

ANNUAL REPORT April 1, 2016 to March 31, 2017



TO AMICA AT UNIONVILLE FOR HOSTING THE EVENT AND PROVIDING REFRESHMENTS





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President's Report

As most of you know, it has been a very difficult year. The sudden death of our treasured Chair, Brian Foley, in December of 2016 was a terrible shock to the Board and Staff of Evergreen. He was a wonderful person and completely dedicated to the Hospice movement. But I know what Brian would say now "Just get it done" and so we will move forward.

Also in December, Evergreen lost Don Ferguson, philanthropist, past board member and long time supporter. Don was instrumental in establishing Evergreen's infrastructure in the late 90's and early 2000's and developing the Gala to into the largest fundraiser of the year. He was always watching for opportunities for Evergreen, connecting staff to foundations and donors who were supportive of the work being done. Then recently, we learned that Jim Steen, our secretary, died suddenly. We also have had health issues with our staff and their family members. So all of us at Evergreen are looking forward to a happier and healthier year.

We have had a very busy year in York Region in general, and Markham, Stouffville and Thornhill, in particular. These areas are growing quickly and therefore, present us with challenges and opportunities as providers of palliative care. Evergreen Hospice continues to address those needs. Our facility in Markham is utilized daily by client groups, individual support and volunteer development. We have closed our facility in Thornhill but provide services in Thornhill at The Shops on Steeles with the support of MOSAIC Home Health Services as a Partner. Evergreen continues to look for a partner in Stouffville..

Our services are delivered very effectively and efficiently by almost 200 dedicated and compassionate volunteers and ten mostly part-time staff. In the fiscal year ending March 31st, 2017, we served 871 clients and their families, an increase over the previous year of 19%.

The good news is that none of this would be possible without the ongoing generosity of our supporters through donations, sponsorship and special events. The reality is that the demand for our services will continue to increase dramatically in our communities, with the aging population as a major reason of this increase. Therefore, we are challenged to find new ways to source revenue that will allow us to cover our operating costs month to month without cutting into our small investment portfolio.

There is a saying that "The Strength of the Team is each Individual Member. The Strength of each Member is the Team", and we are thankful to have a contributing and committed Board of Directors. As the Ministry of Health, through its many departments and committees, continues to pursue integration of services, Evergreen Board members are required to increase their availability for, and participation in, the process to ensure that the palliative and bereavement needs of Evergreen families are met today and in the future.

Our staff (Lerryn, Ginny, Rebecca, Bonnie, Michelle, Patti, Hannah, Heidi and Melanie), under the leadership of our Executive Director, Jan Pearce, are a group of caring and committed individuals. It is an honour to work with each one of them. We are proud of their compassion and kindness to each and every client and client family that we serve.

Thank you Susan Lynge Acting Board Chair

Board List for April 1, 2016 to March 31, 2017

BOARD CHAIR UNTIL DECEMBER 2016

Brian Foley Business Owner

ACTING BOARD CHAIR SINCE DECEMBER 2016

Susan Lynge Real Estate Broker

TREASURER

Brij Gupta Financial Planner

SECRETARY

Jim Steen Broadcaster

DIRECTORS

Jim Clubine Clergy

Deanna Perkins Global Campaign Manager

Hang Mei Chen IT Specialist

Teresa Riverso Occupational Therapist

Stephen Rayfield Marketing Strategy Mentor, Author, Trainer and Speaker

Doris Kamwa Physician

Aimee Gallienne HR specialist

Tom Davies Retired Business Executive

Staff list for April 1, 2015 to March 31, 2016

Jan Pearce BSc.N, RN Executive Director

Virginia Bidwell, BA, BEd Coordinator of Volunteers

Rebecca Simkin, BFA Fund Development Coordinator

Lerryn Pitcher Administrator/Bereavement Counsellor (Markham and Thornhill)

Linda Yeatman Coordinator of Living Room until August 2016
Heidi Spiars MSW Coordinator of Living Room after August 2016

Michelle Juer RPN Supportive Care Coordinator (Markham and Stouffville)
Patti Enright RPN Supportive Care Coordinator (Markham and Thornhill)

Bonnie Strand BA Counsellor (Markham and Stoufville)

Delrine Jones Hospice Support (Thornhill)

Melanie Gross Outreach (Thornhill)
Hannah Mak Administrative Assistant

Executive Director's Report

The year 2016-17.

Our dedicated staff team and almost 200 trained committed volunteers were able to serve 871 families this year, and this included health promotion groups (Healthy Living Now and My Life Plus), palliative care home visiting, Living Room Day Hospice services, (including hundreds of sessions of complementary therapy), individual support, professional counselling and group support for caregivers and professional bereavement counselling and multiple bereavement support groups. In addition, Evergreen responded to a community demand for a women's cancer support group, designed specifically for the needs of our local community

In the community, Evergreen continued to have a role of informing and educating people about palliative care, normal bereavement and health care navigation. Presentations were made at service clubs, Victim Services of York Region, community colleges, faith and social service organizations. Regular presentations were also needed for health care providers at the Community Care Access Centres, Health Links and other community service agencies to promote the value of Evergreen services to the every-changing staff at these organizations

Evergreen remained an active member of our region's two Health Links organizations dedicated to serving complex patients, such as Evergreen's palliative patients, in a more organized and integrated fashion.

The Board of Directors continued to ensure that Evergreen had a presence at Markham Board of Trade meetings this year. We utilized the help we received from the MAS (Management Advisory Service) volunteer expert to define very short impact statements for these meetings and other professional and public opportunities as well as funding proposals with considerable success.

Evergreen remains an active member of the Ontario Caregiver Coalition, which continues to inform the public of the important role of informal caregivers in the health care system and press the government for more support for caregivers.

Evergreen is now working closely with Better Living Health Services, along with the 5 York Region hospices to develop a better client and volunteer database that we can all use, yet keep our own data confidential. This collaboration was possible because of funding received by Better Living to provide new computers and tablets to the hospices along with the new software. The software will go live in September 2017.

Evergreen is registered to complete our first external accreditation facilitated by Hospice Palliative Care Ontario (HPCO). In the past our level 1 and Level 2 accreditation through HPCO was self managed and we are progressing to a more sophisticated process because of the increased size and value of hospice services to the health care system as a whole. Although some unforeseen circumstances delayed our start from the early spring 2017 to the fall of 2017, we will complete the process by the New Year.

Evergreen also worked with HPCO on the a project to develop better outcomes measures that more effectively describe the value of community hospices in the health care system. These new statistics will be collected by all HPCO members in Ontario and forwarded to the provincial government annually to support the case for increased hospice funding.

This year Evergreen continued to work toward implementing a small piece of a Compassionate Communities initiative described last year. We applied for a New Horizons for Seniors grant, which was awarded this March, to increase Evergreen's capacity to serve the frail elderly and those with dementia through partnerships with other community groups and mentoring their volunteers. Our connections have begun with a large volunteer group at a local Mosque, a United church group and a Buddhist group who will be receiving skill training with Evergreen volunteers from organizations like the Alzheimer Society and mentorship in home support from our own senior volunteers. It is an exciting new way to improve the care for the most vulnerable in our community.

2016-17 was a year of many losses at the heart of Evergreen. First we learned of the death of Don Ferguson, a volunteer who had committed almost 20 years of service to Evergreen in many capacities; Board membership for years, fundraising of all types, client work and tremendous public awareness activities. A few days later in December we were stunned by the sudden and completely unexpected death of Board Chairman Brian Foley. Brian was the advocate for all things client based and during his tenure he focused the board and staff on increasing the number of clients served. Early in 2017 we lost a strong advocate for Hospice and mentor in fundraising, Don Cousens. Don helped us learn to leverage community members to benefit Evergreen and represented hospices on many government committees. Finally, this summer, we lost Jim Steen, who had filled the role of secretary.

But after taking our own advice to grieve the loss of these fine men, we moved forward to further their legacy of serving the vulnerable people of Markham, Stouffville and Thornhill. We have tried to make them proud by re-grouping and taking Evergreen to the next level with the remaining Board, the dedicated staff and our amazing volunteers in their many, many roles.

As I look to the coming year, there is again change in the wind as the Community Care Access Centres (CCACs) disappear and their role absorbed by the LHINs (Local Health Integrated Networks). The same issues of service shortages and communication problems exist but we continue to try to be the connectors between OHIP supported services at the LHIN and in hospitals and in Long term care facilities and those provided by community agencies like Evergreen. Evergreen will ensure that hospice services are always available in Markham, Stouffville and Thornhill - services provided by local residents, for local residents. Many thanks to all the volunteers, the staff and the supportive Board of Directors for a year of hard work and real accomplishment!

Jan Pearce Executive Director

Client Services Report

Providing the best service possible to the most people who are living with the impact of life threatening illness or the death of a loved one continued to be Evergreen's focus in the year 2016-17.

All of Evergreen's small staff (8 part time and 2 full time) provided service to clients and their families every day; by phone, in person and by mail/email. Some support is provided in one-to one sessions (by volunteers or staff) and some support is in the group format. Our front line staff devoted all their time to client services while the rest took on specific client support roles in addition to other activities. In addition, everyone supported the dedicated volunteers working within their sector of service.

With the amazing support from our almost 200 active volunteers, Evergreen care is able to focus on quality of life for the whole family starting at the initial diagnosis, through difficult treatment and, if necessary, through to end-of-life care and bereavement. With the combination of the staff team and trained volunteers, we were able to offer quality support to families through our in-home services, caregiver support, and wellness focused services (including The Living Room, Healthy Living Now and My Life Plus), as well as provide one-to one counselling and bereavement support to hundreds.

During the year April 1, 2016 to March 31, 2017, Evergreen served more than 871 families (a 19% increase over the previous year), held 210 groups, sent 1044 bereavement support monthly mailings, and celebrated 3 memorials. Our volunteers and staff provided 7584 visits, and this was only possible because of the generous donation of 10,000 hours by our committed volunteers. Of these 10,000 volunteer hours, over 7000 hours were spent directly with clients. The remaining hours provided by volunteers involved in office work, the all important fundraising activities and, of course, on the Board of Directors.

In Home Support Services

Providing services at an individual's home, at the time they want it, by a consistent volunteer, continued to be the most important part of what Evergreen did in 2016-17 and is where most of Evergreen's volunteer hours are invested.

After a professional assessment by nurses Michelle Juer or Patti Enright, clients let them know what is the most important need in their life at that time. If we can meet that need, we do. If not, a referral and warm hand off is organized to insure that vulnerable clients get the service they require. From one of many organizations and institutions with which Evergreen collaborates. Families are also offered the option of having a compassionate, well-trained volunteer visit their home to provide a variety of services including:

- emotional support to the client or caregiver or both,
- respite care, to allow the family or friends who are doing the care an opportunity to go out, rest or have some time alone,
- · accompaniment on medical appointments, a walk in the park or an errand,
- a non-judgemental listening ear when a client or family member wants to unload feelings without burdening the family,
- · assistance with legacy work,
- · a silent presence in the room while someone sleeps, or
- a comforting touch when clients feel alone.

Because Evergreen volunteers are regular visitors to the client's home, they may be the first people to notice when the caregiver is struggling or a client crisis is approaching. This early warning system may facilitate early intervention with extra professional home care from the CCAC, (Now managed directly by the Local Health Integrated Network or LHIN) in time to reduce emergency room visits and hospital admissions. Evergreen volunteers in the home are also in the position to inform families about other Evergreen services that might be of help to the family. Individual counselling, caregiver support groups, Healthy Living Now programs and the Living Room may be options for some clients or family members. Evergreen provides in-home support to people of all ages, from childhood to the very elderly at the location of their choice.

Caregiver Support

There has been a shift to recognize the value of family caregivers, the largest and most important providers of homecare in today's health care system. Society continues to depend on these unpaid friends and family to provide the lion's share of what their ill loved-one requires. Evergreen remains committed to helping families stretch their limited resources by assisting family caregivers through counselling, support groups and respite. Now, Evergreen nurses do a separate assessment of the needs of the family caregivers, taking time to provide support to them, in addition to the needs of the ill family member. This helps the caregiver recognize the pressures they are under as well as their limits; often leading to earlier intervention.

The Circle of Care Support groups for caregivers, held in Thornhill in conjunction with CHATS (Community and Home Assistance to Seniors) and at the Markham main office, facilitated by caring, experienced volunteers or staff, are a place for caregivers to meet with other individuals and learn from and support each other. Telephone support on alternate weeks helps relieve some of the difficult emotions typical in caregivers struggling to cope when overtired and stressed. Counselling by Evergreen professionals is also available for caregivers when their stress is interfering with their ability to continue. Evergreen also intervenes when a volunteer or staff member identifies crises that may result in emergency room visits by informing the medical system (CCAC) of increased client needs for support.

The Living Room

The Living Room has a team of dedicated volunteers led by Coordinator, Heidi Spiar, and remains Evergreen's most well known program. Recognizing the inherent therapeutic value in organized curriculum and recreation, referrals to this palliative program continue to grow. While clients are enjoying yoga, massage, art expression, mind-sharpening trivia games and interactive social projects, caregivers can tend to their own needs, knowing their loved ones are enjoying a day out of the home. Generous community members and organizations provide a nutritious lunch as part of the program. Volunteers serve the meal so clients benefit from a truly fulfilling social and dining experience. This year, the Living Room capacity increased with 449 visits. We grew our community partnership capacity by adding seven new contacts that have enriched our program with cultural diversity, environmental sensitivity, and holistic health. We also added four contacts for the provision of lunch.

Healthy Living Now

Healthy Living Now is an evidence-based Stanford University program showing that individuals with chronic health problems of any type experience a higher quality of life and use fewer medical services when able to self-manage their symptoms and concerns. The six-week program, facilitated by specially trained Evergreen volunteers, looks at commonly experienced difficulties and focuses on the ones that the individual can change. Sleeping and eating well, getting moving, dealing with anxiety and depression, problem solving and making action plans that are actually successful are the basis of the sessions. This program is helpful for individuals with a chronic or life-threatening illness, caregivers of family members who are ill and for people struggling with grief. The program was available in both Markham and in Thornhill.

My Life Plus

Evergreen continued with this program for *Healthy Living Now* graduates to provide a monthly option to continue to work on their self-management skills and gain energy from sharing their successes with others. Participants meet others who have taken the program at a variety of different times and places to learn from each other on dealing with changes in their health status and new challenges they have encountered.

Complementary Therapy at Thornhill

Clients in the west end of Evergreen's catchment area continue to have access to a complementary therapist. Clients with life threatening illness, their caregivers and any one coping with the death of a loved one were welcome to make an appointment.

Grief and Bereavement Programs

The feelings one experiences after the death of a loved one can frighten and sometimes immobilize the newly bereaved. Indeed, when a loved one dies, the initial shock and bewilderment may well last weeks or months. A great deal of bereavement support and counselling focuses on the normalcy of the grief reaction, in spite of how abnormal it feels, removing the additional burden of feeling inadequate or "crazy" as a result. This allows bereaved family members to really feel the loss and work through the grief experience in the way that is best for them. Understanding the normalcy of grief does not eliminate the pain of loss, but it can reduce the anxiety about their feelings and help them create more reasonable expectations about their progress.

Monthly drop in support groups, facilitated by trained volunteers, provide ongoing support to families struggling with the death of a friend or family member. These groups may help individuals work through a particularly difficult time of year (holidays, anniversaries, birthdays) or may be a person's first introduction to Evergreen's services.

Circle of Hope, an adult support group series facilitated by experienced volunteers, was offered three times this year. Often, the groups are all the support that is needed to help a person get back on track. Others may have more complex issues, requiring one-to-one counselling, which was provided in 2016-17 by counsellors Bonnie Strand and Lerryn Pitcher. Six or more (depending on the situation) professional sessions are provided at no charge to the client. Referrals to other agencies or professionals may also be made if the situation warrants.

Support for children and teens is also available. Evergreen takes referrals from school staff, parents and other agencies that may know of a child or teen who is having difficulty coping with a death or the serious illness of a loved one. Groups are age specific, teach about normal grief, and often involve activities that encourage the sharing of feelings about the loved one they have lost. Evergreen trained 12 staff and volunteers in the H.U.G.S. program. H.U.G.S. (Helping Understand Grief Sessions) is a well-respected grief program for children designed to encourage them to express the numerous emotions that accompany the grief process.

In November, Evergreen also provided a workshop, "Coping with the Holidays," for those who are grieving. As well as helpful tips, the evening included a memorial candle lighting ceremony and refreshments.

Evergreen's Front Line Client Service Providers

Michelle Juer RPN Supportive Care Coordinator (Markham and Stouffville)

Patti Enright RPN Supportive Care Coordinator (Thornhill)

Heidi Spiar MSW, Living Room Coordinator

Bonnie Strand BA, Counsellor (Markham Stouffville)

Lerryn Pitcher, Counsellor (Thornhill) from November 2015 onward

Volunteer Report

Evergreen Hospice would not exist without the efforts of all our volunteers. Evergreen is a dynamic organization providing many different programs with minimal staff. There are almost two hundred volunteers who give time, expertise and passion to Evergreen, either on a consistent weekly basis throughout the year or at a yearly event giving their time in a short block. We need you all!

About half of our volunteers directly support our clients in the community; these are the women and men who are available on a consistent weekly basis to meet the various needs of our palliative and bereavement clients. Volunteers visit clients in their homes, long term care facilities and the hospital.

Volunteer Board members set policy, work on committees and provide direction for the organization.

Office volunteers provide valuable support for staff and volunteers by answering the phone, compiling mailings, filing, sorting, calling, delivering, picking up, copying and so much more.

Fundraising volunteers do an outstanding job of raising the financial resources to fulfill our mission by planning, organizing and managing our special fundraising events such as the very successful Gala, a Night Down Under, Taste of Stouffville, Hike for Hospice and the Walk to Remember. Our event volunteers pick up, lug, set up, carry, organize the silent auction, arrange, haul, take down, move, put away and take back.

All our volunteers enhance their skills though structured learning opportunities and experience, and this allows them to make a difference for hospice families, their own families and in the community. We build community capacity!

Evergreen Hospice recognizes the very significant contributions of individual volunteers in a variety of ways. At our Annual General Meeting, it has become a tradition to acknowledge volunteers who have been with Evergreen for 5, 10, 15, 20 and 25 years. Receiving 10 year certificates are Gerrie Storr, Stephanie De Bruijn, June Ferguson, Owen Pearce and Susan Lynge. The following have been Evergreen volunteers for 5 years: Marie Krikorian, Mary Tam, and Lynn Dawson-Parker.

It is an honour to say thank you to all our volunteers for your enthusiasm and dedication to the particular roles you play. It is a privilege to work with you. Your commitment, hard work and the joy you bring make a difference! You are inspiring!

Virginia Bidwell
Coordinator of Volunteers

Fundraising Report

This past year has been a banner year of successful fundraising. Our efforts to develop connections with community leaders and businesses have paid off with tremendous dividends in sponsorship for our events. We knew we would have less income from donations due to the wrapping up of a multi-year major gift pledge, but we planned to make up most of it with increases in other areas, and it appears we came very close to this goal.

In Thornhill this past year, we hoped to widen our audience in the area with Hike for Hospice; Evergreen Blooms, an event offering a gardening focus in addition to our traditional walk. We hoped to draw in the community with a talk offered by television celebrity, Frankie Flowers, and we offered seed sales, memorial planting and a dove release as well. The addition of participation by the local Thornhill Horticultural Society was a welcome connection we made. After the event they offered to help us tend the Charlton House gardens, which we were delighted with. All was ready and community promotions focussing on the gardening aspect were sent out, however the weather didn't cooperate (snow, rain, hail...) and attendance was low. It is a testament to our supporters, though, that the funds raised from this event were as usual, since the attendance of walkers who gather support from their networks is what makes this event work for fundraising.

Last summer, we held our second "Taste of Stouffville" event and managed to finally get the weather to cooperate. This is an event that hosts the local community offering foods and drinks from local breweries and restaurants in Memorial Park, Stouffville. Games and a petting zoo attracted families with kids, and musical entertainment was offered on stage. The weather turned out splendidly and allowed more people to attend than ever before. Our efforts were rewarded with a doubling of our previous financial results and attendance. The enthusiastic committee volunteers felt that they had taken a big step forward in their efforts to make this a welcomed annual event for the local population. We will continue to focus on growing our audience and our revenues in 2017.

In the fall we held our annual Walk to Remember, generously hosted by Amica at Unionville. On a beautiful fall day, we released doves and a group walked around in the nearby trails through Unionville. As usual, this event was both a great memorial activity and a great fundraiser.

In 2017, our gala organizing committee presented another exciting event with "A Night Down Under." It was a big challenge to top our previous year's success, but the committee ended up doing a splendid job, really outdoing themselves both in terms of the experience of attendees and profits. We offered attendees a trip around the continent, with appetizers and wines from Australia, a Didgeridoo player, a crazy hat contest just like at the Melbourne Cup, horse race themed gaming, and much more. The results of this event were the best we've ever seen in the last ten years. The income from this event has grown steadily, but this year it took a sharp turn upward. Our biggest challenge will be outdoing ourselves once more in 2018!

Over the years, we have continually worked to broaden Evergreen's funding sources through a variety of initiatives. In addition to several different events offered in various communities, we fundraise through direct mail donations, foundation applications, and grants for special projects from various levels of government, and we continue to look for additional, different methods of increasing our revenue to support the growing demand for our services.

Many thanks go to all of the individuals, businesses, organizations, corporations and foundations that have reached into their pockets to ensure that Evergreen will be able to continue to support people in need. Many thanks to all of our wonderful volunteers who have dedicated their time, energy and creativity to make our fundraising efforts a success. We wouldn't exist without you!

Rebecca Simkin, Fund Development Coordinator

A GALA EVENING CELEBRATING ALL THINGS AUSTRALIAN!





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Two Community Events for the Whole Family!

- Walk to honour the memory of someone who was special to you.
- @ Get your garden started right this year with fresh mulch, plants, seeds and advice.
- Support Evergreen's services for people living with a life-threatening illness or the death of a loved one.
- @ Pick up FREE mulch for your garden* (bring your own bags)

Rein or Stiget

- Purchase annuals and seeds*
- ⊕ Activities for kids*

Gardening Talk with Frankie Flowers at 2:00 p.m.

Silent auction & door prizes

*While supplies last!

more information contact: 416 499-2185 or visit www.evgcares.org Charitable Organization No. 12802 6143 RR0001









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Enterprise

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Telus Charitable Giving Program

Thornhill District Lions Club

Unionville Curling Club

United Way of Peel Region

York University Hospice Helpers

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