

**Mark Preece Family House
Annual Report
2016**

We celebrated our fifth anniversary in 2016!

Guests and Guest Services:

- We served 852 new families and had a total of 7,141 nights occupied in 2016. Our average occupancy rate was 81 per cent for the year.
- We held a focus group with hospital staff which was very useful in terms of input provided and we established liaison people at the hospitals.
- We set up a protocol for referrals of families in forensic cases from HGH. This is where family members come, sometimes from a distance, to identify the deceased.
- We developed a partnership with the Cancer Assistance Program whereby they will provide rides for patients and families staying at the House.
- We have added a wake-up service for our guests through our answering service.
- Along with serving more families, our numbers of charitable nights have increased. These nights are funded by a generous grant from Arcelor Mittal Dofasco.

House Operations:

- Carpet on the main floor was replaced in 2016.
- A chair rail was installed in the stair wells to make painting touch-ups easier.

Sustainability:

- A new campaign to mail to new families has been very successful.

Awareness:

- We have begun to capture marketing 'touches' with hospitals and community groups.
- We continued to receive excellent media coverage throughout the year.

Human Resources:

Staff:

- A re-organization of staff roles was conducted which has proven to be very positive.
- Four staff and 10 volunteers celebrated five years of service to the House.
- We had an excellent training session for staff on Dealing with Difficult Conversations.
- All staff have participated in mandatory training.

Volunteers:

- In celebration of our fifth anniversary, we had a special Volunteer Recognition Social with an inspirational speaker.
- We won the Trillium Award again in 2016.

- Speaking engagements to the Rockton Lions Club and the Rotary Club of Ancaster AM have resulted in the clubs preparing Thyme4Dinner on a regular basis. The Lions club also makes generous cash donations.
- We had fantastic response to notices in the Spectator about available volunteer opportunities and five new volunteers joined.

Other:

- The Policy Committee finalized the creation of all mandatory policies for the House.