

# Financial Summary

Heart House Hospice Inc – Statement of Financial Position as at March 31, 2011

	2011	2010
<b>Assets</b>		
Current assets	1,982,549	1,873,035
Capital assets	2782	8,158
<b>Total Assets</b>	<b><u>\$1,985,331</u></b>	<b><u>\$1,881,193</u></b>
<b>Liabilities and Fund Balances</b>		
Current liabilities	96,411	\$83,715
<b>Fund balances</b>		
Internally restricted funds	405,545	383,545
Reserve for capital project fund	1,150,702	1,163,507
Operating fund	332,673	250,426
	<u>1,888,920</u>	<u>1,797,478</u>
	<u>\$1,985,331</u>	<u>\$1,881,193</u>

Statement of Operations and Fund Balances for the year ended March 31, 2011

	2011	2010
<b>Revenue</b>		
Fundraising events	374,870	350,730
Bequests		75,000
Donations	161,586	619,516
Grants - United Way	124,237	121,802
- LHIN	506,950	492,434
- LHIN one-Time Funding	170,123	
- Trillium	59,000	68,000
Interest income	15,497	36,712
Other income	<u>13,592</u>	<u>10,921</u>
	\$1,425,855	\$1,775,115
Deferred revenue adjustments	<u>11,875</u>	(5,166)
	<u>\$1,437,730</u>	<u>\$1,769,949</u>
<b>Expenditures</b>		
Salaries and employee benefits	904,208	844,830
Less: Allocated to programs	83,768	21,148
	820,440	823,682
Administration, bldg occupancy, other		141,578
Website development	1,812	28,130
Communications	2,244	23,883
Public relations and fundraising	123,278	86,170
Consulting fees & one-time expenditure	51,707	20,958
Volunteer Training & Education	12,623	14,334
Bereavement program	487	1,417
Day program	1,865	1,740
Aging At Home - One-Time program	170,123	
Amortization of capital assets	<u>5,376</u>	<u>5,376</u>
	<u>\$1,336,288</u>	<u>\$1,147,268</u>
Excess of revenue over expenditures	101,442	622,681
Contribution to Heart House Hospice Fund	(10,000)	
Fund balances, beginning of year	<u>1,797,478</u>	<u>1,178,687</u>
	<u>\$1,888,920</u>	<u>\$1,801,36</u>
Unrealized gains (losses)		(3,890)
<b>Fund Balances, end of year</b>	<b><u>\$1,888,920</u></b>	<b><u>\$1,797,478</u></b>

Extracted from the Audited Financial Statements of Calvin G. Vickery, Chartered Accountant Professional Corporation.

## Board of Directors 2010 - 2011

Charlene (Chuckie) Shevlen, Board President Retired Director of Mission, Vision & Values, St. Michael's Hospital	Dr. Jean Hudson, Physician
	Frances Lavigne-Henderson, Retired Educator
Cheryl Englander Board Vice President	Aimee Gauthier Lawyer
	Paul Flewwelling Executive VP Flewwelling Insurance Brokers Ltd.
Stan Seggie, Board Treasurer President & CEO, RBC Travel & General Ins Co.	Grant Reynolds, Retired Businessman
Theresa Greer, Board Secretary Executive Director Heart House Hospice	Joanna Saar, Wealth Advisor
Connie Day B.Sc., RN , Past Chair	Dr. Deborah Digges, Physician
Associate Vice President Medical Administration, Credit Valley Hospital	Gord Corlett
Dr. Alvin Kelly, Family Physician	

## Staff of Heart House Hospice

Theresa Greer	Executive Director
Geraldine Aguiar	Director of Community Programs
Dipika Nayyar	Director of Finance & Administration
Debbie Abate	Hospice Care Coordinator
Jane Latham	Hospice Care Coordinator
Leora Kleynhans	Hospice Care Coordinator
Patricia McFalls	Hospice Care Coordinator
Anna Lewyckyj	Hospice Care Coordinator
Nichol Guerra	Coordinator of Day Hospice
Margaret Smith	Coordinator of Volunteers
Carmen Kee	Intake & Administrative Assistant
Rami Shami	Coordinator of Recruitment & Training
Edie MacEachern	Manager of Special Events & Annual Giving
Peggy Moore	Coordinator of Bereavement & SpiritualCare



Hospice staff








  
**HEART HOUSE™**  
 H O S P I C E

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 www.hearthousehospice.com

Heart House is partially funded by Mississauga Halton LHIN and the United Way of Peel Region.  
 The remaining 50% comes from generous individuals, groups, corporations and foundations  
 Charitable Registration # 13215 5011 RR0001

A Special Kind of Caring Since 1985

# 10-11

## Annual Report



## Board Report 2010-2011

As that old expression goes, it is hard to believe that a year has passed since our previous annual report. I think this is a sign of the activity and “busyness” that characterizes Heart House Hospice (HHH). We continue to be blessed with stellar staff and volunteers including our Board members. All of those mentioned are dedicated to excellence in performance and care so that our clients and families will experience a dignified end of their lives.

From the Board perspective, a major focus continues to be “landing” the property for our Residential Hospice to complement our community programs. A great deal has been accomplished in working collaboratively with the Mayor and City officials of Mississauga to advocate for a suitable location close to client homes in order to serve their needs in the final stages of their lives.

The Governance committee worked numerous hours last summer developing a series of policies to ensure consistency and good governance in preparation for an Accreditation review by CARF in May 2011.

Education and increased awareness of

Community linkages formed a work plan for various guests attending Board meetings throughout this year.

Financial stability within a balanced budget have remained favourable to projected budget. Quarterly reports have been accurately prepared by the Director of Finance and Administration and carefully monitored by the Finance committee and the keen leadership of the Treasurer of the Board and all members.

Throughout this year, Board members have actively participated in Governance to Governance sessions with other health care providers within the jurisdiction of the Mississauga Halton Local Health Network (LHIN). Board members assessed our Readiness and Capacity to promote the Integration agenda based on a framework for all providers in the region. Heart House Hospice has identified numerous opportunities for integration or partnerships that will support a systematic approach to health. Currently, HHH is the lead organization for the “Aging at Home” project with Dorothy Ley Hospice and Acclaim Health.

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The Multi Service Accountability Agreement (MSAA) with the LHIN for the next 3 years was approved by the Board in April 2011 and the Board members are fully aware of their fiduciary responsibilities.

Since approximately 40% of our clients live within Brampton and are served by our staff and volunteers, we maintain close contact with the Central West LHIN. The CWLHIN leadership has been provided with updates on the progress of our plans for a Residential Hospice.

We continue to be grateful for the financial support provided through the MHLHIN and also the United Way of Peel. However, I would be remiss if I did not express our extreme appreciation to the many individual donors and corporations, whose generosity and social responsibility provide over 40% of our budget to allow us to serve our clients and families.

Earlier this year, I had the opportunity to attend a meeting of various Board Chairs from Toronto, Etobicoke, Oakville, Caledon and Mississauga to share experiences and collaborate on the needs within our sector of care. We have agreed to continue this dialogue in the fall and seek opportunities for potential partnerships or integration.

One area of continued improvement is to increase our volunteer membership from various cultural backgrounds to ensure that the organization is able to respond to the needs of our diverse population.

In an ever changing environment, there is always some movement within the Board composition and currently, the Governance committee is engaged in the process of interviewing potential members who are willing to share their skills and talents to meet the needs.

Since September 2011 marks the end of my term of office as Board President, I wish to offer my heartfelt thanks to my fellow Board colleagues, our Executive Director, Staff and Volunteers for their support, caring and most of all for their commitment to dignified, effective and supportive end of life care.

Respectfully submitted,

Chuckie Shevlen  
Board President

## Residential Comittee Report

The work of the Residential Hospice Committee has been both challenging and rewarding in the last year. After much consultation with the City of Mississauga, it seems clear that a section of property in west Mississauga will be made available for the site of a residential hospice. This site is close to Credit Valley Hospital, with a central location and a beautiful, park-like setting.

Although the City of Mississauga is in favour of this site, as of this writing it is not clear yet whether our building will include administration and staff who are currently working from our Matheson Boulevard facility or whether it will be a strictly residential hospice. It is also not clear exactly what the financial terms of the use of this land will be. Discussions continue.

We continue to work closely with Orland Corporation in both our planning and architectural activities. We are extremely grateful for their efforts on our behalf.

*Grant Reynolds*

Grant Reynolds,  
Residential Committee Chair



Artist's rendering of Residential Hospice



Russell's Got Heart

## Executive Director's Message

Heart House Hospice continues to grow. We took the lead on an integration proposal to the MH LHIN for funding to enhance volunteer recruitment and training and supports to our clients in the MH LHIN community. We received funding to increase the Care Coordination and to streamline and provide consistent volunteer training across the MH LHIN for hospice volunteers. As a result of this funding we saw great success in the recruitment of volunteers over the last six months of the fiscal year. In total 50 new volunteers were recruited 40 of those in the last half of the fiscal year which is a 60% increase over target. The partnership between Acclaim Health, Dorothy Ley Hospice and Heart House has resulted in consistent and expanded opportunities for volunteer and staff development. A tool for evaluation was developed as one of the requirements was to measure what difference was being made and from the LHIN perspective are we able to demonstrate that we are diverting people from the emergency department and contributing to the reduction of ALC (alternate level of care) beds. Caregivers are indicating that enhanced services in the community do prevent going to the emergency department however we know that no single agency can address this issue. We all have to work together to create a system where pain and symptoms can be managed better in community settings and respite and compassionate support are readily available.

Heart House Hospice has been involved in a number of projects over the past year, some of which are ongoing: ASSIST, Aging at Home, InterRAI CHA implementation, and Accreditation. There were a number of fund raising activities over the course of the past year and new funds from Trillium Foundation, Pendle Fund at the Mississauga Community Foundation, the Smile Cookie campaign through Tim Horton's in Brampton and the J.P Bickell Foundation. While the Russell Peters event technically took place in the 2011/2012 fiscal year, I would be remiss in not acknowledging the success of this event. We are grateful to the Russell Peters group including Russell himself, his brother Clayton and all their team. It was wonderful to have Russell and Clayton's mother at the event. A special thank you goes to Dr. Alvin Kelly for his role in orchestrating this event.

The staff at Heart House were exceedingly busy over the past year preparing for the Accreditation with CARF. Our survey was held on May 16 and 17, 2011. I want to thank all the staff for a job well done. It was a long preparation but I feel Heart House Hospice was able to demonstrate that we do walk the talk. Under the leadership of the Director of Community Programs, Geraldine Aguiar, all of our policies were reviewed, our standards of practice were reviewed and our processes were honed. Going into the process we found we were in a reasonably good place. The surveyors complimented us on the preparation work we did and had a few recommendations around documentation but in an overall sense they congratulated us. The board was not left out of this process as the accreditation including governance. I think it can be said that some good processes have been confirmed through the experience. I am happy to announce that Heart House Hospice has received a three year accreditation with CARF. Congratulations and thanks to our board, staff, volunteers, and our clients and their families.

During the Fall of 2010, the Heart House staff engaged in an operational planning process. We have a three year plan that identifies four areas of focus and operational activities to support them:

- Dynamic and focused team
  - Expanding the depth and breadth of agency volunteers
  - Embracing students in our practice
  - Growing and retaining the staffing base to match service demands

- Skills and Technology for Service Innovation
  - Exploring in adopting technology to support our work
  - Providing education opportunities to staff, volunteers and the community.
  - Building team knowledge, skills and use of technology for everyday management and service activities.
- Meeting the Emerging Needs of the Community
  - Growing and deepening partnerships in the community
  - Conducting market research on the community
  - Creating a strong community outreach service and presence.
- Diversifying and Growing our Service Resources
  - Building diverse government funding
  - Implementing a fund development framework
  - Strengthening volunteer and staff engagement.

Specific milestones are established under each activity area to advance the area of focus. This plan is consistent with the mission and vision of the agency and is consistent with the draft directions of the agency's strategic plan.

I want to thank all of the staff and volunteers for a successful year. The Heart of Hospice is our volunteers with your compassionate companionship for our clients and families, your willingness to help in the office, with fund raising and for always being at the end of the phone when needed.

I want to acknowledge our board whose leadership sustains the agency. The workload for board members has significantly increased with the introduction of the LHINs and our own projects have demanded much more board time. Thank you to Dr. Jean Hudson who has been a strong supporter and advocate for Heart House over the past couple of years. Her teaching responsibilities are taking her in a new direction.

I wish to acknowledge Perry Giacco who spent considerable effort assisting us with our budget process this year. We wish him well.

A special thank you to Stan Seggie as he retires. Stan has provided wisdom, insight and leadership. While he would say his time is limited I would counter that his time has been well utilized. He grew our golf tournament from 44 golfers to 200 plus. He has been a guiding force in terms of our financial direction but also has a way of making others feel appreciated and welcome. Thank you Stan.

This past winter Tom McMillen a strategic advisor and dear friend and supporter died while on vacation in Florida. Tom worked closely with Grant in the endeavour to secure a site for our residential hospice. The memory of Tom's warm smile, and determination guides our efforts to realize our goal.

Chuckie completes her term as board president in September. I want to thank Chuckie for the innumerable hours she has contributed to the agency. She has spent a great deal of time at LHIN meetings and has represented the agency with grace and heart. I conclude my report with a Mother's words that I think best says why Heart House continues ~

"How can we thank you? We appreciate you and your volunteers so much. You were always there and always able to help. Our children love their volunteer who came to play with them. She was great- especially that last time, the day before the funeral when she helped them make cards for their sister. We put them in the coffin- it helped them say goodbye. We look forward to meeting the bereavement coordinator. I know Hospice will continue to help us through this."

Theresa Greer  
Executive Director

## The difference our Visiting Hospice Program makes in our communities of Mississauga & Brampton

The end of life journey is never easy. Many remain “hopeful” to the very end. Clients and caregivers are grateful for the compassion and understanding and many times they are grateful just to have someone to talk to.

The following is excerpted from a note from a client’s sister:

“I can’t begin to tell you how appreciative I am of all the support you and your staff have extended to my sister.

After her brain surgery, she was like a child, taking her first steps once again, afraid to be on her own. I remember that day you first mentioned to her about joining the Wednesday group at hospice. I encouraged her to give it a try. When she did, she told me how kind and helpful everyone was that all her fears and apprehensions vanished. She enjoyed herself so much she was looking forward to Wednesdays. In no time at all she was back to her usual bubbly, vibrant, funny old self. She even bought a scrabble because she had fun playing it there.

The game not only stimulated her mind but helped her better focus. You were even able to tap into her creative skills with the crafts that you do like the vase, and flower. There was even a time that she was so upset with a harassing phone call she got. Fortunately it was a Wednesday and I told her to go ahead and proceed to hospice. You and your staff comforted her and showed genuine concern that when she got home she was in high spirits. In Heart House Hospice, she found not only solace but good friends as well. I don’t know all the names and faces but to each and everyone – my heartfelt thanks.”

The client had attended our Day Program where volunteers and staff provide a variety of activities including crafts, games, music therapy, art therapy and therapeutic touch.

Another thank you ~~

“We just wanted to say a huge thank you for all of your support and kindness all through the year when Nancy was so sick. All of us appreciated your caring ways, especially Mom. She has mentioned how you came to talk to her a number of times, and you just had a certain way about you that somehow made things better. Things like that are so valuable to one having a stressful time.

The work that Hospice does is so necessary, and you folks put out your maximum for those who need it.

We appreciate all your efforts very much.”

The following was written to a staff member and two volunteers ~~

“Thank you for your amazing support and caring during Craig’s illness. You have each helped to make our journey with cancer easier to bear.

Thank you Jane for your attentiveness and thoughtfulness at just the right times when we needed it.

Thank you Al for the many, many hours spent with Craig. He always looked forward to his walks in the mall and it was a tremendous comfort for me knowing he could do something he enjoyed.

Thank you Pat for your being there to listen to me and encourage me and share your insights with me.

We miss Craig so much, but we have such wonderful memories of who he was and how he contributed to our lives – that we grieve with gratitude.”

The following is a copy of an email from a daughter who lives in Montreal.

“My husband & I will drive to Toronto on Sunday morning to visit my mom & hopefully she will be her usual feisty self. (I never thought I would wish for that!). My husband has to return to Montreal on Monday evening & I will decide at that time whether to stay in Toronto on my own for a few more days or return with him. Monday being a holiday will not be very helpful as far as meeting with mom’s caregivers & her support team. But I know she is receiving good care regardless, so that eases my mind somewhat.

You have all been amazing & providing invaluable support, I can’t tell you how much we appreciate everything you do.”

**These are but a few samples from caregivers expressing their gratitude for the support they have received from the many volunteers and staff at Heart House Hospice.**

Here is a quote from a client ~~

“I could not ask for a better volunteer or person. She understands me and tries to do so much for me. She is such a caring and nice person.

She takes her volunteering so seriously and is so good to me. She makes me feel better during my treatment and makes sure my needs are met. The practical things she does for me are so valuable, I would not be able to get by without her help as I do not drive and not well enough to take transit. She is so caring and compassionate. She never complains and gives me the most wonderful emotional support. I have so much luck to have the hospice support thru the years, they have helped my daughter when she was dying and my husband also, and now me. They have really touched my life and give from the heart, for them I am truly grateful.”

## Governance Committee Report

### Background

The Governance Committee of HHH is responsible for ensuring that the Board of Directors has the structure, resources and tools it needs to ‘govern’ ie do it work for HHH. To that end the Governance Committee is responsible for

- reviewing the By-laws and policies of the Board;
- reviewing the Board’s structure, processes;
- carrying out our annual self-evaluation
- recruiting and orientation of new Board members
- enforcing conflict of interest policy

2010-2011 has been a busy year for Governance. In particular, several initiatives were undertaken to clarify, codify and improve the Board structure.

### Accreditation

HHH is seeking accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities). According to CARF, their accreditation process applies sets of standards to service areas and business practices during an on-site survey. Accreditation, however, is an ongoing process, signaling to the public that a service provider is committed to continuously improving services, encouraging feedback, and serving the community. Accreditation also demonstrates a provider’s commitment to enhance its performance, manage its risk, and distinguish its service delivery

Once we received accreditation, clients will know that HHH programs meet high standards of quality.

### Board Policies Updated

In preparation for accreditation, the Governance Committee reviewed and updated the Board Governance Policies, and the new Policies were approved by the Board last Fall. The Policies cover Board members’ responsibilities, a code of conduct, conflicts of interests etc. These make the work of the Board more transparent.

### Board Self-Evaluation

Once again Board members filled in their self-evaluation, letting the Governance Committee know how they viewed their skills, and how education, mentorship, and focussed recruitment could assist in maintaining a committed, skilled board.

### Policy on Recruitment

This year saw quite a few changes in board membership as some members completed their terms. A few new members decided that their skills were not suited to the work we do. As part of the updated policies, and in an effort to keep the board strong, the Governance Committee also drafted a clearer Recruitment Policy (#12-07). The Policy focuses on identifying board composition and identifying recruits with the needed skills to fill any gaps on the board. Hopefully the implementation of the policy will lead to the Board getting the

skilled members it needs to move forward with our projects, and will help would-be Board members clearly understand what is expected of them before they sign on.

### Board Workplan

Last summer the Governance Committee set up a workplan for the year. For the most part the Board has met the targets set for each meeting. We have been able to combine some educational opportunities with the more mundane aspects of Board business.

### Strategic Planning

The Governance Committee is still working on a first draft of the Strategic Plan for the next three years. We attended a ‘brainstorming’ session with a facilitator who kindly volunteered her time. We were able to come up with Strategic Directions for the Future and we are now working on filling in the ‘Action Steps’ to get us to our goals for each direction. We determined that our objectives as a Board are:

- The LHIN’s Integration Plan
- Financial Sustainability
- Board Sustainability
- Building and Residential Plan
- Board Community and Profile Outreach

We accomplished a lot last year, but this year will be just as demanding, as we face pressure from the LHIN to come up with more ideas on Integration, and we get closer to our goal of building the residential hospice, with all the work that entails.

Sincerely,

*Aimee Gauthier*

Aimee Gauthier  
Chair, Governance Committee

## Volunteer Development Report

2010-2011 was a year of excitement and change for Community Programs at Heart House Hospice. We experienced tremendous growth and celebrated the welcoming and farewells of individuals on our staff team. Here are some of the highlights:

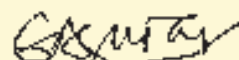
Nancy Rudderham, former Coordinator of Day Program Retired and we welcomed Nichol Guerra into the role in August 2010. The program continues to experience steady involvement and participation from the clients and is fortunate to have a strong team of hospice volunteers, drivers, placement students and community resources and partnerships to ensure that the program is delivered to the highest quality.

Thanks to an Aging at Home Initiative, Volunteer Development experienced growth as well. My role changed from Director of Volunteer Development to Director of Community Programs. Anna Lewyckyj, former Coordinator of Volunteers role changed her role to Hospice Care Coordinator. We welcomed Rami Shami to our team as Coordinator Recruitment & Training and Margaret Smith as Coordinator of Volunteers. Heart House Hospice recruited 50 new volunteers for the 2010-2011 year. We have also taken on the lead in training volunteers as part of the Aging at Home Initiative for Dorothy Ley Hospice and Acclaim Health. Our direct service programs continue to flourish with a team of very committed in-home volunteers, complementary therapy volunteers and spiritual care volunteers. The administrative side of Hospice is also wonderfully resourced with a skilled group of office volunteers. The fund development committees continue to do excellent work in ensuring the success of our events and we look forward to the upcoming Golf Tournament and Soiree later this year.

Partnerships in the community are stable and healthy. We have forged some new partnerships within the South Asian Community that include: India Rainbow, Punjabi Community Health Services and Aurat Health Services. Our relationship with Wellspring Chinguacousy is ongoing and we have had the pleasure of holding several of our training workshops at their Brampton Location. Presentations in the community and to the various Faith Communities are also ongoing. Our volunteers also have a presence at Credit Valley Hospital, Trillium and William Osler Health Centre when they accompany or visit clients who are receiving treatment and services from those hospitals.

At the heart of what we do remains the committed work of our volunteers at every level of the organization. We are passionate about making a meaningful difference to someone's end-of-life experience. With heartfelt gratitude and appreciation we offer our thanks.

Sincerely,



Geraldine Aguiar  
Director of Community Programs

### Program Highlights

#### Service Delivery

- Heart House Hospice had 192 Volunteers contributing service in 2010-2011
- 149 Volunteers provided direct service to clients
- 958 clients were served
- 2150 home visits were made
- 13742 hours of direct service were provided (this is equivalent to 573 days of service)

#### Community Resources & Partnerships

- Medigas
- Turner & Porter Funeral Homes
- Wards Funeral Homes
- Susan Keith
- Credit Valley Hospital
- Trillium Hospital
- William Osler Hospital
- Mississauga Library
- Brampton Library
- Wellspring Chinguacousy
- Punjabi Community Health Services
- Aurat Health Services
- India Rainbow

#### Service Enhancements

- Art Therapy introduced as part of the Day Program
- Books on Loan program started as part of the Day Program
- Off-site volunteer training in Brampton
- Coordinated volunteer training with Dorothy Ley Hospice and Acclaim Health
- CARF Accredited
- Health & Safety Committee in place

## Fund Development Report

High-energy, collaboration, leadership and innovation describes the burgeoning fund development portfolio of revenue generation. Today's recessionary environment has had a marked effect on virtually every fundraising sector. However, Heart House Hospice has seen double digit growth from 20 to 30 % on events and funds raised through public and private Foundations.

A collaborative vibrant spirit amongst committee volunteers has been integral to raising the financial resources required to advance the mission of the organization.

As awareness grows within the community as to services Heart House Hospice provides with comfort and compassion, we look forward to new and alternative ways to additional funds going forward into 2011. This past year marked the inaugural launch into utilizing social media to communicate and stimulate the community's potential to raise funds on our behalf.

With the aid of international comedy sensation Russell Peters will return home for a one night performance to support our plans to create a residential hospice Russell Peters has committed to donate the proceeds of the spring 2011 benefit performance at the Hershey Centre.

This past year our direction has been to moving toward alternate methods to communicate with our existing and new donors. Utilizing email, web-site landing pages and other forms of electronic communication have been tested with a view to keeping current in fund development methodology.

We are tremendously grateful for the ongoing support of a caring community and our internal and external stakeholders. This dedication and support will enable us to achieve our goals in 2010 and beyond.



Paul Flewwelling  
Resource Development Chair

### FOUNDATIONS AND FUNDERS

Heart House Hospice has and is the recipient of generous backing from many Foundations. Their financial commitment to our community, their due diligence to accountability and most of all their encouragement to all the staff and volunteers at Heart House Hospice is invaluable to provide the highest-quality, end-of-life support. The following are Foundations and Funders we have the privilege of partnering with in the last two fiscal years.

BMO FOUNTAIN OF HOPE EMPLOYEES FOUNDATION  
BRAMPTON AND AREA COMMUNITY FOUNDATION  
DERICK BRENNINKMEYER CHARITABLE FOUNDATION  
ENTERPRISE FOUNDATION  
GLAXOSMITHKLINE FOUNDATION  
THE GEOFFREY H. WOOD FOUNDATION  
GORE MUTUAL INSURANCE COMPANY FOUNDATION  
INTACT FOUNDATION  
J. P. BICKELL FOUNDATION  
THE BANK OF NOVA SCOTIA TRUST COMPANY  
MABEL & GORDON McMILLEN FOUNDATION  
MAPLE LODGE FARMS FOUNDATION  
ONTARIO TRILLIUM FOUNDATION

RBC FOUNDATION  
SGNC CHARITABLE TRUST  
MISSISSAUGA HALTON LHIN  
SHIPP FOUNDATION  
UNITED WAY OF PEEL REGION  
PENDLE GRANT - MISSISSAUGA COMMUNITY FOUNDATION  
TRILLIUM FOUNDATION  
THE TDL GROUP (TIM HORTONS)