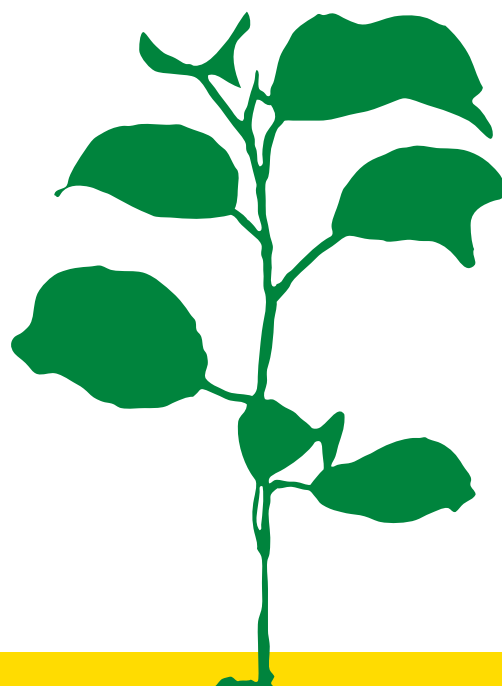




**Helping people meet
the challenge of cancer**



**2011
2012** Annual
Report

Our **Community Partners**

Medical

- ▶ **Cambridge Memorial Hospital**
- ▶ **Grand River Regional Cancer Centre (GRRCC)**
- ▶ **Hospice of Waterloo Region**
- ▶ **Hospice Wellington**
- ▶ **Lisaard House**
- ▶ **St. Mary's Hospital**

Non Medical

- ▶ **CARP (Canadian Associate of Retired Persons) Chapter 25**
- ▶ **Chaplin Family YMCA**
- ▶ **Kitchener Rangers**
- ▶ **Manulife Financial**
- ▶ **M&T Printing**
- ▶ **The Ontario Trillium Foundation**
- ▶ **The Corporation of the City of Cambridge**
- ▶ **The Kitchener-Waterloo Community Foundation (KWCF)**
- ▶ **Waterloo Printing**
- ▶ **Zonta Club of Kitchener-Waterloo**

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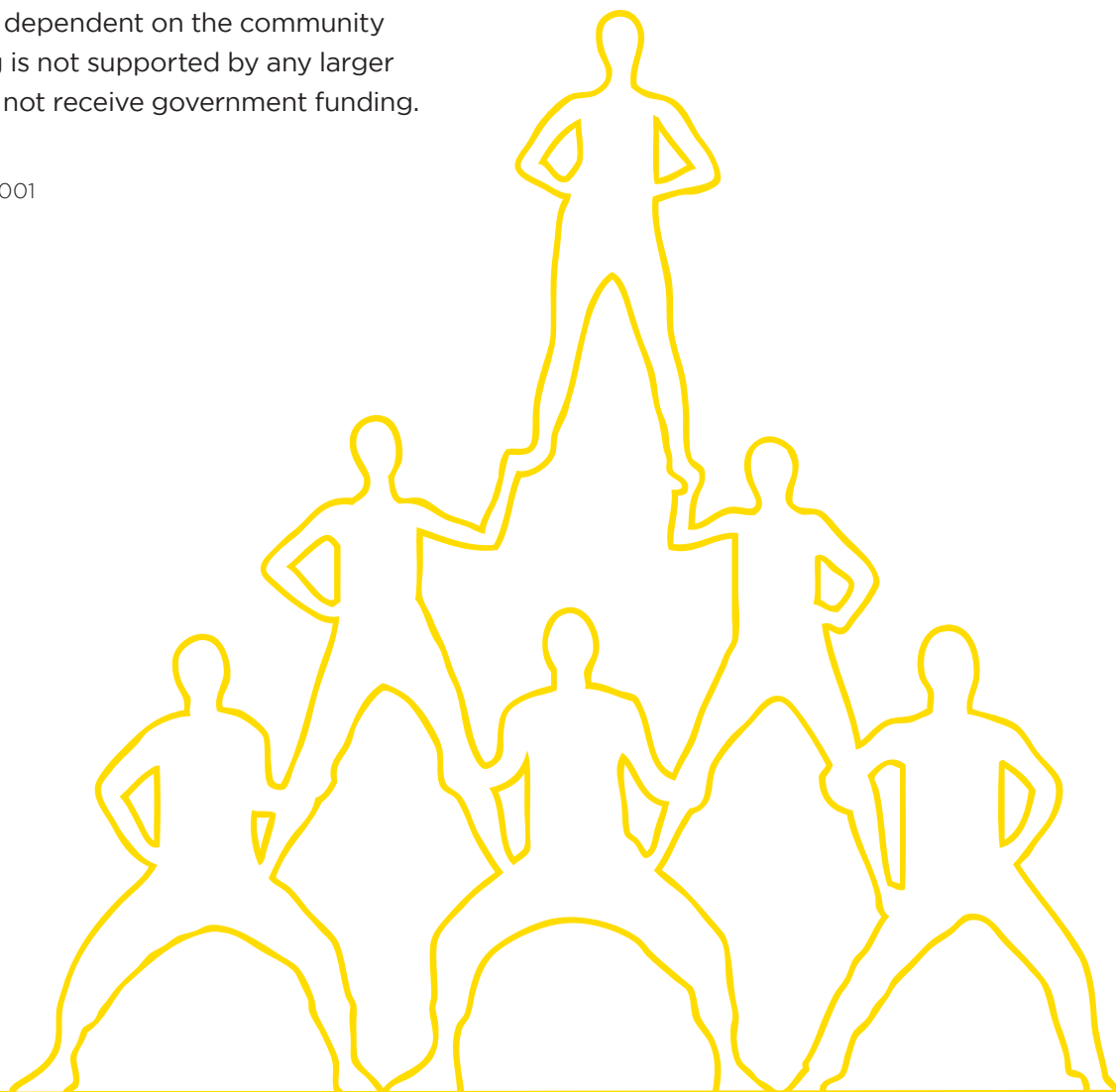
HopeSpring Staff

Our **Mission Statement**

- ▶ To provide a warm and caring facility where cancer patients and their families can come together to obtain information and support to better deal with their disease.
- ▶ To provide information about other life-affirming therapies that would support their own existing medical treatments.
- ▶ To offer a source of hope and inspiration through interaction with volunteers who have been involved in their own healing.

A local non-profit organization, HopeSpring Cancer Support Centre is solely dependent on the community for support. HopeSpring is not supported by any larger organizations, and does not receive government funding.

Charitable # 898944358RR0001



Message from the **Executive Director** and the **Board**

In 16 years, HopeSpring has grown into a well-known name throughout Waterloo and Wellington Regions, for the services we provide to cancer patients, their families and caregivers. This past year, thanks to our many supporters, we relocated to a building that offers full accessibility as well as double the programming space.

Our goal for the future is to continue to increase our presence in the community so that both healthcare professionals and individuals are able to connect us to people in need of our services. We are exploring numerous ways of expanding these many services. This past spring we began Supportive

“Thank you to all our donors, volunteers and sponsors whose support enables HopeSpring to offer a place of solace and inspiration for so many in our community.”

Oncology Activities in Recreation (S.O.A.R.) which is our first program for children ages 3-12. We began offering services in Guelph in the winter and are increasing our program offerings in Cambridge. An increased presence

in the social media is also linking us to a wider audience as well as increasing awareness.

Our strong partnerships with Grand River Regional Cancer Centre, Cambridge Memorial Hospital, St. Mary's Hospital, Hospice Waterloo, Hospice Wellington and Lisaard House and other agencies, continue to grow. We work diligently to create services that are based on needs or gaps identified by these and other partners. None of us can predict the impact a cancer diagnosis can have, however

HopeSpring can be a place that can offer support as well as referrals to the many excellent agencies in the region.

Thank you to all our donors, volunteers and sponsors whose support enables HopeSpring to offer a place of solace and inspiration for so many in our community. Together we are able to make a difference in the lives of those touched by cancer.

We are confident this report will provide you with details of how we are growing and expanding and will convey a deep gratitude for what your contributions have helped to create. We look forward to building on this strong foundation into the future.

Best regards,



Catherine Young
Executive Director



Brendan Sheehan
Chairman, Board
of Directors

Board Members:

Brendan Sheehan

Andréa Brinston

Stan Knight

Susan Wright

Matt Douglas

Susan Forwell-Recchia

Taryn Graham

Lakhdeep Singh Dhaliwal

Chris Hyde

S.O.A.R. Program **helps children understand** their cancer

As a certified Child Life Specialist and an experienced Children's Program Coordinator with a focus on therapeutic oncology activities it was my dream to begin a program for children touched by cancer. While completing an internship at Grand River Hospital, I experienced firsthand the number of children touched by cancer in our community. In seeking support for these families, I realized there were no programs for children coping with a cancer diagnosis, and so the dream of S.O.A.R. (Supportive Oncology Activities in Recreation) was born. With the help of HopeSpring and the 'Parents of Children With Cancer' support group we launched S.O.A.R. in early 2012. The group has taken off with wild success since its implementation in March!

The S.O.A.R. program is designed specifically for children 3-12 years of age, and it acts as their safe space to talk about cancer, or to just sit and listen and gain the invaluable recognition that they are not alone in their experiences with cancer. Additionally, S.O.A.R. provides a delicate balance of age appropriate, fun activities for children combined with therapeutic topics that address common fears, anxieties and misunderstandings of children about cancer. This balance is planned in depth by a certified Child Life Specialist who has a strong background in age appropriate therapeutic interventions, family systems and human growth. Whether it be the theme of 'Understanding Cancer' through finger painting different blood cells and discussing their 'jobs' in our bodies, or playing cancer BINGO, to a scavenger hunt of medical supplies, or to just dressing in our PJs for a relaxing night with friends who know what it is like to have cancer,

S.O.A.R. has something for every child living with a cancer diagnosis. S.O.A.R. is something special in the Kitchener-Waterloo community for children affected by cancer, and acts as a fine balance between fun and therapeutic. Many parents say it helps children understand that it is okay to ask questions during a cancer diagnosis, but it is more than that;

“I realized there were no programs for children coping with a cancer diagnosis, and so the dream of S.O.A.R. was born.”

S.O.A.R. helps children understand that it is still okay to have fun and be happy during cancer. The S.O.A.R. facilitator dreams of a day in the Kitchener-Waterloo community, where every child feels age appropriately supported during their journey with cancer and looks forward to seeing this program grow as the outreach continues.



Vicki Hartman
Co-Founder of S.O.A.R.

A member's perspective

On the 6th of March my life and that of my family was cracked open by cancer. A diagnosis of advanced lung and bone cancer was given to my father, Mike Tyrrell.

Dad was a remarkable human being. In 1960 at the age of 24, he lost his sight in a dynamite explosion in the nickel mine in Thunder Bay. His injuries left him totally blind and without his left hand. Dad was grateful to be alive, and he never let his physical limitations hold him back. Dad was a competitive athlete who was training, as he did every spring, for the upcoming Games for the Physically Disabled. The week before the diagnosis he ran 30K! So you can understand how shocked we all were!

Upon getting the news of Dad's condition, I was

“Having volunteered at HopeSpring several years ago, I knew we could count on this organization to provide all the members of our family with the safety net we needed.”

certain we needed a great deal of support. Having volunteered at HopeSpring several years ago, I knew we could count on this organization to provide all the members of our family with the

safety net we needed. We visited HopeSpring on the 12th of March and I have been told we were the first members to visit the beautiful new location.

Although my father was only able to come to the centre once, as mobility quickly became an issue, he did tour the gorgeous new facility,

meet volunteers, and talk at length with staff. Dad was a social worker with Big Brother's Association, and he knew we were all in good hands with the HopeSpring team. Knowing his caregivers had such a loving and kind support network in HopeSpring, he was comforted, and this meant a great deal to him, my mother, Diane, my sister, Pam, and me.

I became increasingly concerned for the well-being of my children, Kieran (21), and Naomh

Dad was a rem

...he knew we were all in good

(18), when a week after my father's passing in May, my husband's father, Owen Ross, also passed away after a lengthy illness.

For Kieran, HopeSpring has provided an outlet for coping during a time when it was hard to stay focused at university. Being able to come into the centre and talk to someone and to attend Reiki sessions was instrumental in dealing with the shock.

Naomh felt sustained by HopeSpring in a way that helped her feel we were not alone in our struggle. She said to me “every time I go there, I leave feeling better and as if a weight has been lifted off my shoulders.”

Because of HopeSpring, we were all able to journey this unknown challenging terrain

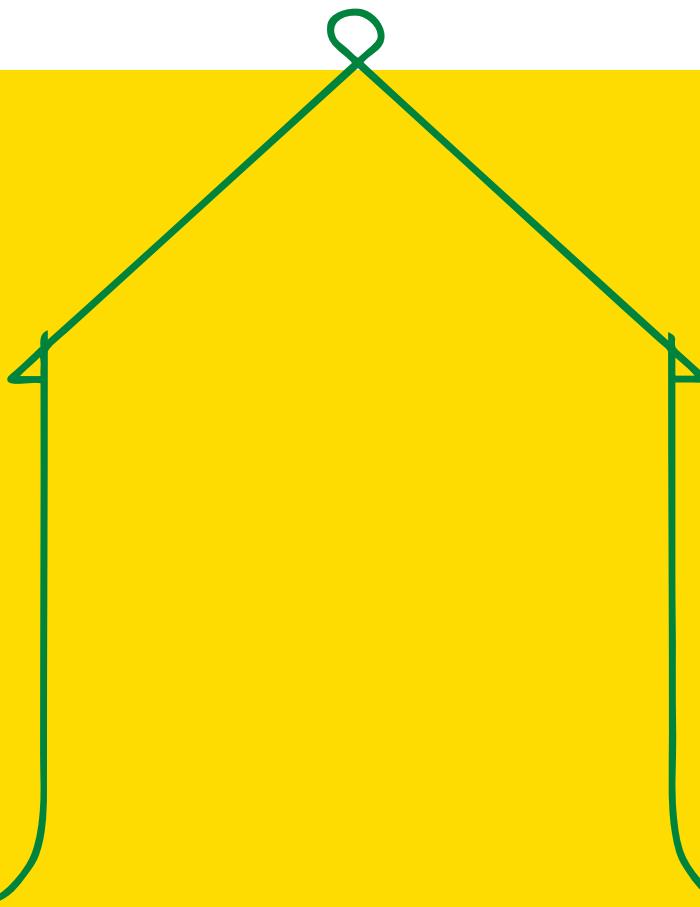
with strength, dignity, and most importantly, HOPE. From being a resource centre to a listening ear that we knew we could all count on, HopeSpring became, as my mother so eloquently put it, “our oasis in the desert.”

We have begun healing and have participated in several of the invaluable programs offered by HopeSpring. It has provided us with the tools and the encouragement to continue on. It is because of HopeSpring Cancer Support Centre

and its mission that I am able to speak to you today. We are forever grateful.

This organization and its programs are vital to the well-being of our community as I know, that unfortunately, there are many caregiver stories not unlike mine.

arkable human hands with HopeSpring



New spring 2013 Pro



Introduction of social activities to our programming



Walking Club in Cambridge at the YMCA location. There are walking trails conveniently located behind the Y.

Euchre Card Club at the KW location for social interaction with other members.

Wii Wednesdays at the KW location – Come out and play some Wii games and meet other kids your age dealing with cancer.

Educational program

Self in Guelph. This course was designed by the Guelph Family Health Team. It is a two session course which covers the following: what to do to feel better; improve the quality of your life in work, home and school, struggling with pain, an illness or a recent diagnosis; feeling stressed, tense or anxious; going through a difficult time; relationships with partner, family or friends are strained or chaotic.



grams



Offerings for **satellite locations**



Guelph - **Laughing Lymphercise**

Cambridge - **Water Yoga**

Mount Forest - **Laughing Lymphercise**

Special events

Kitchener

March

Lymphedema talk - Prevention & treatment

April

Stress Management Workshop
Couples and Prostate Cancer

May

Lymphoma group speaker

Cambridge

March

Look Good, Feel Better
HopeSpring Program Sampler

Guelph

May

Panel talk with Q & A

2011 – 2012 Donors to HopeSpring

Thank you to everyone who has supported us over the past year.

We are in the process of creating a donor wall to thank our past donors. Look for it in our front entrance way in early 2013.

**\$75,000
& more**

The Manfred and Penny Conrad Family Foundation
DeLisi & Associates
Manulife Financial

**\$10,000
to \$74,999**

Broadridge Financial Solutions
(Canada) Ltd.
S.G. Cunningham Limited
H.B. Gordon Education Foundation

John Hamilton
Estate of Michael Murray
Judy Silva
Zonta Club of Kitchener-Waterloo

**\$5,000
to \$9,999**

2272582 Ontario Inc.
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(Canada) Ltd.
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Mawer Investment Management Ltd.
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RBC Foundation, Royal Bank of Canada
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TD Bank Financial Group
Ward Financial Group Inc.
Wellington Laboratories

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to \$4,999**

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to **\$2,499**

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The Hallmont Foundation
Ruth Howey
Brian Ironside
Ironwealth Ltd.
Mark Jolkowski
Cheryl Kee
Linda Knight

John Kraemer
Gerald Lieberman
The Gordon Linkletter Family Fund
Paul Lorentz
The Estate of Beverly A. Lovell
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\$500
to **\$999**

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Jim & Gayle Barker

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Dave Button
Colour Paradise Greenhouses Ltd.

2011 – 2012 Donors to HopeSpring - *continued*

\$500
to \$999

Cindy Debrusk	Mammoet Canada Eastern Ltd.
Angelina Deleo	Moore Canada
James Denouden	William & Doreen Motz
Katherine Dodd	Hank Nykamp
Eby Financial Group	Gillian Peterson
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Jane Hamilton	Jon Schmehl
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D.R. Johnson Financial Services Inc.	Dan Simpson
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Stephen Kay	Smitty's Furniture
The Kitchener and Waterloo Community Foundation	Tim Snider
Koinonia Christian Fellowship Inc.	Steve's TV & Appliances Limited
Luxe Linen	Dr. Catherine Straus
	York Nurseries

Thanks to **our Fundraisers**

Bill Bauer Memorial Golf Tournament	Holiday Tour of Homes
Drive for Hope	Celebrate & Educate Dinner & Silent Auction
Foxboro Golf Tournament	Yoga For Hope
Freedom 55 Golf Tournament	EarthSAAC Curling Bonspiel
St. Anne's Cut-A-Thon	Breastperate Housewives
Le Salon Celebration	
Curves 2011	

HopeSpring Volunteers

Because of the commitment of our volunteers we are able to provide the high level of service to meet the needs of our members. In fact if it weren't for volunteers, HopeSpring would not have been founded! Our volunteers help in the programs we offer, raise awareness in our community, assist with fundraising activities and so much more. HopeSpring has a small staff and there is much work to be done! Even if we could manage without volunteers, we would not want to do so. Volunteers bring many skills, experience and wisdom to HopeSpring. They make all the difference.

Christine Aaron	Leilan Adair	Susan Addison
Arisa Alexanian	Grace Amaral	Laura Amorim
Suzy Anderson	Irene Arndt	Rocio Aviles
Carol Baltkalns	Trish Beahan	Martina Belanger
Wendy Beney	Linda Bennett	Sarah Black
Diane Bohonoski	Dorrell Boles	Sheena Bounsanga
Dale Bowman	Andrea Brandt	Margaret Braun
Kim Brenner	Andréa Brinston*	Judy Bruyn
Karma Bryaningle	Averil Bryant	Paayal Burman
Alicia Calma	Paul Cardillo	Pat Carty*
Susan Casey	Irawati Chen	Susan Child
Tanja Colson	Calvin Colvert	Laura Cookson
Bruce Crosby	Jodi Cross	Don Cross
Kim Davidson	Irene DeLisi	Mario DeLisi
Jacqueline Demarte	Sheila Dietrich	Tina Dionne
Abby Donovan	Matt Douglas	Anna Marie Duncan
Kathleen Dupuis	Tena Eccles	Sylvia Elliot
Katarina Erb	Shelley Esbaugh	Jack Eva*
Mary Everett	Samantha Fernandes	Wendy Fiander
Joy Finney	Susan Forwell	Peggy Fowlie
Joanne France	Maggie French	Sue Frid
Barb Fry	Gail Galer	Amy Goldsmith
Serena Grant	Robin Grant	Abraham Grigaitis
Stephanie Halapija	Jennifer Halcrow	Barry Hall*
Cheryl Hamilton	Mary Hammel	Steve Harrison
Susan Healey*	Natasha Heeralall	Janine Heider
Mary Helm	Rick Henderson	Sheila Hollidge
Helen Hollidge	Amy Holodinsky	Angie Holowaty
Ina House	Monica Howlett	Ryan Huckle
Dee Hughes	Judy Johnson	Pat Johnson
Wendy Kent	Michelle Kienitz	Linda Kieswetter

HopeSpring Volunteers - *continued*

Jim King	Stan Knight*	Ellen Koennecke
Nicole Krueger	Steve Krupicz	Marrienne Kuwabara
Tea Lalatovic	Doneen Lashbrook	Jackie Lee
Judy Leishman	Janet Linde	Eva Lolle
Frances Lowe	Adrienne MacFarlane	Elizabeth MacFarlene
Anita MacKinnon	Ardah MacVicar	Katherine Madill
Marnie Magna	Minerva Mandres	Daisy Martin
Cindy Mask	Monique McCallum	Diane McCance
Karen McCarthy	Jenn McClelland	Cindi McCormack
Candace McCutcheon	Dianne McIntyre	Lauren McNiven
Helene Menges	Joyce Mingiardi	Matthew Moore
Edda Morscher	Kara Morton	Jean Mowbray
Rita Mroz	Dave Muir	Kathryn Muir
Mary Murray	Erika Murray	Jayson Nadon
Karen Neu	Mary Normore-Osment	Sarah Noseworhy
Beverley Nykamp*	Eleanna Paleczny	Karen Parke
Thivaher Parmsothy	Rita Patirani	Natasja Payne
Daniel Pearson-Hirdes	Judy Perkes	Eileen Perry
Jolanta Pestka	Jon Platt	Jim Prudom
Joe Recchia*	Keri Reinders	Tracy Reynolds
June Robinson	Donna Robinson	Katherine Sage
Shawn Sajkowski	Rasha Salem	Ajay Sandhu
Frank Schneider	Bobbi-Jo Schweitzer*	Michelle Schweitzer
Deanna Seeger	Sherry Setchell	Brendan Sheehan*
Mitchell Sherratt	Marie Silveira	Maureen Silveira
Priyanka Sinha	Lois Sobon	Christine Solakofski
Judy Staats	Nancy Stayzer	Adam Steiner
Catherine Straus*	Beth Sukha-Barker	Kim Summers
Allen Switzer	Denise Takacs	Tamsen Taylor
Mary Jac Tell	Denise Tierney	John Tonin
John Towler	Margaret Urquhart	Fred Walker
Lori Walker	Barbara Waque	Susan Wayne
Joshua Webster	George Welonda	Janet Wendell
Jennifer Wettlaufer	Lyla Wettlaufer	Barb Wilson
Michael Wilson	Margaret Winter	Jessica Witmer
Susan Wright*		

* Member of HopeSpring Board of Directors for 2011-2012

Financials

HopeSpring's fiscal year runs from May 1 to April 30. Our 2011-2012 fiscal year was eventful. In those 12 months, we:

- ▶ sold our 43 Allen Street location and moved to a leasehold in March 2012 as part of the Conrad Medical Centre at 16 Andrew Street, nearly doubling our available space for programming
as part of the move, we upgraded our computer and phone technologies to enable our staff to be more productive
- ▶ welcomed 505 new members (an increase of 194 from 2010-2011)
- ▶ had 4,139 uses of our services (we had 4,103 in 2010-2011)

We have had two years with large, unanticipated surplus. We have already introduced many new programs and have an ambitious plan for 2013.



Statement of cash flows

YEAR ENDED APRIL 30, 2012	2012	2011
OPERATING ACTIVITIES		
Excess (deficiency) of revenue over expenses for year	\$ 266,174	\$ 247,515
ADJUSTMENTS FOR:		
Amortization	12,661	16,049
Gain on sale of assets	(224,946)	(5,043)
	\$ 53,889	\$ 258,521
CHANGES IN NON-CASH WORKING CAPITAL:		
Decrease in accounts receivable	\$ 8,810	\$ (8,902)
Increase in prepaid expenses	(7,056)	12,058
Increase in accounts payable and accrued liabilities	219,531	(4,333)
Increase in deferred revenue	7,282	(23,894)
Increase in Government remittances recoverable	(52,462)	(6,176)
	\$ 176,105	\$ (31,247)
	\$ 229,994	\$ 227,274
INVESTING ACTIVITIES		
Purchase of property, plant and equipment	\$ (507,965)	\$ (26,594)
Proceeds on disposal of property, plant and equipment	433,000	325,000
Decrease in guaranteed investment certificates	3,296	2,523
	(71,669)	300,929
Increase in cash	158,325	528,203
Cash balance, beginning of year	532,997	4,794
CASH BALANCE, END OF YEAR	\$ 691,322	\$ 532,997

Schedule A - Operating fund expenses

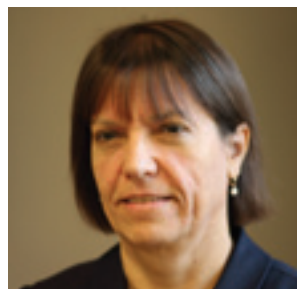
	Operating	Spiritual Warrior Scholarship	Program Initiative	2012 total	2011 total
PROGRAM EXPENSES					
Occupancy costs	\$ 59,459	\$ -	\$ -	\$ 59,459	\$ 47,410
Program & calendar mailing	1,826	-	-	1,826	6,230
Program supplies & general	15,889	-	13,436	29,325	40,437
Refreshments	2,281	-	-	2,281	842
Teaching honorarium	46,509	-	-	46,509	35,201
Wages and benefits	197,631	-	-	197,631	224,823
	\$ 323,595	\$ -	\$ 13,436	\$ 337,031	\$ 354,943
FUNDRAISING EXPENSES					
Office supplies & general	\$ 6,181	\$ -	\$ -	\$ 6,181	\$ 577
Special projects & events	28,665	-	-	28,665	66,971
Wages and benefits	25,657	-	-	25,657	17,381
	\$ 60,503	\$ -	\$ -	\$ 60,503	\$ 84,929
ADMINISTRATION EXPENSES					
Miscellaneous	\$ 7,965	\$ -	\$ -	\$ 7,965	\$ 6,169
Office supplies	33,585	-	-	33,585	23,315
Professional fees	49,115	-	-	49,115	47,354
Travel	195	-	-	195	-
Wages and benefits	33,912	-	-	33,912	48,984
	\$ 124,772	\$ -	\$ -	\$ 124,772	\$ 125,822

HopeSpring Staff



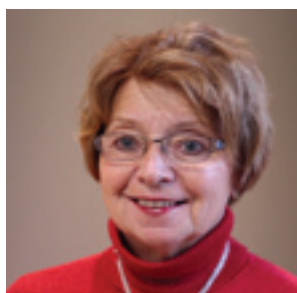
Catherine Young

As Executive Director I lead our great team in all the ways we connect with the community. I am responsible for the ongoing direction of our activities to ensure that they fit within the mission and vision of HopeSpring. I am proud to be part of developing this organization to be of even greater service to those in need. To speak to me about any questions or ideas, please call me at **519-742-1544** ext. **101** or email me at **caherine.young@hopespring.ca**.



Linda Maxwell

As Program Manager for HopeSpring I oversee and share our current programs with you through the engagement of our skilled caring facilitators in our multiple locations (Kitchener/Waterloo/Cambridge/Guelph). I also look for opportunities to build new programs and processes that will enhance our offerings to our members. Feel free to call me at **519-742-1544** ext **103** or email me at **linda.maxwell@hopespring.ca** with any ideas you want to share or facilitators that may be interested in delivering our programs.



Lynda Bauer

As the Outreach, Media & Special Event Coordinator for HopeSpring, I am the liaison for the third party fundraisers, providing them with a solid contact within HopeSpring who knows how to create successful events. I also stay in regular contact with the local media and go into the community to talk about the services that HopeSpring provides. Feel free to call me at **519-742-1544** ext **104** or email me at **lynda@hopespring.ca** with any questions about HopeSpring or running a third party event.



Kim Henry

As Fund Development and Volunteer Coordinator, I am responsible for all grant proposals and signature events. I recruit, train, and schedule all volunteers. We are always looking for volunteers - they are the heart of HopeSpring. If you are interested in helping with any of our fundraising events, or are interested in volunteering in another role, contact me at **519-742-1544** ext **106** or email me at **kim@hopespring.ca**.

Anita Woodard

As Office Administrator for HopeSpring, I assist Catherine as well as manage IT support, communications and social media for HopeSpring. I make sure the day to day office administration needs are met. If you have any recommendations or aren't sure who to contact at HopeSpring, feel free to call me at **519-742-1544** ext **105** or email me at **anita@hopespring.ca**.



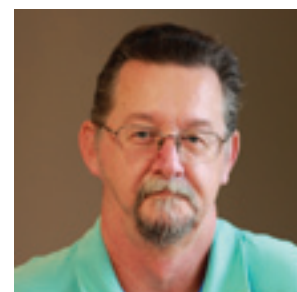
Anne Day

Being responsible for Member Care, I address the psycho-social needs of members and their families. Part of that work involves facilitating programs such as the Healing Journey and support groups and working with the volunteers to ensure quality of service to our membership. Feedback from our members is always welcome so please contact me if you have any concerns or suggestions at **519-742-1544** ext **107** or email me at **anne@hopespring.ca**.



Chris Glue

As Finance Manager for HopeSpring, I am responsible for the accounting and investment functions of the organization. This includes accounts payable financial reporting, disbursement, donation, and gift acceptance activities. Feel free to call me at **519-742-1544** ext **102** or email me at **chris@hopespring.ca** with financial questions.





Helping people meet the challenge of cancer

Phone 519-742-HOPE (4673)
Email support@hopespring.ca
Web www.hopespring.ca
Twitter [@Hope_Spring](https://twitter.com/Hope_Spring)

Donations to HopeSpring Cancer Support Centre are used to provide support to those affected by cancer, their families and caregivers in Waterloo-Wellington Region and the surrounding areas. All donations are gratefully acknowledged, and tax receipts for donations of \$10 or more are provided. Online donations can be made by visiting CanadaHelps.org. Donations can also be mailed or made in person at our office.

The Conrad Medical Centre
16 Andrew Street, Unit 2
Kitchener, ON N2H 5R2



Charitable Registration #89894 3857RR0001