing surgical masks. Reducing the rapid antigen testing for staff, visitors and volunteers has also been appreciated by all.

As we continue to emerge post covid, we celebrate with families the ability to allow family gatherings in our great room for significant events. Removing the signage from our environment brings back the warmth and comfort of our home. We are hoping to continue with this trend and be able to return to our previous hospitality. Welcoming our families into the comfort of our home with minimal restrictions and allowing them to be supported by our staff.



Armila Kajani, RN, BScN, MN, CHPCN(c)
Clinical Nurse Specialist

We received a total of 468 referrals from the HCCSS and continued to achieve our goal of assessing patients within 24-48 hours. We have always been very accommodating with patient/family goals of care and wishes. We continued to prioritize patients for admission in as timely of a manner as possible and worked in collaboration with other hospices, disciplines, and organizations wherever appropriate so the best possible care could be provided. As Covid restrictions eased, it meant a resumption and more frequent in person visits into patient homes and in person tours of the hospice. This made a difference as preferences were accommodated.

My role continued as I provided ongoing education at each trajectory of the patient's journey. This entailed supporting nurses, family physicians, patients, and families in the community to achieve optimal pain and symptom management.

As of January 2023 we resumed the virtual monthly Lunch and Learn series for healthcare workers in the community and in partnership with local hospices and HCCSS.

Education topics were covered such as "Palliative Approach to Care" and "Oncologic Emergencies". Topics for our hospice staff were covered were "Delirium, Dyspnea, Compassionate Care, Palliative Sedation, and Advance Care Planning". New policies on suprapubic catheter care, C-difficile and palliative sedation were updated.

As always, it truly is an honor as we continue to provide compassionate care to those we are given the opportunity to serve in the community or in the hospice. We would not be able to provide this without such a dedicated and exceptional team.

"The entire stay was a gift. The love was given so freely. The support will be remembered forever."

-Family Member

126

Residents in 2022/2023
1,922 residents since opening

57%

Female, 43% Male

95%

Cancer Diagnosis,
5% Non-Cancer

21%

Under age 64,
79% over age 65

A Message About

OUR MEDICAL DIRECTORS

Thank you and farewell to...



Dr. Sharon Russell



Dr. Sabira Kanani

Our hearts are full of gratitude to Dr. Russell and Dr. Kanani who have dedicated their time and compassion to our residential patients and their families for nearly a decade.

Welcome to our family...

We are excited to extend a warm welcome to Dr. Chan, Dr. Drijber, Dr. Khanna and Dr. Dobson.

Together, we work collaboratively to provide compassionate palliative care to our residents.



Dr. David Chan



Dr. Phil Drijber



Dr. Sumeet Khanna



Dr. Jane Dobson



OUR KITCHEN

Kylie Nattress
Kitchen Manager

The kitchen is the heart of any home, and here at the hospice, it's no different. We are overjoyed to move out of the strict COVID-19 guidelines and welcome folks back in the kitchen again, enjoying homecooked meals, freshly baked goods, and homemade soups made with love by our dedicated staff and volunteers. Food nourishes the soul, and we continuously work to make every meal special and go the extra mile.

As a non-profit organization, we have a strict budget and work within it to tend to almost every want and craving. We find ways to make special occasions meaningful and memorable. Most recently, a resident had a craving for prime rib, and knowing this was out of our budget, the resident offered to donate a prime rib, not just for themselves, but for all residents to enjoy. That type of kindness and generosity is what makes our home so very special. The kitchen staff and volunteers do everything possible to make each wish come true.

We have some exciting news to share! We have recently purchased a double-wall oven and a new fridge for the kitchen. It has been an absolute game-changer to cook on these versatile appliances. We are so grateful for all the upgrades in our kitchen, as they allow us to provide meals that remind our residents of home.



MUSIC THERAPY

Sara Klinck, MMT, RP, MTA
Music Therapy Supervisor

Music Therapy and Music Psychotherapy continued to provide residents, families, and day hospice participants with opportunities to enhance well-being, emotional support, self-expression and quality of life through engagement with music and therapeutic relationship. The team was comprised of a Clinical Supervisor/Leader, on-site Music Therapist/Psychotherapist, and three Music Therapy/Psychotherapy student interns (from Wilfrid Laurier University) over the course of the year.

Individual, family-centered, and group sessions were designed to address unique needs, issues, and goals using various music-making and music-listening experiences, including songwriting, active instrument-playing, intentional play-list creation, listening to preferred music, song-based discussion, and music-facilitated imagery or relaxation.

When possible, monthly group sessions were facilitated in the Day Hospice program, where participants engaged with singing, playing instruments, improvising, and sharing life stories and experiences. Music Therapy/Psychotherapy was also available for caregiver support and as part of the bereavement program offered to children and adolescents. Music Therapy team members provided music as a significant part of the hospice's memorial services, and also played tribute music for Hike for Hospice.



DAY WELLNESS & VOLUNTEER VISITING

We re-opened our Day Program in November. We started with 5 clients and have increased our clients to 13.

We have 12 volunteers working with our clients every week. There are varied interests within our clientele, so every week we have a different craft in addition to a variety of games. We also have a therapy dog that attends and joins the residential clients in the afternoons.

Our clients get a homemade meal and are establishing relationships with each other and the volunteers. We are so grateful to the many individuals that come and share their talents with us. From music to meditation, Wednesday is always a day that we look forward to.



Janet Sider, RPN
Manager of Volunteers



Karen Nowicki
Senior Administrative Assistant
Volunteers



GRIEF COUNSELLING & PROGRAMS



Susan Repa
Director of Programs
& Camp Keaton



Kathryn Turco
Child and Youth
Counsellor



Kathy Adams
Residential Bereavement
Support

Support for Adults

Our grief and bereavement programs are proudly supported through the generosity of our community. Our supportive care team provides care for both our residents and their families as well as those in the community who have lost a loved one in death.

2,538

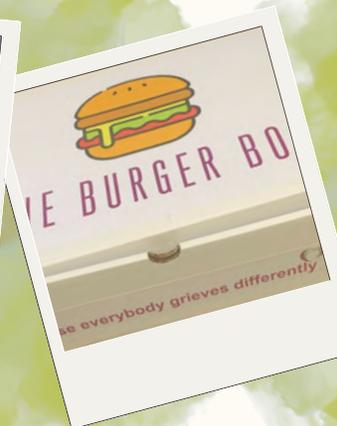
Interactions with
friends & family

156

Legacy
projects

**“This is heaven before I get
to heaven.”**

-Anonymous resident



Support for Children

We provide a safe place for a variety of grief programs for youth. Through games, cooking, art and stories, kids of all ages bond through shared experiences and learn life skills that will help them throughout their lives.

57

Group sessions

177

Individual
sessions

**“I drew me and my family in an
airplane because we are going to fly up
to see dad! I am the pilot because I am
the first person who gets to see him!”**

- Mia, age 9

The Journey to Healing through

CAMP KEATON



Karen Nowicki
Camp Keaton Hamilton Administrator



Susan Repa
Director of Programs & Services
of Camp Keaton

Camp Keaton, our annual 3-day, no-fee, overnight bereavement camp, provides children and youth the opportunity to:

- Tell their story in a safe environment
 - Process grief in healthy ways
- Meet friends facing similar circumstances
 - Learn they are not alone
- Build a toolbox of coping skills and resources
- Remember, honour, and memorialize those who have died

NEXT CAMP DATES: June 7th - 9th, 2024



"It helps you understand grief and have fun at the same time! It's great!"

– Cecilia, age 10

50
Spots available
every year

30
Camp
volunteers

"Don't worry about being sad because you are not the only one who has lost someone."

–Gabe, age 12

Grief & Bereavement Care



A Few of Our Community Partners

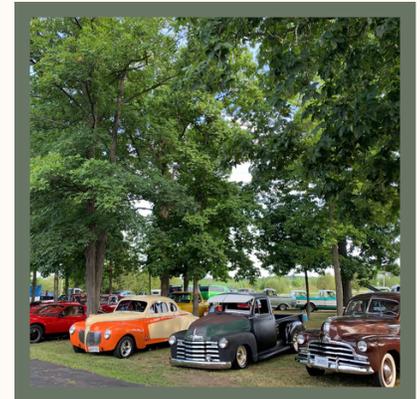
Celebrating 30 Years

The Dwyer family hosted a thirty-year anniversary party in August 2022



COMMUNITY ENGAGEMENT

We are so grateful for the generosity of individuals in our community that use their time and resources to hold fundraisers on our behalf. Thank you to the Rodmaster Car Club, Joey, Oak Gables Golf Club, CYB Golf Tournament, Winona Peach Festival crew and so many more.



FirstOntario CREDIT UNION

FirstOntario Credit Union has been a generous supporter for many years. In 2023 this incredible corporation opened their doors to both the FirstOntario Place and The Studio to host two community events. The family skate was attended by over 650 people and then in March the 90's concert rocked The Studio. Thank you to the fantastic FirstOntario and Core Entertainment team.



Children's Hospice Campaign



Doug Mattina
 Director, Public Affairs
 and Pediatric Hospice Project

In over 30 years of providing palliative care services and supports in Hamilton, Dr. Bob Kemp Hospice (DBKH) has continuously strived to fill gaps for some of the most vulnerable populations - the seriously ill, dying and bereaved. And while it has been over 15 years since our facility has been built to anchor those services and supports, there is a critical population that has been underserved or not served at all infants, children and youth.

The idea of filling that gap started half a decade ago, and today that idea has moved to reality. With DBKH leading the way as future operator of a pediatric hospice in Hamilton, deep and robust relationships have been formed in order to look towards ribbon cutting in late 2025.

The project is on-track and on-budget towards introducing new services and supports for this population, even before groundbreaking expected in late 2023 or early 2024. For the 500 children who may require palliative services and supports at any given time, these efforts and outcomes cannot come soon enough. DBKH is proud to continue the legacy of filling critical gaps and changing landscapes for health infrastructure in Ontario.

This year realized significant progress on:

- Securing land and thinking about the design
- Deepening the partnership with McMaster Children's Hospital and others in the region
- Endorsement from the Ministry of Health and other levels of government
- Raising capital funds towards the \$25M goal and designing a sustainable fiscal framework



Paul Paletta gifts \$5 million dollars to the Children's Hospice Campaign. Receiving this incredible gift propelled the dream of a children's hospice to reality. We are incredibly grateful for your generosity and continued dedication to this project.

The Vision

This globally-leading facility will offer essential services and supports including end-of-life care, respite, pain and symptom management, transition from home to hospital and a centre of excellence for grief and bereavement.



Paul Paletta announced the Children's Hospice will be named Keaton's House. Keaton Millar's battle with cancer ended at the age of seven and his family's story has been at the centre of inspiration for the Children's Hospice Campaign.



EVENTS & FUNDRAISING



Jennifer Rowan
 Manager of Events
 and Communications



Lindsay Barnett
 Signature
 Events Coordinator

\$1,612,588.00

Raised in Private
 Donations,
 Signature Events
 and Grants

Our events and fundraising team keep busy organizing three signature events every year. Hike (June), Golf (September) and Handbags for Hospice (October). More than 800 attendees support these events through tickets and sponsorships.

Other fundraising initiatives include our holiday market, legacy gifts, memory plaques, in-memoriam gifts, grants and special donations.

THANK YOU TO OUR CORPORATE SPONSORS

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Thank You To Our DBKH Team!

Danielle Zucchet, Chief Executive Officer
Armila Kajani Clinical Nurse Specialist
Claudia Cacador, HUB Senior Administrative and Facility Supervisor
Deborah Robinson, Director of Nursing Services
Denise Bourque, Fundraising and Development Administrative Assistant
Douglas Mattina Director, Public Affairs and Pediatric Hospice Project
Janet Sider, Manager of Volunteer
Jennifer Rowan, Manager of Events & Community Engagement
Karen Nowicki, Senior Admin for Volunteers and Camp Keaton
Kathryn Turco, Child and Youth Counsellor
Kathy Adams, Bereavement & Supportive Care Worker
Kylie Nattress, Kitchen Manager
Lindsay Barnett, Signature Events Coordinator
Marissa Muraca, Adult Bereavement Services Social Worker
Norma Luison, Director of Finance and Facilities
Sara Klinck, Music Therapist
Susan Repa, Director of Programs and Services
Tracy Winchester, Finance and Accounting Officer

Residential Care Team

Sandra Andreychuk - RN
Esther Beatty - RN
Louise Bilodeau - RN
Elizabeth Bliss - RPN
Jessica Bristol- PSW
Sharon Cameron-Gillings - RN
Rita Cioffi - RN
Lily Claudia Kamariza - PSW
Donna Crooks - PSW
Sinead Dabbaghi - RN
Erin DeJong - RPN
Dorothy Edwards - RN
Nicole Elgersman - RPN
Sherri Ford - RN
Brenda Fortin - PSW
Ashley Gardrie - RN
Terri Gilmour - PSW
Evelyn Hamilton-Laurent - RPN
Mary Klingenberg - RN
Sarah Laing - PSW
Edmund Lee - PSW
Sharon Lee Alvarenga-Carballo - RPN
Shannon MacKenzie - RN
Delaney MacArthur-Davenport - PSW
Meagan McCallum - RN
Melanie McDermott - PSW

Deborah Ann MacDonald - RPN
Christy Magyar- PSW
Ellaine Melicio - RPN
Cameron Meyers - PSW
Urszula Nowak - PSW
Leoncie Ntigirankabo - RN
Donna Richards - RN
Karen Schram - PSW
Donna Scriven - PSW
Melissa Siemon - RN
Manprit Singh - RPN
Candice Unsworth - RPN
Lee-Ann Walker - PSW
Jennifer Wall - PSW
Leanne Winkel - RN
Naomi Zohoor - RPN

Dr. David Chan, Medical Director
Dr. Phil Drijber, Medical Director
Dr. Sumeet Khanna, Medical Director
Dr. Jane Dobson, Medical Director

Gary Gold, Maintenance
Lesia Harasym, Kitchen
Lynda McLean, Housekeeping
Leisa Vanderheyden, Kitchen

A special thank you to our students

Alyssa Almeida, Bereavement
Fariha Khayyam, Social Media
Hanan Abduelle, Bereavement
Isabella Austin, Human Resources
Joshua Sebastian, Bereavement
Juliana Caruso, Day Program
Jaclyn Turner, Bereavement
Malaika Matin, Events
Olivia Moore, Healthcare Aid



Thank You To Our Incredible Volunteers

Anna Agostinho
Danika Amodeo
Stephanie Angell
Laural Baliko
Sara Barker
Carrie Batt
Terry Beninger
Nazlim Bilgi
Beatrice Boahene
Sheryl Boblin
Lisa Bontje
Eleanor Brown
Carrie Browne
Vanessa Bueno
Katy Carlson
Diane Cameracci
Tammy Camposilvan
Angela Canci
JoAnne Chalifour
Richard Cheng
Alessandra Chiarot
Sandra Chow
Everett Colburne
Betty Collura Dressler
Rhiannon Cook
Carrie Corsini
Mark Corsini
Margaret Cottrell
Ankie Cowan
Charlene Cruz
Rogelio Cruz Gonzalez
Krista Currah
Janie Davis
Ellen de Guerre
Susan De Iulio
Michelle Doherty
Patti Dudek
Dawn Elston
Peter Elton
Ann Fiala
Sandy Gagich
Karen Galer
John Girolami
Nancy Groppo
Mary Ellen Hall
Karen Harkness
Karen Herrera-Vargas

Norah Hickey
Cornelia Hogeterp
Allison Hossack
Geoff Hunnef
Jett Hwang
Joshika Jaswal
Jennifer Kalus
Lisa Karl
Catherine Keyes
Joe Kielb
Kathie Kielb
Geraldine Killikelly
Tara King
Josephine Knott
Andy Korosi
Anne Kozlowski
Alex Kuzma-Hunt
Liz Laing
Jo-Anne Lavigne
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Nicholas Li
Debbie Lindeman
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Amy Ma
Ashley Ma
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Sylvia Murphy
Eileen Nagtegaal
Zainib Nazir
Kristina Nedelka
Liz Oddi
Hilda Okkema
Lisa Oliver
Susan Oliver
Jean Packer
Susan Parkinson

\Barbara Patriquin
Susan Pahl
Daphne Payne
Josie Pini
Erinn Pinard
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Roxanne Rapedius
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Norah Rigley
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Linda Robson
Kayla Rocha
Lily Romano
Joyce Ross
Christa Sangwe
Elizabeth Scheid
Sally Shea
Marcia Shea-Perry
Darlene Sheremet
Sarah Shikh
Paula Skowronski
Mary Smith
Jin Son
Sharon Spence

Susan Spence
Lisa Spinelli
Christianne Stephens
Anna Swain
Linda Tanouye
Peggy tenBrinke
Vetri Thangavelu
Sely Trail
Carol Turner
Sara VanBarneveld
Grace Vanderwoude
Rhea Vemula
Gloria Vidovich
Marlene Vromans
Geoff Walker
Susan Walker
Meghan Walsh
Patricia Ward
Joanne Watson
Jackie Watt
Mary Wilson
Thea Woudwyk
Shashinder Yadav
Kate Young
Tara Zimmerman
Paul Zucchet



Long time chair and member of our Board of Directors, Jane Evans, sadly passed away this year. Pictured here with the late Iris Berryman, the gifts of these two women will always be remembered.