



CASEY HOUSE

HIV is only part of the story

CASEY HOUSE & CASEY HOUSE FOUNDATION
ANNUAL REPORT 2015-2016



Chris, 69, living with HIV for 30 years

“You come here to get better and survive.”

VISION

Inspired HIV/AIDS care

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 people living with HIV/AIDS
- Quality
- Safety
- Integrity and accountability
- A home-like environment that is warm and welcoming



Evolving and adapting to meet urgent health needs

Casey House was established 28 years ago by June Callwood and a dedicated group of volunteers because there was no treatment for HIV/AIDS. They founded Casey House as a hospice, expecting that it would be closed by now – a cure found, the disease managed.

Unfortunately, there is no cure and infection rates are high, with as many people in Ontario living with the disease today as when Casey House first opened in 1988.

The advent of effective medications means a diagnosis of HIV on its own is no longer a death sentence, but HIV/AIDS continues to be a serious health threat. As infection rates rise and the disease continues to evolve, Casey House remains the best hope for finding better

health and a community of support for people living with HIV/AIDS who have, or are at risk of, deteriorating health.

Casey House is continually evolving to meet the changing needs of clients and the health system, and has adapted and expanded beyond hospice care to provide inpatient care, home care and outreach, with a full range of medical and wellness services, from support with medications, managing mental health and early dementia to compassionate end-of-life care. Casey House has a holistic approach to health and well-being which focuses on partnering with other organizations and caring for the whole person, not just their diagnosis of HIV.

For our clients, HIV is only part of the story; Casey House clients are often

living with five or more health conditions complicating their HIV and are often also facing compound challenges such as poverty, mental health or substance use issues, discrimination and marginalization. Our clients' stories are markedly different than the story of a healthy person with HIV who has a support network and access to treatment.

To address the increasing demand for comprehensive HIV/AIDS health care and services, Casey House is expanding its capacity and resources by constructing a purpose-built facility and a new model of health care. When the new Casey House opens its doors in 2017, people with HIV/AIDS will benefit from the expansion of our current core programs – inpatient, home care and outreach – with the introduction of an

innovative day health program. Our new facility, with the day health program as its centrepiece, will allow us to address the unmet complex health care needs of a large and growing population. The result will be improved health and well-being for more people living with this disease.

But some things remain the same – just as when June Callwood founded Casey House, it is still a welcoming, compassionate place for all people who need our services, some of whom are very sick and have nowhere else to turn. Like Sam. Meet Sam and some of our other clients on the next few pages. Each of them is part of Casey House's story.

Gillian Stacey
Chair, Casey House board of directors



How we care

- **Clinical health care:** as specialists in HIV/AIDS our doctors and nurses use knowledge and experience to address challenging medical issues
- **Respectful treatment:** we establish trust by consistently treating clients with dignity and compassion, and by including clients in their own care
- **Holistic approach:** an expanded inter-professional team including massage, social work, recreation therapy, personal support workers, and nutrition are essential components of client health and well-being
- **Acknowledge effects of stigma & marginalization:** we recognize the challenges of isolation, being under housed, or adjusting to a new country; are respectful of cultural differences and embrace diversity
- **Practise harm reduction:** by collaboratively setting goals with clients who can benefit from reducing the harm in their life in the pursuit of wellness
- **Collaborate with partners:** to connect clients with community resources and other health care organizations
- **Share knowledge to advance HIV/AIDS healthcare beyond our walls** by offering education for healthcare providers, and by leading and participating in research projects
- **Evolve and adapt** in response to population trends and individual client needs

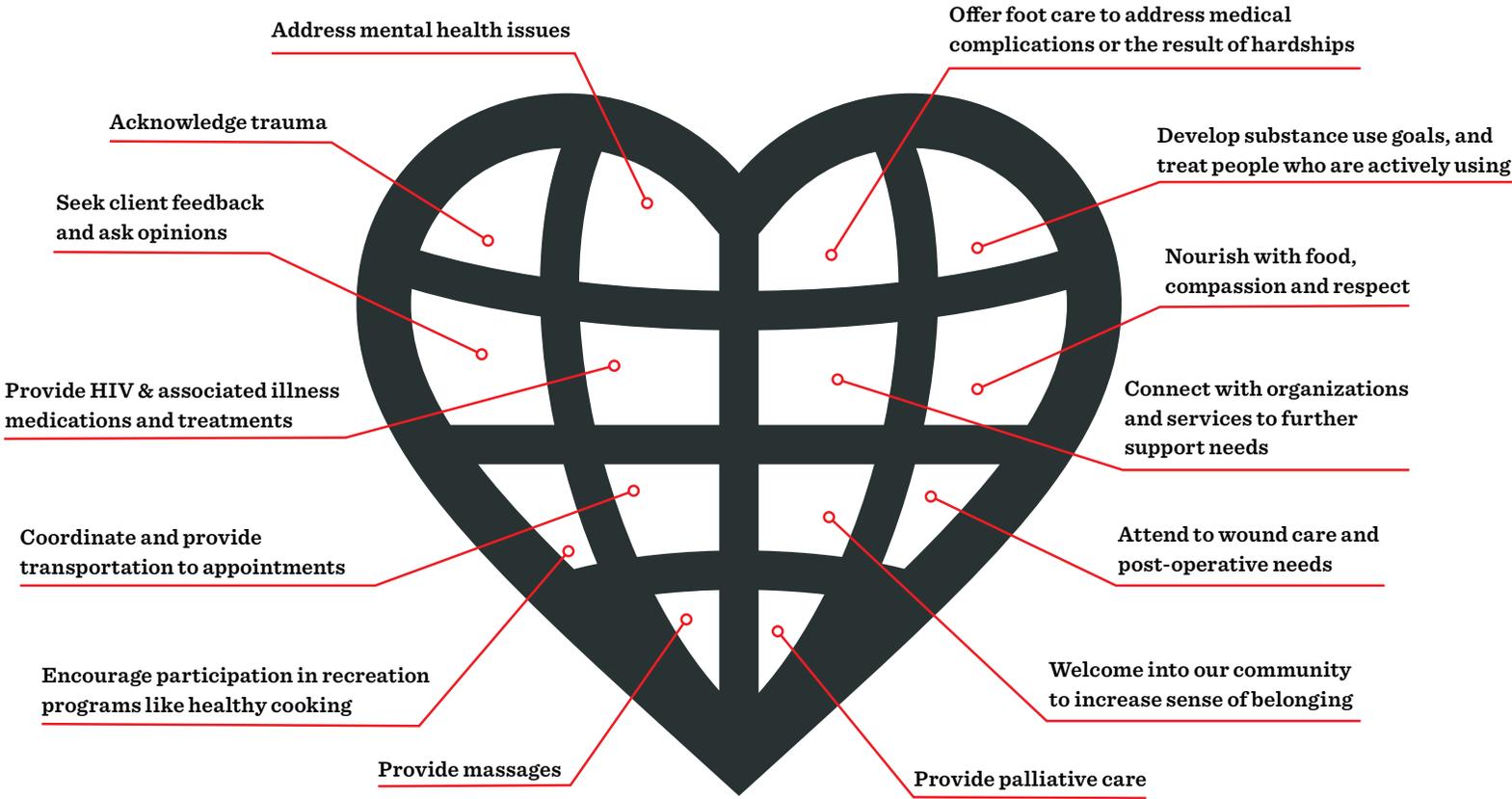
Casey House is a clinical leader in providing holistic, expert clinical care for people living with HIV/AIDS, a chronic, complex illness which is challenging to treat, and comes with a cost to the people living with it and to the health care system.

Casey House helps people live with HIV and believes providing a compassionate care experience for clients is an essential component to improving physical and mental health.

Our services are designed to improve people's health and minimize the need for hospital admissions and visits to crowded emergency rooms.

Customized care

Casey House models care to fit the needs of each client, to create a tailored and innovative care plan.



HIV/AIDS affects people from all walks of life and Casey House serves a wide cross section of people.

Rodney, 65, living with HIV for over 35 years

Rodney describes the stigma he's faced for being HIV+ as 'devastating'. It's been worse since having a stroke, people stare, and move to the other side of waiting rooms when he sits down. "Even within the [gay] community people stare and judge," says Rodney.

♥ Isolated and alone, but resilient- Rodney's story

Rodney has multiple health challenges in addition to living with HIV; he is diabetic, is a cancer survivor, a stroke survivor and is in the midst of being assessed for suspected amyotrophic lateral sclerosis (ALS).

Before connecting with Casey House Rodney's health was in decline and he admits that he was isolated and very lonely, "I'd always had people around me." Originally from Vancouver, Rodney is without any support; he has no family or friends here, and trying to recover from a stroke on his own has been rough.

At Casey House, Rodney participates in recreational activities such as healthy cooking and the cognitive memory group in addition to receiving medical care and monitoring from one of our community nurses. Regular massage offers added mobility for a few days at a time. Of Casey House staff, Rodney says "They're an exceptional group." He appreciates that they discuss his care, "they work as a team here." Rodney is a proud and resilient member of that team. He values the connection, because it's all he has, "even now I haven't made friends." Sometimes Rodney comes to Casey House, sits down in the library and reads a book, "it's a nice little oasis to come to," he says.



Sam, 64, living with HIV for 18 months

♥ Acquiring HIV in your sixties- Sam's story

Sam was 63 years old when he was diagnosed with HIV. Undiagnosed, he developed pneumonia and became very ill very quickly. Sam took himself to hospital and was only a day or two away from dying when he arrived. It took three months in hospital for Sam to be well enough to be released to Casey House, where he lived for another month.

When he arrived at Casey House Sam had lost a lot of weight and strength. He had memory loss, no balance and used a walker to get around. Here, he was able to build up his strength, thanks to great food, physiotherapy and constant attention, "the mothering without the mother," Sam calls it. He wanted to stay longer. After living abroad for almost 25 years Sam has no family or close friends in the city and had nowhere to recover. Sam was connected with Sherbourne Health Centre where he stayed for another month before he found housing with the help of LOFT Community Services.

Unlike many of Casey House's clients Sam is brand new to HIV; he was without resources, and had no experience with this type of health issue. Since being at Casey House his health is under control and Sam says he has a network if he feels sick. He's working again and continues to make use of Casey House's recreational programs.

Many Casey House clients are cared for by community nurses in their homes, but if their health needs become greater, they may need to be cared for at Casey House as part of our inpatient program.





Mar, 51, living with HIV for 7 years

Mar spent six months living at Casey House and offers her sincere appreciation, “Casey House gave me life and hope, important things to me.” Originally from Myanmar, Mar endeavours to overcome the language barrier, frequently pausing to confirm that she has successfully been understood, striving to make a resonant connection. This gives Mar an additional challenge when advocating for herself.

♥ **Debilitated by cultural prejudice- Christine’s story**

A virgin when she married, Christine contracted HIV from her estranged husband. Panicked by her diagnosis she tried to commit suicide multiple times. Christine was rejected by her family and the few friends who knew her health status due to the strong prejudice against HIV in her culture. Without a support system Christine is isolated, alone, and overwhelmed with fear that she will be labelled, judged and rejected for being HIV+. Educated and resourceful, she accesses as much health care as possible, but is unable to allow herself to connect with emotional and psycho-social supports she needs.

One resource she accesses is Casey House’s massage therapy program. Once a month she sees Shona, our massage therapist, and benefits from both the physical and emotional release. “I know you’re not supposed to talk, but Shona is a very good listener,” says Christine. Often there are tears while she’s on the massage table, but she values each appointment, “I can share, I can have somebody to talk to. I can enjoy physical and emotional help at the same time.” Shona points out that there are many other services at Casey House Christine could access, but she is reluctant. Although Christine can’t accept more support, she is being helped by Casey House; she has a strong connection with Shona, who for one day a month makes Christine feel safe, and feel better.

25% of Casey House’s clients are women, and there could be more, however, challenges such as cultural stigma prevent some women from accessing treatment because receiving care from Casey House is confirmation of their HIV+ status. Casey House strives for optimum privacy and confidentiality of clients: e.g. community nurses do not identify themselves as being from Casey House when they provide services in the community; they provide service at the women’s group at PWA, and try to spread the word that we’re a safe place.

Impacting the story beyond our walls-outcomes of our research and education

Part of holistic wellness is educating healthcare professionals who interact with people living with HIV who have complex health, and often mental health, needs. By conducting research and education, particularly for marginalized populations and those living with advanced stages of the disease, Casey House advances HIV/AIDS health care beyond our walls.



The ART of conversation

When busy gaining access to food, shelter, or substances, staying on medication becomes less of a priority. Informed by voices living with HIV, Casey House has partnered with ACT to develop a **peer to peer telephone support program for clients who use substances and have recently initiated antiretroviral therapy (ART)**. Once it is established, HIV+ volunteers with substance use experience will be available by phone whenever clients need support.



DAWN bags (discharge assistance with nutrition)

Our research told us that inpatient clients typically have eleven outstanding things to follow-up with when they leave Casey House, significant tasks such as securing housing, picking up prescriptions, and attending follow-up appointments. In partnership with PWA Casey House now **gives every client a bag of non-perishable food upon discharge** so they don't go home to an empty cupboard.



Cultural education

Aboriginal peoples are disproportionately affected: almost 10% of people living with HIV/AIDS are Aboriginal, despite representing only 4.3% of the population.¹ This is reflected at Casey House, where Aboriginal peoples make up 20% of our community clients and 10% of our inpatient clients. Casey House **held a well-attended symposium on Aboriginal experience for health care and support service providers** and the attendees were enthusiastic in their response to the day, “very informative and interactive symposium; I thoroughly enjoyed all of the speakers and would love to attend more symposiums that highlight Aboriginal health and safety,” said one participant.

¹ Summary: Estimates of HIV incidence, prevalence and proportion undiagnosed in Canada, 2014, Public Health Agency of Canada



Giving families

K.M. Hunter Charitable Foundation

A family foundation that concentrates its giving in the areas of social services, culture and environmental causes, the K.M. Hunter Charitable Foundation has supported Casey House for more than 20 years. Sarah Hunter, board member and granddaughter of K.M. Hunter says the foundation focuses on people who are marginalized, “people who suffer from stigma because of who they are,” whether it be due to poverty, addiction or sexual orientation.

Sarah admires Casey House’s quality of care and homelike atmosphere for clients, and the dedication and commitment of staff and volunteers. She enjoys learning more about the clients’ needs and is looking forward to seeing the impact of Casey House’s new model of care once we’re established in our new home.



The Shevlen Family

Jane and Colin Shevlen are still teaching their adult children about philanthropy.

When his sons were young Colin demonstrated charity by giving money to the homeless man in the park as they walked to the corner store. Years later, Colin and Jane continued the lesson in philanthropy by inviting their sons to help choose where to direct their charitable giving; and after attending *Art With Heart 2010*, they chose Casey House.

Since then, the family of four has purchased artwork almost every year, and in 2015 made a generous donation to inspire bids from other attendees. "We're a fortunate family," says Colin, who feels a responsibility to give and wants to teach through example. He, Jane, Spencer and John ask to be recognized as 'The Shevlen Family', demonstrating their commitment to giving as an entity.

The Shevlens purposefully chose a local organization, where they can see and feel the impact of their donations. "[We] like the evolving model of Casey House, that you are adapting," says son Spencer. Colin adds, "There is a perception that HIV is beaten, that it's been solved; it should be emphasized that it's not."



Michèle McCarthy

Michèle McCarthy is a member of The 100, a proud group of donors who each contributed \$10,000 to the Rebuilding Lives capital campaign to support Casey House's redevelopment project. Michèle looks forward to the new building and anticipates that it will create a better understanding of the need for our services. Michèle wants people to observe their community, see the need and take action, "you hope people do something," she says.

Watching her daughters embrace the information about HIV/AIDS has been one of Michèle's most rewarding experiences with Casey House. "Seeing them take what they learned from Casey House events and get the next generation talking about HIV is inspiring," says Michèle. She wants to teach philanthropy by example, "call me a wise old soul with a caring heart."

Raising Funds and Awareness



Art With Heart

For the 22nd year, the Canadian contemporary art community came together for *Art With Heart* presented by TD Bank Group, and raised over \$575,000. *Art With Heart* is Casey House's biggest fundraiser, raising enough to pay for over half of Casey House's community nursing and social work visits. No one wants to miss this elegant and entertaining celebration of art and compassion.



Voices of Hope

Casey House recognizes World AIDS Day with music and song and the 2015 *Voices of Hope* concert was an exceptionally uplifting demonstration of support for people living with HIV/AIDS. Fantastic performances raised hope and spirits, and between moving client vignettes, the hosts kept the audience chuckling. Almost \$45,000 was raised through sponsorships and audience donations.



Monogram Dinner by Design

Monogram Dinner by Design presented by Caesarstone in support of Casey House and Design Exchange was a great success. Guests spent two delightful evenings in the intimate and unique surroundings of 12 dining rooms as imagined by 12 different designers. From a cosy picnic in the rain, to a meal overlooked by oversized Victorian figures, the spaces were inspired, and creative. \$37,500 was raised for each of the two *Monogram Dinner by Design* charity partners.



Casey House Cabaret

Casey House Foundation launched a new event this year, an intimate evening with two Canadian entertainers who grabbed the room's attention and made the night fly by. *Casey House Cabaret* was the place to be March 5th to get an intimate and insightful glimpse of Rick Mercer & Jann Arden. Presented by BMO Financial Group, corporate hosted tables and individual ticket holders enjoyed hearing Rick and Jann recount stories, tease each other, and sing a few favourites while raising close to \$250,000.



Our Financial Picture: Revenue and Expenses

Casey House Hospice Inc.

Condensed Statement of Revenue and Expenditures and Changes in Net Assets

For the year ended March 31, 2016

	2016	2015
	\$	\$
Revenue		
Provincial grants	4,976,254	4,936,917
Grants from Casey House Foundation	1,079,490	951,492
Community Care Access Centre billings	93,525	127,327
Investment income	49,408	38,594
Other	165,707	231,111
Amortization of deferred contributions and grants	135,542	134,675
Realized investment gain (loss)	394	(5,117)
	<u>6,500,320</u>	<u>6,414,999</u>
Expenditures		
Salaries and benefits	5,027,386	4,936,974
General and administrative	485,626	436,957
Interest	38,558	46,104
Pharmaceuticals	389,925	371,954
Resident/client care	224,857	243,980
Building and maintenance	159,708	209,653
Amortization of property and equipment	272,864	270,420
	<u>6,598,924</u>	<u>6,516,042</u>
Deficiency of revenue over expenditures for the year	(98,604)	(101,043)
Unrestricted net assets - Beginning of year	4,110,677	4,211,720
Unrestricted net assets - End of year	4,012,073	4,110,677

Casey House Foundation

Condensed Statement of Revenue and Expenditures

For the year ended March 31, 2016

	2016	2015
	\$	\$
Revenue		
Donations	1,472,969	1,639,125
Bequests	330,603	55,988
Special events	947,065	1,001,058
Donations in kind	77,150	340,700
Investment income	104,729	93,706
	<u>2,932,516</u>	<u>3,130,577</u>
Expenditures		
Fundraising and special events	897,744	938,033
Administrative	377,108	484,912
Donations in kind	77,150	340,700
Amortization of equipment	114	400
	<u>1,352,116</u>	<u>1,764,045</u>
Excess of revenue over expenditures before the following items	1,580,400	1,366,532
Change in fair value of investments	(56,835)	198,389
Grants to Casey House Hospice Inc.	(2,499,758)	(1,843,645)
	<u>(976,193)</u>	<u>(278,724)</u>
Excess (deficiency) of revenue over expenditures for the year	(976,193)	(278,724)



Giving compassion a new home - the next chapter

One look at the new building going up at the corner of Jarvis and Isabella streets shows people Casey House is growing. The larger, purpose-built facility will allow us to offer our customized, compassionate health care to more of the increasing number of people who are HIV+ by bringing more specialized services together and introducing a day health program.

The 58,000 square foot health care facility encompassing the Jarvis St. heritage house has reached its full four-storey height. Designed by Hariri Pontarini Architects, the building has clients' needs front of mind: a central atrium will bring in sunlight and a view of outdoors, both essential components for healing; there will be welcoming homelike client spaces and extensive community and education space; and the building will comfortably meet clients' accessibility requirements and ensure privacy while being a proud part of the neighbourhood. Substantial completion of the building is expected by the end of

the year, and Casey House's new home is scheduled to open early in 2017.

Donor support of the Casey House *Rebuilding Lives* capital campaign has made this possible. Like-minded individuals, foundations and corporations have recognized the importance of this initiative and have contributed generously. As a result, *Rebuilding Lives* has reached 95% of its \$10 million goal.

The final phase of the capital campaign was launched in April and included public announcements and an invitation for Torontonians to invest in the future of health care. You too can be part of helping to open the doors. Together, we're building a new and better health care future for people living with HIV/AIDS.

Donate today at rebuildinglives.ca and visit caseyhouse.com for updates and photos as construction progresses.

Casey House appreciates the support of MOHLTC and TCLHIN for this project.

Rebuilding Lives capital campaign

Thank you to everyone who has generously contributed to the capital campaign.

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\$500,000 - \$999,999

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Thank you to the donors and sponsors who have generously supported Casey House programs and services this fiscal year.

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JP, 57, living with
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