CASEY HOUSE

inspired HIV/AIDS care

ANNUAL REPORT 2013–2014
A renewed vision

As the worldwide experience of HIV has evolved, so too has Casey House’s original mission of hospice care.

Today, though we continue to provide end-of-life care with dignity and compassion, the vast majority of our services focus on helping some of Toronto’s most vulnerable people access better health and well-being, despite medically complex presentations of HIV. In doing this work we are continually inspired by the dedication and humanity with which Casey House was founded.

Over the years at Casey House we have demonstrated that the specialized knowledge of our skilled health care team can prevent and delay serious illness and injury among people living with HIV/AIDS who are at greatest risk of declining health. We are pleased to be able to advance this care even more in the future, with greatly expanded services and the introduction of the new Day Health Program upon the completion of our redevelopment project.

This year, Casey House initiated the development of a strategic plan to guide our activities through to 2017. The strategic planning process included a comprehensive environmental scan, and extensive consultations with over 100 internal and external stakeholders, including many of our clients.

Our board, leadership, staff and volunteers recognize that there is great value in setting out a clear course to guide the organization’s activities in preparation for the significant advances in our future.

The Casey House Strategic Plan is available online at www.caseyhouse.com/about-casey-house/who-we-are
You, our community of support, inspire all of us at Casey House, every day. It is thanks to your love and kindness that we’re here to serve some of Toronto’s most vulnerable people—with dignity, compassion and hope.

MISSION

We provide excellent, compassionate, inter-professional health services to people living with HIV/AIDS who have evolving complex health issues. We contribute our unique experience to a broader system of HIV/AIDS care, education and research.

ORGANIZATIONAL VALUES

Casey House embraces:

• Hope and compassion
• The wisdom and life experiences brought by persons living with HIV/AIDS
• Quality
• Safety
• Integrity and accountability
• A home-like environment that is warm and welcoming

VISION

inspired HIV/AIDS care
We are constantly inspired by the dedication and compassion of each and every member of our staff team, as well as each and every volunteer. With each conversation, each care intervention and each smile, these wonderful people make a difference in the lives of our clients who struggle every day with HIV/AIDS.

Casey House’s enduring commitment is to excellence in care. Every day, we endeavour to fulfill the vision of our founders while upholding the standards and required accountabilities of a twenty-first century health care organization in Ontario. We invite you to go to our website to access our new strategic plan which is described on the previous pages; our goal has been to capture and reflect the wisdom and advice of our many clients, staff, volunteers, donors, friends and partners. The Board of Directors will continue to monitor and support the work of our management team in delivering on this strategic plan, which will see us through to 2017 when the dream of a new home for Casey House will finally be a reality. We are so excited!

Our new building is becoming a reality thanks to the advice of our clients, staff, volunteers and numerous technical experts in the field of hospital construction – and thanks to the financial support of the Ministry of Health and Long-Term Care. We are also grateful to the many donors of our Rebuilding Lives Capital Campaign who are enabling us to fulfill the Ministry’s requirement that Casey House fund a portion of the redevelopment project.

Please check our website on a regular basis for progress updates.

This is a truly inspiring and exhilarating time for Casey House as we enhance our leadership role in health care delivery for people living with HIV/AIDS. They need us today, as they will for decades to come. Your continued support is vital and very much appreciated.

Guy Bethell
Chair, Casey House Board of Directors

Stephanie Karapita
Chief Executive Officer, Casey House
“When I came here and left, I really improved. They transformed me into a person who wanted to live.”
Gayle Janes – Director of Finance and Operations

(Retired May 2014 after 12 years) – Volunteer, Therapeutic Pet Visiting Program (Ongoing)

What inspires me most is the amazing courage I’ve seen on the part of our clients, many of whom have faced so many challenges throughout their whole lives. Not just having HIV, but also problems with housing and poverty and abuse and isolation. The list goes on and on. And yet many of these folks just face it all with such a positive attitude and courage. They just keep going. They don’t give up. It often amazes me that someone can be in such dire straits and can still crack a joke and find joy in life. There’s one client who always takes the ramp like it’s a speed track, zooming up and down it in his motorized wheelchair. He’s someone who can find fun in the small moments, and that’s inspiring.

“I’m also consistently impressed by our frontline caregivers at Casey House. It has been a huge privilege to be able to support them in my role, to help ensure that they have the resources to do this really important work, thanks to our donors. The whole team is terrifically skilled and they provide outstanding services. Any client I’ve spoken with has nothing but praise for the staff and volunteers here. You just never hear a complaint. I think that’s pretty special about Casey House.”

♥ Gayle Janes

Jazz – Therapeutic Visiting Dog

(Translated by Gayle)

I visit clients every week at Casey House and I know not to jump up or be too excitable. I’m used to visiting my human friends at Casey House and I go with Gayle from room to room. I know who likes to snuggle and who is happy if I just say “Hi” from the doorway. Some of the clients lean down and whisper in my ear and they know I’ll always keep their secrets and not judge them. Some tell me about their dogs that died or that they’re separated from. Sometimes they’re sad, sometimes they’re happy. I don’t mind either way, they all get a tail wag and a nose nudge.

“And if they have a shoulder scratch for me and maybe even a cookie, my tail wags a little harder.”

♥ Jazz
By 2015, it is estimated that more than half of the people living with HIV will be age 50 or older.

As people living with HIV age in unprecedented numbers, it has become clear that the need for long term supportive care and geriatric care will increase as well. In preparation for this future, it is vital to understand the experiences and health care concerns of people aging with HIV.

“In Ontario, long term care homes are beginning to receive requests for admission from people living with HIV,” says Karen de Prinse, Casey House’s Director of Clinical Services and Chief Nursing Executive. “What’s concerning is that there continue to be issues of stigma wrapped around the disease of HIV that can create barriers to effective care, if providers are not prepared and educated about the disease.”

In response to this emerging need, and with the generous support of the M-A-C AIDS Fund, The Rekai Centres (a long term care organization in downtown Toronto) and Casey House formed a unique partnership to create a multi-part video series for health care providers in long term care settings. Entitled Compassionate Care in a Changing Landscape – HIV/AIDS and Long Term Care, this groundbreaking series provides frontline care providers with the tools and information required to build on their expertise to create a compassionate and comprehensive plan of client-centered care for people living with HIV.

The videos prominently featured in the videos are the voices of people living with HIV as well as experienced long term care providers and specialists in HIV care. The goal of the video series is to foster the confidence, knowledge and comfort of care providers in order to ensure excellence in care. “It’s vitally important to demonstrate to people who provide long term care at the frontline that there is truly nothing to fear from caring for this population. In fact, there are some important and rewarding professional skills and techniques to be gained, particularly in the area of person-centred care,” says de Prinse.

The video series Compassionate Care in a Changing Landscape - HIV/AIDS and Long Term Care includes eight 20 minute training videos. Plans are currently underway to distribute them to long term care settings across the province, beginning in the summer of 2014. Four videos are ready for launch at the time of this publication, with four to follow shortly.

Casey House and The Rekai Centres Partner to Produce Innovative Educational Video Series Training Long Term Care Providers to Compassionately Care for People Living and Aging with HIV
Casey House’s Commitment to Research

Creating and sharing new knowledge is critically important in improving health care for people living with HIV/AIDS. Responding to this need, our Board of Directors has identified research and knowledge transfer as a key strategic direction in advancing Casey House as a leader in HIV/AIDS health care research. We partner with other organizations to conduct research on common issues and questions, and provide opportunities for students while mentoring new researchers.

Selected Research Activities at Casey House in 2013-14:

From hospital to community: A collective case study of the discharge and transition experience of adults with HIV/AIDS – In collaboration with the University of Toronto, and funded by a Canadian Institutes of Health Research (CIHR) HIV/AIDS Community-Based Research Catalyst Grant.

Living beyond the expected: Service provision for HIV as a chronic illness – In collaboration with the AIDS Committee of Toronto, a University of Toronto researcher and a community member. Funded by CIHR for a community-based research study and report, poster and two conference presentations. Also hosted a Café Scientifique event to showcase and disseminate research findings in Spring 2014.

Living with addiction: The perspective of drug using and non-using individuals about sharing space in a hospital setting. Publication in International Journal of Drug Policy – Presents the findings of a research project recently conducted in partnership with the University of Toronto and funded by the Ontario HIV Treatment Network (OHTN). The paper will appear in an upcoming special issue Place Matters: Drug Users’ Health and Drug Policy.

Comparing models for engaging marginalized populations in the conduct of HIV Community Based Research – In collaboration with the University of Ottawa and the University of Toronto with research funding from the OHTN.

Compassionate care in a changing landscape: A comprehensive evaluation to support person centered care (see story opposite page) – Funded by the Harvey Picker Center of Innovation and Applied Research, Casey House and The Rekai Centres explore barriers and enablers. The goal is to evaluate two models of dissemination of the new HIV and long term care video series (piloted in four Toronto long term care homes).

At the intersection of clinical ethics and harm reduction: Clinician perspectives on reducing discharges against medical advice for substance using patients living with HIV and Hepatitis C – Casey House was invited to join a team of researchers from Toronto and Ottawa to explore this complex issue that is relevant to the clients of Casey House. Funded by CIHR over 2 years.
How Donors Make HIV/AIDS Care Possible at Casey House

Your generosity finds its way into every point of service at Casey House, whether at 9 Huntley Street, in our clients’ homes, or on board the Health Bus and at outreach clinics for some of our city’s most marginalized people. Your support also helps to fund our specialized HIV/AIDS treatment research projects and helps to train the next generation of HIV/AIDS health care providers. Together with your help, we’re transforming HIV/AIDS care in our city. Thank you.
Revenues & Expenses

Casey House Hospice Inc.
Condensed Statement of Revenue and Expenditures
and Changes in Net Assets
For the year ended March 31, 2014

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
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<tbody>
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<td>Provincial grants</td>
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<td>Other</td>
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<td>Amortization of deferred contributions and grants</td>
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<td>Realized investment gain</td>
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<tbody>
<tr>
<td>Salaries and benefits</td>
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<td><strong>6,239,584</strong></td>
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**Deficiency of revenue over expenditures for the year** 91,738  (136,756)

**Unrestricted net assets – Beginning of year** 4,303,458  4,440,214

**Unrestricted net assets – End of year** 4,211,720  4,303,458

Casey House Foundation
Condensed Statement of Revenue and Expenditures
For the year ended March 31, 2014

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
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<tbody>
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<th>Expenditures</th>
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<tr>
<td>Fundraising and special events</td>
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<td><strong>1,864,444</strong></td>
<td><strong>2,220,655</strong></td>
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**Excess of revenue over expenditures before the following items** 1,909,105  1,607,129

**Change in fair value of investments** 474,010  61,568

**Grants to Casey House Hospice Inc.** (866,400) (1,473,290)

**Excess (deficiency) of revenue over expenditures for the year** 1,516,715  195,407

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.
Dr. Ann Stewart – Medical Director

First and foremost I am inspired by the resilience of the people we care for. Too often they are written off or told their disease is too advanced to be treated. But they have a lot of hope, and they persevere and often they find joy in life and make many valuable contributions.

I think health care workers must be open to the needs and challenges of this patient population. The team at Casey House continues to rise to the occasion - and that inspires me too. The staff here have such wisdom and experience to draw on. We have terrific nurses, but additionally, other professionals including social work and physiotherapy provide insights at our team meetings.

Casey House treats some of the most medically complex people with HIV in our city. Our clients can present huge challenges for diagnosis, let alone treatment. Some symptoms can lead you to have a certain diagnosis that you get stuck on, and then the tests all come back negative and you’re back at square one. But frequently it will be someone on the team – one of the nurses, or the nutritionist or physiotherapist or social worker, for example – who will have a suggestion, and you pull on that thread and find that it leads to the solution.

**You just can’t do what we do, for such a complex patient population, without a strong and experienced team with a variety of perspectives. A sense of humour helps too.**

❤️ Dr. Ann Stewart
Stan Griffin – Donor, Committee Volunteer

My brother Roger passed away at Casey House in 2007, after having lived with HIV for many years.

On the last day of his life, I had spent the night sleeping in his room as it was obvious that it was near the end. I noticed in his calendar that he had a massage scheduled. I went and spoke with Diane, the massage therapist, and told her “Roger’s got an appointment for a massage with you but he’s too weak, I don’t think it will be possible.” I was planning to go home, have a shower and return. Diane said, “Before you go, let’s go check on him.” When we got to his room, she looked at me seriously and asked, “Would you like to be here when he passes? I don’t think you should go home just yet.” She knew that my brother enjoyed piano music, so she brought in a boom box with a piano recording, gave him a very gentle massage and left the two of us alone. He passed peacefully shortly after that. Somehow, she knew.

I’ve seen first-hand the wisdom, experience and compassion that the people at Casey House bring to that situation—the end of someone’s life. As a donor and a volunteer on the Foundation Committee for a number of years now, I can say that I truly am inspired by the staff and spirit of Casey House.

♥ Stan Griffin
I like how Casey House takes a tailored approach to providing care, on a patient-by-patient basis. The staff has a lot of sensitivity to cultural and personal needs and desires – and that’s what enables the patient to heal and regenerate. I’ve never seen a hospital that is as friendly an environment or feels as much like home. It’s like being with your favourite sisters and aunts and uncles and brothers. The staff takes the time to get to know you, and you sense that they care about you and are rooting for you to get better.

I like coming back and seeing the same people. From the front door to the top office and everywhere between, it goes right back to that family feeling. So what’s reassuring about going to Casey House is that you’re not just going back to a familiar building, but to the people who deliver the care. From the front receptionist to the nurses, there’s always someone there who I know and trust. There’s security and peace in that. You know they’ll take care of things and you don’t have to worry about anything but getting better. Even if there’s a struggle to wait for a test, or a wait to see a specialist... they take care of it for you, smooth it over. I don’t have to stress about making the appointments... it’s done.

I find it inspiring to see the creativity and innovation in the way the people at Casey House deliver care. They bring creativity to otherwise standard medical care, in an innovative program. It’s truly inspired healing.

♥ Todd
Heather Weir – Support Care Volunteer

I recall one client who’d never had a break in her life. She’d had to struggle from the very beginning. And yet she had such a gift for making people laugh, for drawing people together. She was the instigator of fun, and I would see her zero in on another resident who was really isolated and depressed, and she would somehow find a way to draw them out and bring them into the group. I would push her in her wheelchair to the store to buy something small, french fries or a donut, and she would relate to people the whole way there and back. I admired her will to survive and her humour despite the terrible challenges in her life, and the gift that she had with people. She was very inspiring, as many of the clients are.

Certainly, it can be hard to fit volunteering into a busy work and family life, and there are some evenings I’ve had to struggle to make it to a shift. But I’m never sorry I made it. The clients truly are inspiring. They give me energy for the week and I always leave my shift glad that I came. People will ask me, “Isn’t it depressing to volunteer at Casey House?” They have no idea how much we laugh there. I tell them that for everything I give, I get it all back – and more.

♥ Heather Weir
Event Report

Art with Heart, presented by TD Bank
Over the course of 20 years, Art with Heart has grown into Casey House’s most significant single source of non-government funding for our community programs that include home nursing care, outreach clinics and other health care supports for people living with advanced HIV/AIDS.

Presented by TD Bank, the 20th Annual Art with Heart took place at The Carlu on October 8, 2013. Bidders showed enormous enthusiasm for the contemporary art collection, bringing the total raised that night to $760,000.

The 2013 collection, carefully assembled by a top-notch volunteer curatorial committee, garnered praise and lots of buzz during the preview week at Waddington’s Auctioneers. Auctioneers Stephen Ranger and Perry Tung wielded the gavel as the collection generated a total of 33 per cent above estimate.

Throughout the evening, applause was raucous as prices doubled and even tripled that of estimated values. Guests were repeatedly brought to their feet in applause for bidders who made significant contributions to Casey House through particularly generous bids. Bids for works by Jesse Boles and Fred Herzog were matched by TD Bank Group and Rogers respectively, generating yet more funds for Casey House. A large scale work by celebrated photographer Edward Burtynsky from his newly-released WATER series garnered a $32,000 winning bid, the highest bid of the night. This was Burtynsky’s 16th contribution to the Art with Heart auction. A painting by James Lahey, another long-time supporter of Art with Heart who has contributed to every auction over the course of 20 years, raised another $22,000. Both these artists are represented by Nicholas Metivier Gallery, who continued their generous support of Casey House by stewarding five significant works into the collection this year.

Mark your calendar: Art with Heart 2014 will take place on October 7, 2014.

Voices of Hope for World AIDS Day
On November 30, 2013, the Casey House community once again rallied at Metropolitan United Church to enjoy music and readings in this annual community demonstration of support for people living with HIV/AIDS.

Hosted by Rev. Dr. John Joseph Mastandrea and CBC News host Michael Serapio, performers included Juno-winning singer-songwriter Billy Newton-Davis, rock violinist Dr. Draw, jazz pianist Jordan Klapman, singer-composer Cathy Elliott, Jose Arias performing as Dyna Thirst, vocalist Vanessa Sears and acapella group That Choir. Several Casey House clients read poetry and prose. Scotiabank employees collected donations at neighbourhood branches and during the concert in support of compassionate HIV/AIDS care. Scotiabank generously provided a matching gift for the funds they collected.

This year’s concert was once again presented in collaboration with Vancouver’s Dr. Peter AIDS Foundation and Montreal’s Maison du Parc, which presented concerts of their own. Additionally, we were pleased to welcome CANFAR as national partner for the trio of concerts.

Our deep thanks to M-A-C AIDS Fund for its generous financial and volunteer support for this unique national collaboration.

Monogram Dinner by Design
Launched in 2011, to date Monogram Dinner by Design has raised nearly $150,000 for Casey House with parties and receptions hosted and attended by some of Toronto’s foremost members of the design community.

In June, interior designer and HGTV host Peter Fallico generously hosted an in-home event that featured a tour of a newly renovated home in addition to great food, music, beverages, entertainment and the opportunity to shop a fabulous curated collection of home décor items including furniture, art and home accessories.

In February, Monogram Dinner by Design took place at the Arcadian Cooking Studio, with a one-of-a-kind dining experience featuring a dinner prepared by Top Chef Canada finalists.
Danny Smiles (Le Bremner, Montreal) and Jonathan Goodyear (Royal Canadian Yacht Club, Toronto), with special guest Christine Ha (The Blind Cook, Winner of MasterChef USA, Season 3). The evening was underwritten by GE Monogram® and Azure Magazine and welcomed donations in support of Casey House community programs.

Stay tuned to www.dinnerbydesign.ca for information on future Monogram Dinner by Design events.

Community Fundraising
Hosted by individuals, businesses, community groups, schools or service clubs, community fundraisers are a fun and rewarding way that our community generates vital funds for Casey House, while raising awareness of the important work we do. If you are interested in organizing such an event, please contact Alex Morosovskiy at 416-962-4040 ext. 212 for more information.
Casey House was founded during a desperate time. There were no roadmaps or handbooks on how to provide care for people who were truly suffering from this new and frightening disease. We have many friends who have been affected.

Over the past quarter-century Casey House has defined compassionate exceptional health care for people living with HIV. Year over year, the team continues to support and strengthen the bodies and the spirits of those who are affected, as well as their friends and families.

We are deeply honoured to be part of the community of support for Casey House. We admire the team at Casey House, and they continue to inspire us with their care.

❤️ Dan Menchions & Keith Rushbrook
James Beattie – Donor, Volunteer

I’m drawn to Casey House by the care and comfort it provides for marginalized people in an urban environment. Even now, with everything we have learned, HIV infection rates in our city are growing. Too many people believe that HIV is no longer a disease that kills. And that’s very worrisome. Casey House treats people who are experiencing accelerated aging due to HIV, with 50 year-olds dealing with symptoms you would normally only see in the very elderly. They also care for people who haven’t accessed proper treatment, perhaps because of problems with drug use or mental illness. These individuals are not going to get better unless there’s someone there to oversee their health care and help them get fed and take their medications and find a bed to sleep in. That’s the sort of continuity and supportive care that they need to get well. So I see the people at Casey House who have made the decision to enter this profession and deliver that care as exceptional.

My grandmother and my mother were not wealthy people but they taught me that if you really want to engage in and contribute within society, you have to follow through and act in a material way, by tithing. It was a way of life for their generations, and a good one. Anyone can contribute in a material manner, relative to his or her economic abilities.

I’m inspired by the men and women at Casey House who do this frontline work with people who are really struggling with HIV. They make a huge contribution. And I believe that it’s incumbent on our community to support that work, with our dollars and also our efforts.

James Beattie
The Rebuilding Lives Capital Campaign

Casey House has embarked on a historic $10 million capital campaign led by Campaign Chair Jaime Watt to raise funds for our share of the cost of building a new home, increasing capacity, and addressing the growing and evolving health care needs of people living with HIV/AIDS in our community, now and well into the future.

The Government of Ontario has agreed to provide the majority of funding for the Casey House Redevelopment Project. Recognizing the need for expansion of specialized HIV/AIDS health care services to serve the expanding population of people living with HIV/AIDS who require complex and chronic health care, the Ministry of Health and Long-Term Care will also fund the majority of the annual operating costs of the Day Health Program once the building has opened.

Casey House is raising $10 million through private fundraising. We are currently at three-quarters of our goal.

Our new home at the corner of Isabella and Jarvis will be a 58,000-square-foot beautiful health care building that will also be warm and welcoming, just like the Casey House our founders opened in 1988. We will also be better equipped to respond to the evolving needs of the people we serve.

Thanks to the wonderful generosity of the individuals, corporations and foundations listed on the following pages, we have raised more than $7.5 million to date. There is still time for you to make a difference: Even a modest gift has big impact.

With 100 per cent Board participation, and led by a committed group of volunteers, funds raised through the Rebuilding Lives Capital Campaign will allow Casey House to establish and deliver a new model of HIV/AIDS health care. This model will encompass our existing inpatient, home care, community outreach and palliative programs, and introduce a comprehensive and long-awaited Day Health Program that will complete our continuum of care.

To learn more about how you can support the Casey House Rebuilding Lives Capital Campaign, please visit our website at www.caseyhouse.com or call us any time:

Steven Endicott, CFRE
Chief Development Officer
Casey House Foundation
416-962-4040 ext. 230
sendicott@caseyhouse.on.ca

PROGRESS UPDATE

At the time of publication of this annual report, visible changes have occurred at the site of Casey House’s new home at 571 Jarvis Street. The historic Johnston mansion has been affectionately known to the community for the past decades as the “Grey Lady” due to its grey painted brick.

In February 2014, Infrastructure Ontario and Casey House released a request for proposals to six shortlisted companies to build and finance the Casey House Redevelopment Project.

In early May, workers removed the grey paint in order to obtain a more accurate assessment of the brick and stonework. This work will enable the six companies to provide a more accurate bid. The “Grey Lady” is turning red!

We’re very pleased that construction is scheduled to begin in the fall of 2014.

All of us at Casey House, in partnership with our consultants and the Government of Ontario, are continually working to advance the Casey House Redevelopment Project through the required stages to completion.
VISIT OUR WEBSITE FOR ONGOING UPDATES

We are committed to keeping our donors, clients, staff, volunteers and community updated about our progress. We will continue to post news about the Casey House Redevelopment, including photos, at www.caseyhouse.com.

CASEY HOUSE REDEVELOPMENT PROJECT WINS PRESTIGIOUS AWARD

We were thrilled to learn in December 2013 that Casey House’s redevelopment project, designed by Siamak Hariri of the firm Hariri Pontarini Architects, won the prestigious Canadian Architect Award of Excellence. The award was announced in a special awards issue of Canadian Architect Magazine. This national award was selected by a jury comprised of peer architects from Canada and the USA. It recognizes excellence in design for architectural projects by registered Canadian architects.

LEADERSHIP: THE CASEY HOUSE REBUILDING LIVES CAPITAL CAMPAIGN

Gordon Baker
Mark Bonham
Paul Boniferro
Stephen Brown
Andy Faas
Azmi Haq
Stephanie Karapita, Casey House CEO
Karim Karsan, Vice Chair
Bruce Lawson
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For as long as we are needed, Casey House will be here, continually adapting to support the diverse health care needs of people living with HIV/AIDS in our community. But we can only do it with your help.

More people in Toronto are living with HIV than in 1988, when we first opened our doors. We need your support today more than ever. Together, we’re opening the door to a new future of HIV/AIDS care.

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1. Support Ongoing Programs & Services
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2. Make a Generous Rebuilding Lives Capital Campaign Gift
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Katie Connolly, Registered Nurse
Casey House Community Program

I am inspired by the resiliency of our clients, who commonly deal with multiple, complex health issues. I really appreciate the opportunity to work collaboratively with our clients, to support them to live independently in their homes.

Working in the community involves finding creative ways to engage clients in care. Through our nursing clinics and partnerships we connect with people and try to establish trust so they feel comfortable coming to us with their health concerns. We work together to provide the best care possible.

In order to support our diverse clientele we need to provide care in flexible and creative ways. I am grateful for donor support of the Community Program team at Casey House.

❤ Katie Connolly