

**Casey House
Annual Report 2009 | 2010**

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With One Embrace

Every life saved, every isolation ended, every hope for the future rediscovered—every miraculous story that happens at Casey House is a testament not only to our founders’ brave and passionate foresight, but also to the commitment and wisdom of our generous donors and volunteers. We continue to be honoured by your enduring support. Everything changes, with one embrace.

Casey House Mission & Values

Casey House provides exemplary treatment, support and palliative care for people affected by HIV/AIDS, in collaboration with our communities.

Our values are to:

Celebrate life

Be compassionate with generosity of spirit

Trust and respect

Embrace diversity

Communicate

Be accountable

Message from the Chair, Board of Directors

In 1988, when we opened the doors to Casey House, our embrace, both literally and metaphorically, of each new resident was a gentle signal of compassion and dignity in a time of misinformation and paranoia about the disease. Over the years, our mission has been embraced by so many people who give our residents and clients their time and financial support.

Today, Casey House’s commitment to excellent care with compassion and dignity remains steadfast. Since 2007, when our current strategic plan was approved by the Board of Directors, all levels of the organization have been working hard to create a new era of accountability and transparency at Casey House. The Board regularly monitors the organization’s efforts to deliver on the plan. One notable element has been the development of a Balanced Scorecard—a comprehensive set of measures that indicate how well the organization is performing. This approach enables Casey House to track results while simultaneously monitoring progress in building the capabilities we require for a successful future. The Balanced Scorecard is published on our website.

We are especially proud of the creation this year of a Community Advisory Committee which provides us with input and feedback on our services so that we can provide effective, progressive, client-centred health care for people living with HIV/AIDS.

Casey House continues to work diligently with the Ontario government to secure funding

for our anxiously anticipated Day Health Program, which represents a bright future of health care delivery for people living so often in isolation with this insidious disease. This program will expand our continuum of care beyond our residential and community programs.

On behalf of the Board, I want to convey our sincere appreciation to each and every donor, volunteer and staff member, for your dedication to changing the lives of our clients with your embrace.

--Bruce Lawson

Message from the Chief Executive Officer

The theme of this year's annual report highlights our embrace of the uniqueness of each person for whom we care. Each day, our staff and volunteers are focused on meeting the health care needs of people living with HIV/AIDS who are sick or at risk for deteriorating health. And every day, that care remains true to our founders' vision of compassion, respect and excellence.

To this end, our strategic plan provides a structure upon which all Casey House activities are directed. The performance of the organization is monitored, measured and communicated via a strategic management system which involves an annual business plan and a Balanced Scorecard. In delivering on the strategic plan, our team has achieved the development and implementation of a harm reduction policy, the development and implementation of a quality and risk management plan, the implementation of client satisfaction and staff satisfaction surveys, a vibrant volunteer program, and the creation of meaningful partnerships with a number of AIDS service organizations and health care institutions.

This year, Casey House made great strides in delivering on the strategic direction of "Research and Knowledge Transfer." A research plan was developed, research initiatives were launched, and many student trainees spent considerable time with us learning about HIV/AIDS care.

What you are about to read are stories of some of the lives changed for the better at Casey House. We are grateful for this opportunity to share our embrace with you.

--Stephanie Karapita

Events & Awareness

Signature Events

Casey House signature events raise funds for our vital community programs, which rely almost exclusively on donor support.

Thanks to Presenting Sponsor TD Waterhouse, Art with Heart once again put to the auction block some of the most interesting, challenging and exciting contemporary art being created by Canadian artists today. Along with a terrific party, the evening stimulated fierce bidding amongst attendees, who responded with enthusiasm to the opportunity to bring home a stunning work of contemporary Canadian art while supporting the good work of Casey House.

On World AIDS Day, December 1, Casey House once again collaborated with Vancouver's Dr. Peter AIDS Foundation and Montreal's La Maison du Parc to present "Voices of Hope / Voix D'Espoir," a trio of nationally-coordinated concerts honouring the lives that have been lost around the world and in Canada, and calling for increased support and dignity for all people who experience ongoing stigma and discrimination because of their disease. We thank Lead National Sponsor M•A•C AIDS Fund for their tremendous support for this unique national collaboration.

In February, Presenting Sponsors BMO Financial Group and the Bay turned up the "haute" at SnowBall 2010, a fashion-themed evening of passionate revelry featuring a smoking hot performance by Tony-winner Jane Krakowski (of TV's "30 Rock") along with the presentation of The Casey Awards, honouring leadership in HIV/AIDS and social justice.

Art with Heart 2009

Matthew Teitelbaum, Honorary Chair
Bruce Lawson, Robert Mitchell and Mark Robert, Co-Chairs
Bill Clarke and Ann MacDonald, Curatorial Co-Chairs

Snowball 2010: "Some Like It Haute!"

Suzanne Boyd and Wayne Clark, Co-Chairs
Pearse Murray, Chair, The Casey Awards

Recipients, The Casey Awards

Tony Di Pede
AIDS Committee of Toronto

Voices of Hope / Voix D'Espoir World AIDS Day Concert 2009

The Reverend Doctor John Joseph Mastandrea, Chair
Tom Allen, Host

Community Events

Hosted by individuals, businesses, community groups, schools or service clubs, community fundraisers are a fun and rewarding way our community generates valuable funds for Casey House, while raising awareness of the great work we do.

In June, Casey House was proud to be a co-beneficiary of the 2009 Pride and Remembrance Run. Our enormous thanks go to the organizers, and all who came out to run, walk and cheer!

Casey House was the proud beneficiary of funds raised throughout the year by Mr. Leatherman Toronto. Our thanks to Peter Dillon (Mr. Leatherman Toronto 2009), Greg McDowell (Bootblack Toronto 2009) and Corey Breau (Mr Leather Fellowship 2009) and the entire organization for their tremendous support!

In November, the rock band Fish Head held a very successful benefit for Casey House's Child Care Fund. Band member Glen Brookman of KPMG chose Casey House as the evening's beneficiary in memory of a friend and colleague, who was cared for at Casey House. Says Brookman, "When I walked in the front door, I was amazed by the calmness of the environment. I thought to myself, 'Wow, this is the environment that every sick person should be able to receive their care in.' It was from that day on that I knew how special and important Casey House is to the community of people with HIV in Toronto."

Thank you to the hundreds of organizers, performers and attendees of community-run events, who make such a difference in the lives of our residents and clients.

Long Service

Volunteer Recognition Awards 2010

20 years

Nancy Ruth Davidson, Stephanie McKay, Arthur Wong

15 years

John Ewing

10 years

Grant Maxted

5 years

Ted Healey, Keith Holland, Joe & Heather Toby

Long Service Staff Award Recipients 2010

20 years

Gail Flintoft

15 years

Robert Meek

10 years

Gillian Sandiford

5 years

Liz Creal

Colleen Youngs

With One Embrace: Sintaa's Story

A sense of community and belonging is fundamental to well-being. Thanks to volunteer and donor support, Casey House maintains the family-like community of acceptance that our residents and clients need in order to heal.

Spend any time at Casey House and you'll soon see for yourself the remarkably open and home-like environment in which we provide clinical care. Regardless of their life circumstances, each of our residents and clients is cared for with deep respect for his or her humanity, wishes and culture.

Andy arrived at Casey House emaciated and weak, unable to walk or to speak. The young First Nations man had come to Toronto years earlier from northern Manitoba seeking a two-spirited community. Diagnosed with HIV in 1994, he had been admitted to Casey House several times over the year and received nursing care at home, but this time his advanced medical condition required palliative care. In partnership with his power of attorney and 2-Spirited People of the First Nations, Casey House staff worked to accomplish Andy's final wish: to return home to Manitoba to die.

Sintaa, a volunteer from 2-Spirited People matched to Andy, spent many hours at Casey House during this time. "What immediately impressed me about Casey House was how much the staff cares, in the true meaning of the word," she says. "That includes the housekeepers, the receptionists and kitchen staff, all the nurses and health care aides... I saw how much everybody contributes as a team, with the common goal of helping the residents and clients. It's very special."

As Andy's health rapidly deteriorated, his sister and brother flew to Toronto and slept on a cot in his room at Casey House. The team worked around the clock to get him home. They located a regional hospital that agreed to admit him, and secured air ambulance transport with care provided during the flight by a Casey House nurse. Andy died a week later, back home in Manitoba, surrounded by community elders and the people who loved him.

Sintaa continues to volunteer at the Casey House residence, providing supportive care. These days, it's Wendy with whom she spends the most time. Sometimes she'll bring special food or a DVD, and she frequently joins Wendy in a craft activity organized by our recreation therapist. But mostly, Sintaa and Wendy just sit side by side, sharing friendship. "So many of the clients have been terribly isolated, without any support," says Sintaa. "Casey House is a community of acceptance. It doesn't matter who you are, or how you've lived your life... you're treated with respect as a human being. It's a gift to be a part of that."

With One Embrace: James's Story

Made possible by donor and volunteer support, recreation therapy activities are an important tool for healing at Casey House, breaking through the isolation and depression experienced by many of our residents and clients.

A gay man in his 50s, over the years James has lost his dearest friends to AIDS. Once a senior manager at a government agency, James took early retirement when he was diagnosed. He began freelancing as a photographer, confident in his financial security and wanting to pursue his passion. Life with HIV wasn't always easy, but he managed.

Then his best friend died, and James became depressed. He stopped taking his medication and grew extremely ill, requiring hospitalization for a period of months. With his finances unmonitored, he lost his apartment and all of his belongings. He was discharged from hospital to a rooming house, his life in tatters, unrecognizable thanks to events that all too easily can happen to anyone in his circumstances.

Then a medical crisis brought James to Casey House. Our interprofessional care team worked with him to rebuild his health. They recommended James for supportive housing, through an innovative multi-agency housing partnership to which Casey House belongs. Now James has safe housing, meals, access to a 24-hour support worker, and regular visits from his Casey House community nurse and social worker. He frequently attends recreation therapy activities at Casey House, and is a fixture at weekly social drop-in evenings.

“Our conversations are usually quite light,” explains Jamie, a drop-in volunteer who has come to consider James a friend. “Of course, if there's a real problem, people are going to listen with compassion. But it's a chance to break away from the heavy stuff and be like anybody else, in a safe place where you can check your problems at the door.”

“It's like I've been caught up in the rapids and out of control these last couple of years,” says James. “I want to get back into smooth water. And Casey House—it's the calm in the middle of the rushing water. Whenever I come through the door at Casey House, it's like coming home.”

With One Embrace: The Community Advisory Committee

Representation on the Community Advisory Committee includes clients, their family members, and employees of partner organizations. The committee provides input to the Quality Committee of the Board of Directors, helping to ensure that Casey House services provide an effective, progressive, client-centred health care continuum with a greater involvement of people living with HIV/AIDS.

Established in 2009, the Community Advisory Committee (CAC) provides a vital link between the Casey House Board of Directors and the communities we serve.

In this inaugural year, the CAC reviewed current programs and services and the day-to-day operations of Casey House. It also reviewed and commented on plans for Casey House's proposed Day Health Program. Meetings provided rich, generative opportunities for the exchange of knowledge and ideas.

Says committee co-chair Amber O'Hara, "I've been a client at Casey House for many years, but I wasn't aware of all the different programs and work that goes on here. This was a really great opportunity to learn more about Casey House, and to take that information and contribute our own knowledge and suggestions for ways that Casey House can improve. It feels really great, knowing that the board wants our input."

Ken King, a former Casey House board member, shared co-chair duties with Amber. "Casey House deals with clients who have really complex, chronic health care needs, and they're cared for in a very capable, highly supportive way," says Ken. "My experience of Casey House is that the staff takes great pains to create a home-like environment for everyone who comes in, and to ensure that clients are at the centre of decision-making about their care. So the CAC is a natural extension of that approach, by providing a way for clients to participate in the planning of service delivery. It speaks to Casey House's commitment to transparency and openness."

With One Embrace: Joy's Story

Many mothers who are HIV-positive face barriers to good health because of poverty and the demands of being a parent. Donor support allows Casey House to assist them with transportation and child care expenses, so they can attend the appointments they require to stay well.

Poverty, isolation, chronic pain and the non-stop demands of child care place additional burdens on mothers who are HIV-positive. In addition to providing superb clinical care, Casey House partners with other agencies to address the logistical challenges faced by so many of our clients in managing a disease as complex and debilitating as HIV/AIDS.

Like many single mothers who are poor, Joy struggles with isolation. HIV isolates her even more. "There is terrible stigma in my community," explains Joy, who is originally from East Africa. "People who I thought were friends, when they found out I had HIV, they wouldn't even touch me, they wouldn't come near me or eat my food. It hurts. Why can't they see that I'm raising a son who is healthy? What do they have to be afraid of?"

At Casey House, Joy receives massage therapy weekly to help with the terrible pain of neuropathy, a common neurological complication of HIV that causes muscle weakness and pain in the extremities. With nobody in her life to take her home after the painful medical procedures she regularly undergoes to monitor her progressive organ disease, Joy would ordinarily be required to remain in hospital after each procedure. But with a son to care for, she depends on the taxi cabs supplied by Katie, her Casey House nurse, to get her home safely. "I need to get home, my son needs me. The taxi gets me home safe. It means so much."

Four years ago, Joy was told that she had only months to live, and that she should get her affairs in order. Today, though she continues to be very fragile and lives with constant pain, the care she receives from Casey House and other community partners gives her hope for her future, and for that of her son. "HIV wasn't my plan, but life doesn't always turn out the way you want it to be," says Joy. "It's not easy to be a single mother with HIV. Without help, I don't think I could survive. I know I couldn't. But today, I have hope. I'm raising my son to be strong and independent, and to give back to society."

With One Embrace: George's Story

In response to the generosity of planned gift donors like George, Casey House recently launched The Futures Fund, which is funded by a portion of bequests to ensure the long-term sustainability of our programs and services.

George Marsland designated Casey House in his will nearly 20 years ago. His generous planned gift has developed over the years to include cash, stock and some art. His commitment to Casey House runs deep, as a past member of the Board of Directors, and a founding volunteer with Art with Heart. Today the former PMO staffer and senior advisor at Magna International operates businesses in the environmental sector. His twin brother James passed away very recently, after many years of living with HIV.

Before moving to California, James had volunteered at Casey House in the 1990s, helping with meal service and friendly visiting. “He did it because it was a way to contribute to the community, while gaining a positive experience of helping others,” says George of his twin brother’s volunteerism. “Even though I know it was challenging at times, and perhaps a little frightening, it was my brother’s way of supporting something that he thought was valuable and worthwhile. He found it rewarding. Today, with his sudden passing, I feel even more strongly that this is our shared legacy.”

George is pleased that his legacy gift will support Casey House community programs, ensuring that people living with HIV can lead productive lives. “While in many ways the issue of HIV has changed so much, we still have a long way to go,” he explains. “There’s no need for people to be marginalized or denied opportunities because they have HIV. My twin brother James was a long-term survivor, and we have lost many friends to the disease. One person—one single life—can make such a huge difference in the world. To me, it’s about fairness and equality, and the opportunity to which every one of us is entitled, to lead a full and productive life.”

“I’m delighted to be someone who can leave a legacy at Casey House because of the good fortune I’ve had,” continues George. “We don’t know where we’ll be 20 years from now, in terms of the progression of the epidemic, and so we have to build opportunities now. Casey House is so wonderfully positioned as a globally recognized centre of excellence. To me it’s a jewel in Canada. Casey House does important work, it’s good work, and it feels good to know that my legacy will be a part of that.”

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Everything Changes

With one embrace, everything changes. One act of generosity can be the seed of infinite possibilities. One caring individual can bring change to the lives of many. At our residence at 9 Huntley Street, and in homes and streets throughout the City of Toronto, your unwavering support brings hope into the lives of the people we serve, during their time of greatest need.

Casey House Board of Directors

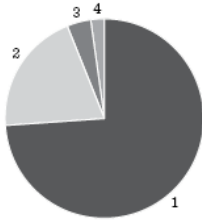
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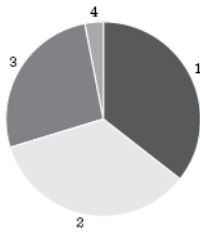
Your Generosity Makes a Difference

This year hundreds of caring community members made generous gifts to Casey House, with every dollar carefully stewarded to have a positive impact on the lives of the people who need our care.



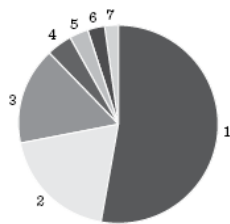
Sources of Revenue

1. Ontario Ministry of Health and Long-Term Care (Residential Program)	74%
2. Casey House Foundation (Community Program & Residential Program)	20%
3. Other	4%
4. Community Care Access Centres	2%



Sources of Donations

1. Individuals, Corporations, Foundations & Community Events	35%
2. Signature Events	35%
3. Planned Gifts, Bequests	27%
4. Interest and Other	3%



How Your Donations Help

1. Home Hospice*	53%
2. Residential Clinical Support	19%
3. Operations & Capital Grants	16%
4. Volunteer Services	4%
5. Communications & Administration	3%
6. Child Care Fund	3%
7. Care for the Caregiver	2%

Revenues & Expenses

Casey House Hospice Inc.

Condensed Statement of Revenue, Expenditures and Changes in Net Assets for the year ended March 31, 2010

	2010	2009
	\$	\$
Revenue		
Provincial grants	4,604,412	4,517,503
Grants from Casey House Foundation	1,211,450	1,167,474
Community Care Access Centre billings	114,100	116,298
Interest	2,550	26,659
Other	109,295	108,443
Amortization of deferred contributions and grants	105,834	123,217
	6,147,641	6,059,594
	2010	2009
	\$	\$
Expenditures		
Salaries and benefits	4,373,470	4,206,640
General and administrative	438,237	686,483
Interest	54,999	59,747
Pharmaceuticals	523,613	347,063
Resident /client care	250,014	243,084
Building and maintenance	385,318	363,369
Amortization of property and equipment	217,055	226,051
	6,242,706	6,132,437
	2010	2009
	\$	\$
Deficiency of revenue over expenditures for the year	(95,065)	(72,843)
Unrestricted net assets, beginning of year	4,645,197	4,718,040
Unrestricted net assets, end of year	4,550,132	4,645,197

The complete audited financial statements for Casey House Hospice and Casey House Foundation are posted on our website at www.caseyhouse.com. The audits were conducted by PricewaterhouseCoopers LLP.

**Casey House Foundation
Condensed Statement of Revenue and Expenditures
For the year ended March 31, 2010**

	2010	2009
	\$	\$
Revenue		
Donations	993,668	1,066,544
Bequests	742,466	136,446
Special events	970,540	1,026,704
Donations in kind	357,100	263,720
Interest and other	82,141	210,824
Unrealized investment gain	306,320	
	3,452,235	2,704,238
Expenditures		
Fundraising and special events	867,929	970,773
Administrative	545,152	467,037
Donations in kind	357,100	263,720
Amortization of equipment	2,566	2,575
Unrealized investment loss		323,601
	1,772,747	2,027,706
Excess of revenue over expenditures before grants to Casey House Hospice Inc.		
	1,679,488	676,532
Grants to Casey House Hospice Inc.	1,248,941	1,218,605
Excess (deficiency) of revenue over expenditures for the year	430,547	(542,073)

Casey House was honoured in 2009–2010 by a number of extraordinary bequest gifts. The Board of Directors has responded to this generosity by creating a reserve fund, The Futures Fund. The goal of the Fund is to create a sufficient reserve, funded by a portion of bequest gifts received, to ensure the long-term sustainability of our programs and services. To learn more about creating your own legacy bequest to Casey House, please contact David Gilmer at 416.962.4040 ext. 230.

About Casey House

Casey House provides exceptional care, support and clinical expertise in the following settings:

- In the Residential Program located at 9 Huntley Street
- In the familiar comfort of people's homes through our Home Hospice Program
- Through outreach and community partnerships

Your financial support brings positive change into the lives of the people who need our care. Please continue to give generously.

Casey House

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Casey House Foundation

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**To make a donation please call us at 416.962.4040 ext. 232
or visit our website at www.caseyhouse.com
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