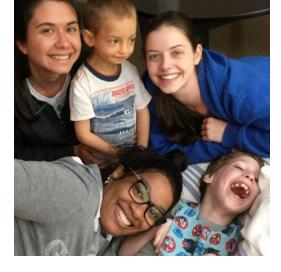


2019 - 2020 ANNUAL REPORT







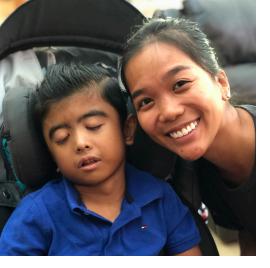


A world where no child is too complex to receive the love, care, and support they deserve.































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A Message From OUR GUARDIANS

As proud Guardians for more than a decade, our family has partnered with, championed, and watched, much like proud parents, as The Darling Home for Kids has flourished over the years. It has been a pleasure, reflecting and seeing just how far we've come.

The Darling Home for Kids was constructed in 2004, with the goal to offer respite services for parents and caregivers who desperately needed a break from the daily challenges of caring for a child with medical complexities, and when needed, hospice palliative care.

Since becoming involved with this amazing organization, we've seen the Home expand to double its capacity and welcome new children and families, we've celebrated milestones, watched as a beautiful accessible playground was constructed, followed by a wheelchair accessible path for our kids to enjoy the sights and sounds of nature in a safe environment. We've seen our team expand, welcoming new faces and caring hearts. In 2007, our first child moved into the Home, which launched the residential program we have today. Last year, we welcomed a Social Worker to our team to offer comprehensive family support programs, ensuring we are caring for the health and well-being of the entire family.

What has stuck with us over the years is the dedication and commitment of our staff, volunteers, donors, government partners, and the Milton community, who have believed in us and our mission. We are so grateful to the many individuals who share the same spirit of partnership and collaboration, and our vision of a world where no child is too complex to receive the love, care, and support they deserve.

With your help, we have continued to provide exceptional care to our children, with a record number of hours of service, offering programs that help our kids thrive and reach their full potential. As the number of children with medical complexities continues to climb each year, so does the demand for our programs and services. We want each child to have the best care possible and to do that, we need to create new spaces that will enable us to increase and elevate our programming. As we continue to build for the future, we look forward to an exciting 10,000 sq. ft expansion, making more space for the moments that matter and opening up opportunities for more children and families to access our Home.

Donors and sponsors have always been integral to our success. This year, Hewitt Foundation made a significant donation, which will enable us to further our mission and increase our capacity to make a difference. We are so thankful for their incredible support, joining our circle of friends in contributing to our Home.

I am grateful for the support of our Board of Directors, our volunteers, care team, staff, family and friends. On behalf of the many children and families that call our Home their home, thank you.

Michele Darling, and her family Michael, Daniel and Ryan Eagen





A Message From

Our Annual Report is an opportunity for us to reflect on just how far we've come. As I pen this letter, I am proud of everything we have accomplished this past year, and our commitment to set our gaze ahead to the future.

There is truly no Home like this Home anywhere else in Canada and there are times when a child's healthcare needs are so significant, they have nowhere else to go. Like many other organizations, COVID-19 changed the way we operate. I am grateful for our dedicated team of staff and volunteers who, with our children and families in mind, worked tirelessly creating new programs, services, and activities; from creating a virtual library where our volunteers could read stories to our kids, to virtual Family and Sibling Support Programs, and even a virtual Splash'N Boots concert. Our nurses and personal support workers continued to provide exceptional care within the Home, during what was no doubt one of the most challenging times in their careers, smiling through their masks, and providing comfort, each and every day.

I'm grateful for each and every one of you who believe in us and our vision. With your help I have no doubt we will continue to build a brighter future for The Darling Home for Kids. Thank you to our incredible Guardians, Michele Darling, Michael Eagen, and their family for their unwavering commitment to our Home.

This year, Orlando Corporation made a significant commitment to the Home, pledging to match each donation made to The Embrace Campaign up to \$3.5M and extending that ripple of hope out into the community, inviting our supporters to help us reach our goal. We are immensely grateful to Orlando Corporation for their incredible generosity. When you support The Darling Home for Kids, you become part of a community of people committed to helping children with complex medical needs. Our children travel great distances because there is simply no other like The Darling Home for Kids, not in Ontario, or anywhere else in Canada. They need us.

I'm pleased to share with you our exciting plans for the future as well as the many highlights of the past year. With your help, we created lasting memories for the children and families who rely on our programs and services.

We helped our kids forget about the hard things they face in their life and let them just be kids, playing with toys, making s'mores, having dance parties, and hanging out with their friends, fully immersed in a space designed especially for them. Together, we helped families reconnect. We helped overwhelmed parents find comfort and solace within our Family Support Programs. We helped siblings forge lasting friendships with peers in similar circumstances.

Thanks to you, we provided over 51,000 hours of service last year to children with complex medical needs and their loving families.

We played, we laughed, and we made sure that every moment mattered.

For the children and families who find comfort within our walls, your support did not go unnoticed. You helped provide enriching experiences and therapies for our kids, helped furnish our spaces with toys and activities designed with their unique needs in mind, and created an atmosphere where children can create beautiful memories.

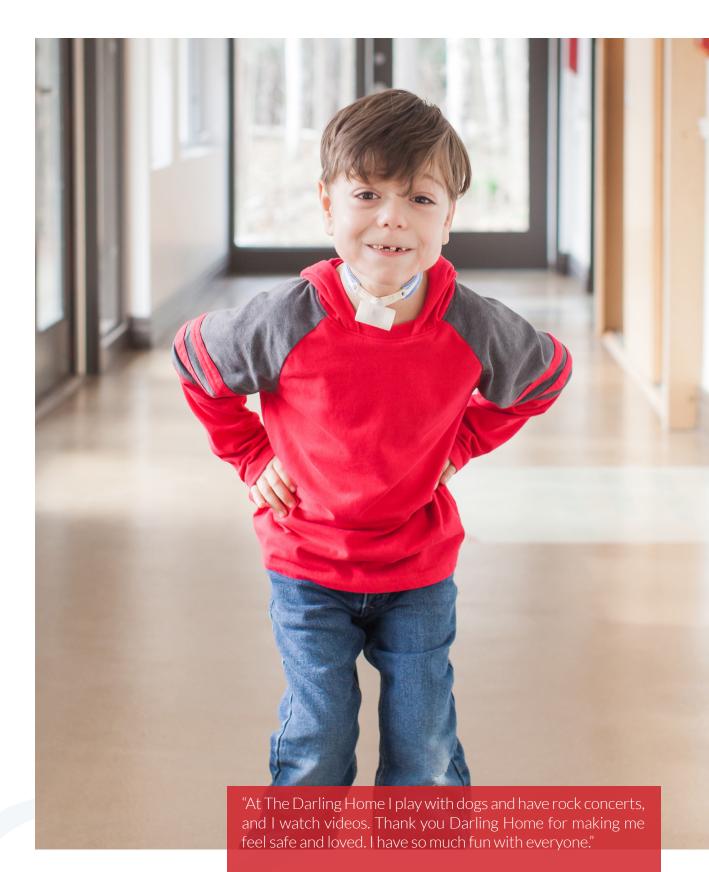
The pages ahead illustrate the impact you had, and continue to have on the children and families within our care. We hope you enjoy seeing all we've been able to accomplish together.

With sincere gratitude,

Kristin Horrell Chief Executive Officer







- Cristiano



STATEMENT OF OPERATIONS



"What The Darling Home for Kids has given to our family is the time to connect and recharge. For us, it has given us balance and provided a sense of community and belonging. We are ever appreciative of the support The Darling Home for Kids has given our family and are thankful for the generosity of supporters like yourself".

- Elena, DHK Mom



Detailed audited financial statements are available on our website

2020 EXPENSES **\$2,414,351**

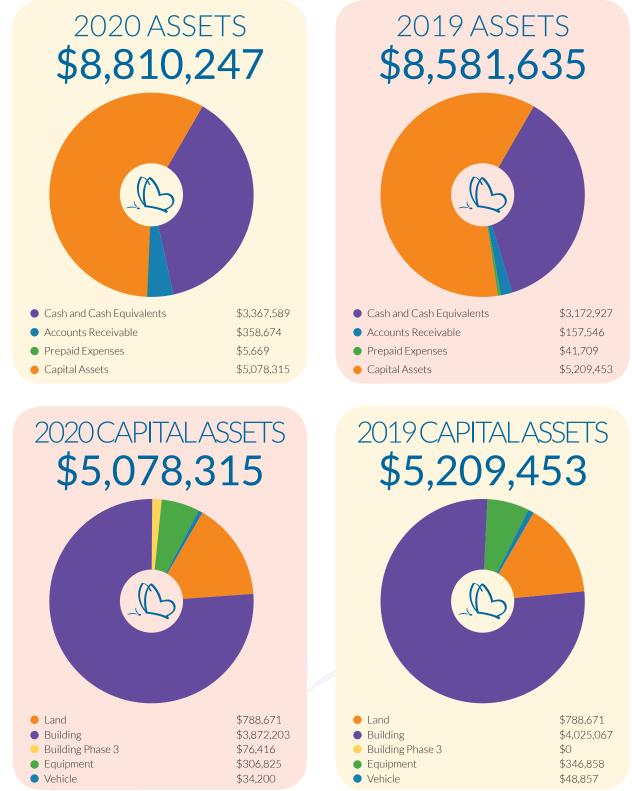
 Salaries and Related Benefits 	\$1,774,296
 Home Operations 	\$268,590
Office and Sundry	\$114,359
Fundraising	\$112,493
Insurance	\$41,594
 Designated Expenditures 	\$37,649
 Professional Fees 	\$25,000
 Taxes 	\$19,318
• Telephone	\$10,829
Interest and Bank Charges	\$10,223

2019 EXPENSES **\$2,178,669**

 Salaries and Related Benefits 	\$1,533,226
 Home Operations 	\$281,685
Office and Sundry	\$106,938
Fundraising	\$120,010
Insurance	\$37,913
 Designated Expenditures 	\$51,452
 Professional Fees 	\$9,000
 Taxes 	\$19,300
• Telephone	\$7,618
 Interest and Bank Charges 	\$11,527



STATEMENT OF FINANCIAL POSITION

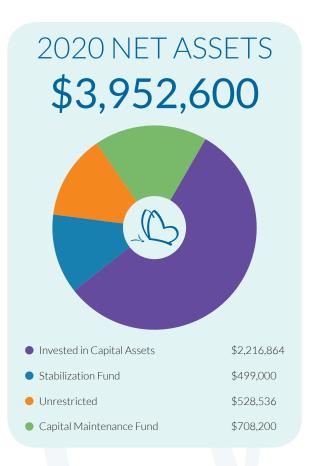


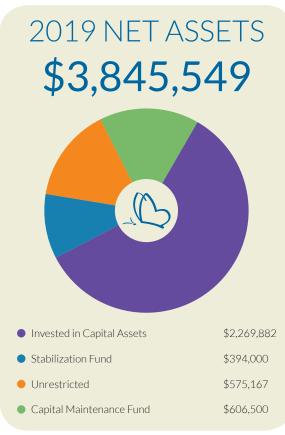


Detailed audited financial statements are available on our website

2020 LIABILI \$4,857,6	
 Accounts Payable and 	
Accrued Liabilities	\$253,035
Deferred Revenue	\$1,743,161
 Deferred Capital Contributions 	\$2,861,451

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Detailed audited financial statements are available on our website



HOW YOU'RE HELPING MAKE A DIFFERENCE

"While I could go on forever about how much I enjoy working at DHK, I feel one of the most important aspects of my job is the respite program. The parents of these children we care for are truly amazing. Being able to provide them with a short break from their day to day responsibilities, even just so they may have a weekend to themselves or possibly with their other children is a good feeling. Seeing them come back rested and rejuvenated on discharge day makes me realize just how important it is to have respite facilities such as DHK around the community. Regardless of where I end up in my career, it is difficult to imagine working in any other place with staff and clients as compassionate and welcoming as those right here at The Darling Home for Kids."

Emma, Personal Support Worker

37 monthly donors supported the welcoming of **11 new** families to our programs

Our Signature Events raised over \$330,183 to support our Home You helped us raise approximately \$1M allowing us to provide 51,014 hours of service



The following pages will highlight the transformative effect of your gifts



"There are so many blessings that come from having a special needs child. Katherine brings so much joy and perspective into our daily lives but I would be lying if I said it was easy. It's not. It's hard. 24/7 caregiving depletes you physically, mentally and emotionally. A full daily care schedule, countless doctor and therapist appointments, the lack of sleep, the unpredictability of her health, always worrying about the next seizure, heavy lifting, financial strain, worrying about the impact this life is having on our son, worrying about Katherine's future.....from the moment we get up in the morning until we go to bed, your mind never turns off. The stress takes its toll on your health, your family and your marriage. We went 9 years without a break. By the time I finally put up my hand to say we need help, I was struggling, and worse yet, my son was struggling. Something had to change, or something was going to give. That change for us was The Darling Home.

We've been bringing Katherine to the Darling Home for close to 3 years now and what a difference getting an occasional break and having a supportive network has made. Knowing that when we need a break from caregiving, we have an option, has in itself lifted a weight from our shoulders. When Katherine is enjoying her time at the Home, my husband, son and I have some time to do things as a family that we can't do with Katherine for various reasons. I can confidently say, we all look forward to respite weekends and our family is healthier and stronger because of the much-needed break it gives us. Katherine gets a break from us and has a ton of fun in a safe and fully inclusive environment, and we get dedicated time to focus on each other and our relationships, and who we are outside of our role as caregivers. Personally, after a respite weekend, I feel rested, happier, less stressed, more patient, ready to get back into the thick of things."

– Diana, DHK mom



RESIDENTIAL PROGRAM

At The Darling Home for Kids we believe all children should learn, play, and be encouraged to thrive to the best of their potential. Our children are no exception; they just need a little extra help to do so.

Our Residential Program offers extended care to children who require more support than is available to them in their home environment.

> Over 34,400 hours of Residential Care

was provided

In partnership with other agencies, children receive comprehensive care in a place that feels like home.

Even though some of our kids live at The Darling Home for Kids full time, their days are not much different than that of any other child. Our caring staff and volunteers help them to get ready for school, eat their meals, attend to their medical needs, celebrate milestones, and interact with their peers.

"The Darling Home for Kids is much more than just the place I go to work. It's where I go to feel a special kind of joy and appreciation for life that is hard to come by anywhere else. DHK shines a light on the simple pleasures that make you feel an incomparable sense of gratitude. I have the most humbling privilege of being able to be part of the unique journey our kids are on, and knowing I can provide them with love and laughter makes me never want to leave. This is why a smile or giggle means more than just that; it means I was lucky enough to bring some happiness - even if only for a moment - to a child during their stay with us. The children we have make DHK radiate a truly unique energy that is both peaceful and joyous at the same time and allows everyone here to feel at home. Our kids bring an indescribable meaning to life making every moment spent together so precious and making DHK a very special home."



RESPITE PROGRAM

Many families caring for medically complex children experience grief, fatigue, depression, and isolation. For these parents, respite is a necessity, not an option, because without that essential break, the exhaustion results in burnout. Respite strengthens families, it benefits siblings by allowing them to share in their parents' attention, allows spouses to reconnect, and creates time for essential parts of living like running errands, completing housework, and connecting with community supports.

In our respite program, we provide care in a safe home-like environment, giving parents a much needed break. During their stay, children receive care in a supervised, non-invasive and stimulating environment. We provide respite services on weekends, long weekends, as well as throughout the summer, Winter Break and March Break. During peak service times, we offer a day program and week-long stays to meet the needs of our families. Our Respite Program helps parents rest and recharge, giving them the opportunity to be the best parents they can be.





– Jeanette, DHK mom



HOSPICE PALLIATIVE PROGRAM



At The Darling Home for Kids, children with a life-limiting or life-threatening illness are engaged and supported while receiving compassionate palliative care. Within our continuum of care, our Hospice Palliative Program provides three key services to families:

- Our palliative-respite service gives parents a break from the complex routines of caring for a child with life-limiting or life-threatening illness.
- Our transition to home services help families adjust from care in the hospital to care in their own home.
- Our end of life program supports children in their final days and their families throughout the grieving process.

When a child is at the Home for end of life care, visitors are always welcome. Our palliative suites provide space for parents to sleep overnight in the same room as their child, with a private entrance in the palliative wing that can be utilized by family and friends.





THERAPEUTIC PROGRAMS

Our Therapeutic Programs engage children in unique experiences that have a positive impact on their physical, mental and emotional well-being, and improves their overall quality of life. Through interactive and adaptive activities, our children are learning new skills and increasing their independence. The Darling Home for Kids offers a number of Therapeutic Programs including music therapy, recreation therapy, pet therapy, hydrotherapy and multi-sensory Snoezelen therapy, all designed to promote well-being and offer unique experiences to children in our care.

Over 5,966 hours of Therapeutic Programming were provided to our children

"The thought of leaving my medically fragile child in an unknown place was not something I was comfortable with at first. When I first pulled in I thought – look at all the accessible outdoor spaces for children – how wonderful! Fast forward a year and Robyn has enjoyed many stays at The Darling Home. The programming is phenomenal – animal, music and art therapy, outdoor play, the creativity and thoughtful planning provided for my child is exceptional. The staff happily answers my phone calls when I check in and accommodates for all of the small personal and medical care subtleties that give her the personalized individual care she needs."

- Elena, DHK mom



FAMILY SUPPORT PROGRAM

Our Family Support Program offers specialized services to support the mental health and well-being of the entire family unit throughout their caregiving journey. Comprehensive services are offered to all of our families with our in-house Registered Social Worker, including an intake process, individual and group counselling and service navigation assistance. Our families face unique challenges - we strive to help them build connections with others in similar situations through our Parents Connect and Siblings Connect groups. We are also there for our families in times of transition and crises, offering emotional support and healthcare navigation as needed.

iblings
 participated in
 our NEW
 Siblings Connect

Program

"I feel like I can't talk to my friends at school about my sibling because they just don't understand all the medical stuff. It's so nice at Siblings Connect that I can talk about going to appointments and hospitals and the other kids just know what it's like."

- DHK Sibling

"Life as it is can be demanding and challenging. Add two beautiful special needs boys and a very sweet and determined teenage daughter and life is a little more complex to say the least. Having a safe place to connect with parents who share a similar journey is a gift. Parents Connect also gives me an opportunity to talk about my emotions without judgement. We share experiences, shed a tear or two and laugh!! Keeping my mental health in line is imperative and so having Parents Connect is truly an asset. After a meeting it's as if a weight has been lifted from my shoulders and I can face the world a little more confident."

- Natasha, DHK Parent



VOLUNTEER PROGRAM

One person alone cannot meet the needs of our children, but when a group of people come together as a community, anything is possible. Our volunteer programs have an impact on both the volunteers and our kids. In all that we do, our volunteers are essential, whether it's dropping in to read stories with our kids, helping ensure the outdoor spaces are ready for play, dedicating their time to sit on a Committee, or helping out at a fundraising event, these efforts do not go unnoticed. The impact of our volunteer team can be seen and felt in all that we do, their efforts help us welcome more children and families into our Home, regardless of the medical challenges they may face, so they too can experience the joys of childhood, as all children should.

individuals gave over 10,690 hours of volunteer service to our children and families

At an estimated hourly wage of \$20, volunteer efforts combined for a total savings of \$212,000

4 youth participated in our YSVI (Youth Summer Volunteer Initiative) and volunteered a total of 716 hours

Our Peer and Adult Companionship Program, consisted of 42 volunteers who gave a total of 1,746 hours to our residential and respite clients

• • • • • • •

groups volunteered a total of 37 days, giving over 1,480 hours

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OUR DONORS

We would like to acknowledge and thank the following individuals, foundations, corporations, and community events whose cumulative contributions have reached or exceeded \$1,000 between April 1 2019-March 31, 2020. We would also like to thank those donors who wish to remain anonymous. We are grateful for you.

OUR GUARDIANS

Michele S. Darling and her family, Michael, Daniel and Ryan Eagen

\$100,000 - \$249,000

Hewitt Foundation

\$25,000 - \$49,999

The Harold E. Ballard Foundation Hoffmann-La Roche Ltd. Mackenzie Investments Charitable Foundation Sargent Farms Ltd.

"At the end of the day, it's not about the money you've made, or things you've bought, but it's about the relationships you've built, the impact you've had on others and what you've chosen to do with your life that really counts. I hope one day you interact with our children and have the opportunity for them to reach out, grab your hand, give a high five or even say thank you. In that moment, you will know that what you've done for our home is ALL worth it."

-Maddison Gilmour, RN, Client Care Coordinator

\$10,000 - \$24,999

Francesco and Nisha Cairo Civitan Club of Oakville The Gear Foundation Bryan and Anne Marshall Naylor Building Partnerships Inc. Newman's Own Foundation The Oakville Community Foundation Regional Municipality of Halton Telus WSI Sign Systems Ltd.

\$5,000 - \$9,999

The Alastair and Jennifer Murray Foundation Gord and Babette Buck Cadillac Fairview Corporation Limited Crescent Hill Gallery Frank Doracin and Elizabeth Harding Keltech Ltd. Magna International Inc. Pete and Pat Pomeroy Daryl and Carolyn Potter Staphesa Richards The Stephen C. Goodrich Foundation Glen and Alaina Tennison Truck Town Service Incorporated

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Lynn Sigurdson Brendan Syme Rosemary Thompson Courtney Villeneuve Nicole Walker

COMMUNITY EVENTS

Bishop Reding Secondary School, - Leaders in Black Chudleigh's Civitan Club of Oakville Clydesdale Christmas Crafters Who Care Grit & Grace Dance Event Home Away From Home Child Care - Lemonade Stand & Bake Sale Italian-Canadian Club of - Milton's Italia Fest Knights of Columbus - Milton - Bonspiel Lions Club of Milton Maxxed Events - Canada's Largest Egg Hunt Modatek Systems - Annual Golf Tournament Modo Yoga 10th Anniversary - Charity Poker Tournament Monte Carlo Inns Charity - Golf Tournament Monte Carlo Inns Teddy Bear - Toss/Round Up for Charity P.J.Dermody Insurance Classic PGI Mechanical Services - Charity Golf Tournament Squirt's Toy Store St. Ignatius of Loyola - Catholic Secondary School St. Vincent Ladies Night Out Street Classics Cruise

EVENT SPONSORS

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CHANGES TO OUR DONOR WALL

AMBASSADOR PATRONS \$250,000 - \$499,999 Mattamy Homes

FOUNDING PATRONS \$100,000 - \$249,999 Sargent Farms Ltd.

LEADERS \$50,000 - \$99,999

Harold E. Ballard Foundation Newman's Own Foundation Regional Municipality of Halton

BENEFACTORS \$25,000 - \$49,999

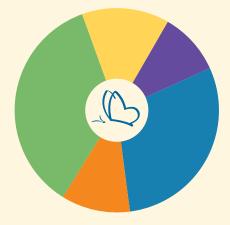
Civitan Club of Oakville Daryl & Carolyn Potter PGI In Loving Memory of Ryan Ioannou Red Studio Inc. Architects

BUILDERS \$10,000 - \$24,999

Cadillac Fairview Corporation Limited Crafters Who Care Lloyd and Ann McCoomb Oak Incentives Group Inc. PJ Dermody Insurance Brokers - Annual Golf Tournament St. Vincent Ladies Night Out Terry and Susan Korsiak

> The Comfort and Joy Gala raised over \$193,000

OUR DONORS



- Individuals = 10%
- Corporations = 30%
- Foundations = 11%

Wheels

raised

over

\$124,000

- Signature Events = 36%
- Community Events = 14%

The Darling Home for Kids Classic raised over \$105,000



BOARD OF DIRECTORS



Chairperson Craig Podrebarac Vice President, Legal UPS Canada

Vice Chairperson Michelle Scott Executive Director (retired) The Grocery Foundation

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Michele Darling Chairman and Founder The Halo Foundation

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Priya Ramparass CPA, CMA, Director, Finance Technical Standards Safety Authority

Glen Tennison President & CFO Dane Creek Capital Corp.

Ex-Officio

Dr. Sheelagh Kemp Medical Director The Darling Home for Kids Physician - SickKids and Holland Bloorview



LOOKING FORWARD

There's no space like this home. Our spaces and staff embrace kids with complex medical needs and help them make the most of each day. While our children create joyful memories within our walls, their parents can take a much needed break from the stress and isolation of caring for a child with complex needs.

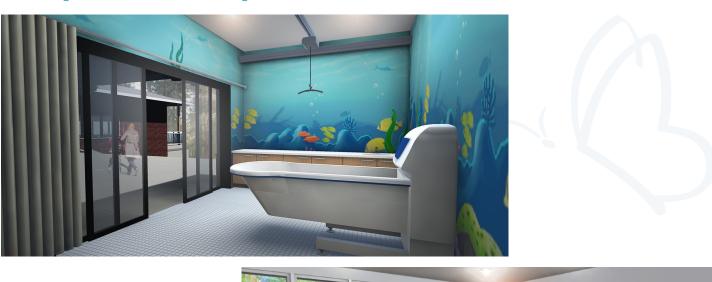
We have a dream to help more kids and families by expanding our current home and we will reach that goal with The Embrace Campaign, our most exciting capital campaign to date. With your help, we'll make the dream of a bigger, better home a reality by adding 10,000 square feet. The extra

The Embrace Campaign Building more space for the moments that matter

The Darling Home for Kids • www.darlinghomeforkids.ca

space will include more bedrooms and bathrooms, more therapeutic and support areas, and more room for staff and volunteers to meet and train. We're creating more space for moments that matter, we're building a new playroom where kids can just be kids; creating quiet areas for overwhelmed families to find solace within one of the family programs; expanding the Snoezelen room to engage kids' imaginations, and building more bedroom spaces so that families in crisis can be accommodated in times of need.

With your help, we can provide each child with the best care possible. They have beaten the odds to survive. Together, we can continue to help them make the most of each day they have.









DONOR PROFILE – ORLANDO CORPORATION



"Orlando Corporation has a long history of health care community support in the areas where we live and work, and we are pleased to be the lead donor to The Embrace Campaign.

We're fully aware of the critical importance of the work done by The Darling Home for Kids and the tremendous need to ensure this facility can grow and have the resources required to continue to provide exceptional respite, residential, and hospice palliative care to improve the lives of medically complex children and their families.

A \$6.5M campaign is a mountain to climb for an organization such as this. That's why we decided it's time to step forward, and do our part in supporting The Darling Home for Kids. Orlando Corporation will donate up to \$3.5M to this campaign. This is a time limited matching gift and we need the community as a whole to do their part. Funding healthcare is our shared responsibility and healthcare cannot be funded through good intentions alone. For that reason, we have decided to match every dollar that is donated.

We have used this matching philosophy in other areas and we know it works. We're relying on the community to take this next step and dream big, raising \$3.5M that will turn to \$7.0M, building more space for the moments that matter."

- Phil King, President, Orlando Corporation





THANK YOU

glitte sparkle

"The only thing harder than 24/7 caregiving is finding people that you can trust to leave your child with and not have to worry, so you can recharge. We finally found that at DHK. We found a second family for Katherine. A home away from home where she is loved, cared for and has a ton a fun. We owe that all to you!! Thank you for everything you do to support this incredible home and in turn our families."

- Fernando, DHK Dad

























The Cedarbrook Society 5657 15th Side Road. Milton, ON L9E 0C8 1.877.406.7673 • F: 905.878.9886 • info@darlinghomeforkids.ca • www.darlinghomeforkids.ca

Charitable Registration No. 88852 4840 RR0001