Consolidated financial statements of

# **Kids Help Phone**

December 31, 2015

# Kids Help Phone December 31, 2015

### Table of contents

| Independent Auditor's Report                       | 1-2 |
|--|-----|
| Consolidated statement of financial position       | 3   |
| Consolidated statement of revenue and expenses     | 4   |
| Consolidated statement of changes in fund balances | 5   |
| Consolidated statement of cash flows               | 6   |
| Notes to the consolidated financial statements7-   | -14 |
| Schedule A - Consolidated schedule of expenses     | .15 |



Deloitte LLP 5140 Yonge Street Suite 1700 Toronto ON M2N 6L7 Canada

Tel: 416-601-6150 Fax: 416-601-6151 www.deloitte.ca

### **Independent Auditor's Report**

To the Members of Kids Help Phone

We have audited the accompanying consolidated financial statements of Kids Help Phone, which comprise the consolidated statement of financial position as at December 31, 2015, and the consolidated statements of revenue and expenses, changes in fund balances and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

#### Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

#### **Auditor's Responsibility**

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

#### **Basis for Qualified Opinion**

In common with many not-for-profit organizations, Kids Help Phone derives the majority of its revenues from the general public in the form of revenue from donations, sponsorship, events and promotions, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of Kids Help Phone. Therefore, we were not able to determine whether any adjustments might be necessary to revenue from donations, sponsorships, events and promotions, (deficiency) excess of revenues over expenses, and cash flows from operations for the years ended December 31, 2015 and December 31, 2014, current assets as at December 31, 2015 and December 31, 2014 and fund balances as at December 31 and January 1 for both the 2015 and 2014 years. Our audit opinion on the consolidated financial statements for the year ended December 31, 2014 was modified accordingly, because of the possible effects of this scope limitation.

### **Qualified Opinion**

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the consolidated financial statements present fairly, in all material respects, the financial position of Kids Help Phone as at December 31, 2015, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Chartered Professional Accountants Licensed Public Accountants

Deloitte LLP

May 6, 2016

**Kids Help Phone**Consolidated statement of financial position as at December 31, 2015

|  | 2015      | 2014      |
|--|-----------|-----------|
|  | \$        | \$        |
| Assets   |           |           |
| Current assets                                     |           |           |
| Cash   | 1,096,389 | 1,942,434 |
| Short-term investments (Note 4a)                   | 3,309,059 | 4,097,662 |
| Accounts receivable                                | 324,688   | 234,206   |
| Prepaid expenses and other                         | 108,827   | 180,346   |
|  | 4,838,963 | 6,454,648 |
| Restricted cash and investments (Note 4b)          |           |           |
| Kyra Field Memorial Fund                           | 46,625    | 46,263    |
| Reserve Fund                                       | 2,745,543 | 2,707,306 |
| - Nobel Vo T dilid                                 | 2,792,168 | 2,753,569 |
|  |           |           |
| Capital assets (Note 5)                            | 626,910   | 407,252   |
|  | 8,258,041 | 9,615,469 |
| Liabilities  |           |           |
| Current liabilities                                |           |           |
| Accounts payable and accrued liabilities (Note 16) | 1,456,838 | 942,092   |
| Deferred revenue (Note 6)                          | 1,445,571 | 2,578,669 |
| Obligation under capital leases - current (Note 7) | 45,994    | 55,754    |
|  | 2,948,403 | 3,576,515 |
| Deferred capital contributions (Note 8)            | 23,461    | 33,824    |
| Obligation under capital leases (Note 7)           | 36,154    | 82,526    |
|  | 3,008,018 | 3,692,865 |
| Fund balances (Note 3)                             |           |           |
| Operating Fund                                     |           |           |
| General  | 2,082,091 | 3,041,187 |
| Invested in capital assets                         | 521,301   | 235,148   |
| Reserve Fund                                       | 2,600,006 | 2,600,006 |
| Externally Restricted Funds                        | 46,625    | 46,263    |
| Externally restricted Fullus                       | 5,250,023 | 5,922,604 |
|  | 8,258,041 | 9,615,469 |

| On behalf of the Board |                      |
|------------------------|----------------------|
| . C. h . we            | _ Chair of the Board |
| Carolyn McGill         |                      |
| A.                     |                      |
|                        | Treasurer            |

Dwayne Vinck

Kids Help Phone
Consolidated statement of revenue and expenses year ended December 31, 2015

|   |            |            | 2015       |            |            | 2014       |
|---|------------|------------|------------|------------|------------|------------|
|   |            |            |            | Operating  |            |            |
|   | Operating  | Restricted |            | Fund       | Restricted | Total      |
|   | Fund       | Funds      | Total      | (Note 18)  | Funds      | (Note 18)  |
|   | \$         | \$         | \$         | \$         | \$         | \$         |
| Revenue   |            |            |            |            |            |            |
| Events  | 5,832,937  | -          | 5,832,937  | 5,809,628  | -          | 5,809,628  |
| General donations and grants                    | 6,262,908  | 54         | 6,262,962  | 5,194,610  | 273        | 5,194,883  |
| Government grants                               |            |            |            |            |            |            |
| Kids Help Phone programs                        | 1,390,969  | -          | 1,390,969  | 1,558,916  | _          | 1,558,916  |
| Good2Talk program                               | 2,962,251  | -          | 2,962,251  | 2,950,369  | -          | 2,950,369  |
| Corporate promotions                            | 238,151    | -          | 238,151    | 336,084    | _          | 336,084    |
| Program sponsorship                             | 122,450    | -          | 122,450    | 39,028     | -          | 39,028     |
| Investment income                               | 91,827     | 308        | 92,135     | 61,056     | 506        | 61,562     |
| Other   | 36,272     | -          | 36,272     | 50,163     | -          | 50,163     |
|   | 16,937,765 | 362        | 16,938,127 | 15,999,854 | 779        | 16,000,633 |
| Expenses  |            |            |            |            |            |            |
| Service delivery costs - Kids Help Phone        |            |            |            |            |            |            |
| Kids Help Phone (Schedule A)                    | 8,754,737  | -          | 8,754,737  | 7,112,104  | _          | 7,112,104  |
| Volunteer engagement (Schedule A)               | 17,245     | -          | 17,245     | 22,177     | -          | 22,177     |
| Service delivery costs - Good2Talk (Schedule A) | 2,962,251  | -          | 2,962,251  | 2,951,418  | -          | 2,951,418  |
| Direct fundraising (Schedule A)                 | 3,447,512  | -          | 3,447,512  | 3,576,582  | -          | 3,576,582  |
| General and administrative (Schedule A)         | 1,479,816  | -          | 1,479,816  | 1,716,174  | 58         | 1,716,232  |
| Donor development (Schedule A)                  | 780,864    | -          | 780,864    | 236,321    | -          | 236,321    |
| Amortization of capital assets                  | 168,055    | -          | 168,055    | 133,932    | -          | 133,932    |
| Interest on obligation under capital leases     | 228        | -          | 228        | 1,706      |            | 1,706      |
|   | 17,610,708 | -          | 17,610,708 | 15,750,414 | 58         | 15,750,472 |
| (Deficiency) excess of revenue over expenses    | (672,943)  | 362        | (672,581)  | 249,440    | 721        | 250,161    |

Consolidated statement of changes in fund balances year ended December 31, 2015

|  |           |             |           |            | 2015      | 2014      |
|--|-----------|-------------|-----------|------------|-----------|-----------|
|  |           |             |           | Externally |           |           |
|  |           |             |           | Restricted |           |           |
|  | Opera     | ating Funds |           | Fund       |           |           |
|  |           | Capital     |           | Kyra Field |           |           |
|  | General   | assets      | Reserve   | Memorial   | Total     | Total     |
|  | \$        | \$          | \$        | \$         | \$        | \$        |
| Accumulated excess of revenue over           |           |             |           |            |           |           |
| expenses, beginning of year                  | 3,041,187 | 235,148     | 2,600,006 | 46,263     | 5,922,604 | 5,672,443 |
| (Deficiency) excess of revenue over expenses | (508,520) | (164,423)   | -         | 362        | (672,581) | 250,161   |
| Purchases of capital assets                  | (394,444) | 394,444     | -         | -          | -         | -         |
| Capital lease obligations                    | (56,132)  | 56,132      | -         | -          | -         | -         |
| Fund balances, end of year                   | 2,082,091 | 521,301     | 2,600,006 | 46,625     | 5,250,023 | 5,922,604 |

**Kids Help Phone**Consolidated statement of cash flows year ended December 31, 2015

|  | 2015            | 2014      |
|--|-----------------|-----------|
|  | \$              | \$        |
| Operating activities                           |                 |           |
| (Deficiency) excess of revenues over expenses  | (672,581)       | 250,161   |
| Items not affecting cash                       | (012,001)       | 200,101   |
| Amortization of capital assets                 | 168,055         | 133,932   |
| Loss on disposal of capital assets             | 6,731           | 1,324     |
| Amortization of deferred capital contributions | (10,363)        | (12,692)  |
| Unrealized gain on investments                 | (605)           | (11,475)  |
|  | (508,763)       | 361,250   |
| Changes in non-cash working capital items      |                 |           |
| Accounts receivable                            | (90,482)        | (52,578)  |
| Prepaid expenses and other                     | 71,519          | 80,056    |
| Accounts payable and accrued liabilities       | 514,746         | 125,296   |
| Deferred revenue                               | (1,133,098)     | (596,557) |
|  | (1,146,078)     | (82,533)  |
|  |                 |           |
| Investing activities                           | <b>T</b> 00.000 | 000 000   |
| Decrease in short-term investments             | 788,603         | 936,388   |
| Purchases of capital assets                    | (394,444)       | (22,280)  |
| Increase in restricted cash and investments    | (37,994)        | (110,605) |
|  | 356,165         | 803,503   |
| Financing activity                             |                 |           |
| Payment under capital lease obligations        | (56,132)        | (29,030)  |
| Net (decrease) increase in cash                | (846,045)       | 691,940   |
| Cash, beginning of year                        | 1,942,434       | 1,250,494 |
| Cash, end of year                              | 1,096,389       | 1,942,434 |
|  |                 |           |
| Supplemental cash flows information            |                 |           |
| Cash interest paid                             | 758             | 2,460     |
| Non-cash transaction                           |                 |           |
| Assets financed under capital lease            | -               | 130,156   |

# Notes to the consolidated financial statements December 31, 2015

#### 1. Description of the organization

The Organization is comprised of Kids Help Phone ("KHP") and Kids Help Foundation ("KHF"). All of the directors of Kids Help Foundation are also directors of Kids Help Phone. Kids Help Phone was incorporated under the Canada Corporations Act and continued under the Canadian Not-for-Profit Corporations Act on October 1, 2013. Kids Help Foundation was incorporated under the Canada Corporations Act and continued under the Canadian Not-for-Profit Corporations Act on December 9, 2013.

The mandate of Kids Help Phone is to provide anonymous and confidential professional counseling, referrals and information in English and French, through technologically-based communications media for children and youth in Canada.

The mandate of Kids Help Foundation, a registered charitable organization, is to improve the health and welfare of children and their families in Canada.

Kids Help Phone and Kids Help Foundation are classified as registered charities under the Income Tax Act and, as such, are not subject to income tax provided certain disbursement requirements are met.

#### 2. Significant accounting policies

#### Financial statement presentation

These financial statements are presented on a consolidated basis and include the accounts of Kids Help Phone and Kids Help Foundation. These financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations published by Chartered Professional Accountants of Canada ("CPA Canada"), using the restricted fund method of reporting restricted contributions.

#### Revenue recognition

Corporate and sponsorship revenue is recorded in the year to which it relates if collection is reasonably assured. Donations revenue is recorded when received. Revenue relating to special events or programs which have not yet occurred is recorded as deferred revenue and recognized as revenue in the year the events occur or program expenses are incurred. Government grants are recognized as revenue in the period to which the revenue relates and as the related expenses are incurred. Investment income is recorded when earned.

#### Contributed goods and services

Donors contribute gifts in kind for use in special fundraising events, which are recognized at their fair market value when such value can be reasonably estimated. Donated property and equipment are recorded at fair value when fair value can be reasonably estimated. Donated materials and services are recorded at fair value when fair value can be reasonably estimated and when the materials and services are normally purchased by the Organization and would be paid for if not donated. Receipted gifts-in-kind are recognized as revenue and expenses when received.

#### Deferred capital contributions

Funds received related to capital assets are recorded as deferred capital grants and amortized at the same rate as the related capital asset.

### Notes to the consolidated financial statements December 31, 2015

#### 2. Significant accounting policies (continued)

#### Financial instruments

۸ م م م ۱ / ان م ام ا

Under Section 3856 of the CPA Canada Handbook, all financial instruments included on the consolidated statement of financial position are measured either at fair value or amortized cost based on the characteristics of the instrument and the Organization's accounting policy choices. All financial instruments reported on the consolidated statement of financial position are classified as follows:

| Asset/liability                          | Category       |
|--|----------------|
|  |                |
| Cash                                     | Fair value     |
| Short-term investments                   | Fair value     |
| Accounts receivable                      | Amortized cost |
| Restricted cash and investments          | Fair value     |
| Accounts payable and accrued liabilities | Amortized cost |

Financial assets and financial liabilities are initially recognized at fair value when the Organization becomes a party to the contractual provisions of the financial instrument. Subsequently, all financial instruments are measured at amortized cost, with the exception of cash, short-term and restricted investments which are measured at fair value. Changes in fair value are recorded in the consolidated statement of revenue and expenses.

Financial assets measured at amortized cost are assessed at each reporting date for indications of impairment. If such impairment exists, the asset is written down and the resulting impairment loss is recognized in the consolidated statement of revenue and expenses.

Transaction costs are expensed as they are incurred.

#### Pledges

Pledges received are recorded as revenue in the consolidated financial statements if the amounts can be reasonably estimated and collection is reasonably assured.

#### Capital assets

Office furniture and equipment and computers are capitalized on acquisition and are amortized on the straight-line basis over their average useful lives, which has been estimated at three years for computers and ten years for office furniture and equipment. Assets held under capital lease are amortized over the lease term. Leasehold improvements are amortized over the remaining lease term.

#### Use of estimates

The preparation of financial statements in accordance with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions. These estimates and assumptions affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates. Amounts requiring estimates and assumptions include investments, certain accrued liabilities, deferred capital contributions, deferred revenue and amortization of capital assets.

#### Allocation of expenses

KHP allocates the cost of salaries and benefits and rental expenses based on the percentage of time assigned to each program.

### Notes to the consolidated financial statements December 31, 2015

#### 3. Funds

#### Operating Fund

The general portion of the Kids Help Phone Operating Fund (the "Operating Fund") records the day-to-day operations of the Organization.

The capital assets portion of the Operating Fund records the cost of capital assets acquired less accumulated amortization, the unamortized portion of deferred capital contributions and the outstanding obligations on capital leases.

#### Reserve Fund

The Reserve Fund represents funds restricted by the Board of Directors to offset potential operating shortfalls of the Organization. The interest earned on this fund is recorded in the general portion of the Operating Fund.

#### Externally Restricted Funds

The Kyra Field Memorial Fund records donations made in memory of Kyra Field, and related interest income. The fund is to be used for the development and training of professional counsellors.

#### 4. Investments

a) Short-term investments are comprised of the following:

|                                    |           |          | 2015       |
|------------------------------------|-----------|----------|------------|
|                                    | Fair      | Interest | _          |
|                                    | value     | rate     | Due date   |
|                                    | \$        | %        |            |
| Guaranteed Investment Certificates | 2,557,833 | 0.85     | Redeemable |
| Guaranteed Investment Certificates | 751,226   | 0.70     | Redeemable |
|                                    | 3,309,059 |          |            |
|                                    |           |          | _          |
|                                    |           |          | 2014       |
|                                    | Fair      | Interest | _          |
|                                    | value     | rate     | Due date   |
|                                    | \$        | %        |            |
|                                    | 540.004   | 4.00     | 5          |
| Guaranteed Investment Certificates | 516,034   | 1.30     | Redeemable |
| Guaranteed Investment Certificates | 3,031,628 | 1.25     | Redeemable |
| Guaranteed Investment Certificates | 550,000   | 1.00     | Redeemable |
|                                    | 4,097,662 |          |            |

Notes to the consolidated financial statements December 31, 2015

### 4. Investments (continued)

b) Restricted cash and investments are comprised of the following:

|                                  |           |          | 2015      |
|----------------------------------|-----------|----------|-----------|
|                                  | Fair      | Interest |           |
|                                  | value     | rate     | Due date  |
|                                  | \$        | %        |           |
| Kyra Field Memorial Fund         |           |          |           |
| Cash                             | 46,625    | n.a.     | n.a       |
|                                  |           |          |           |
| Reserve Fund                     |           |          |           |
| Cash                             | 516,132   | n.a.     | n.a       |
| BMO High Interest Savings        | 479,201   | n.a.     | call      |
| BMO Step Up deposits 2024        | 99,460    | 2.35%    | 12-May-16 |
| Manulife CDA                     | 204,507   | 2.40%    | 22-Jan-20 |
| CPN Bell Canada Cars & Pars      | 199,238   | n.a.     | 2-Apr-16  |
| Ontario Savings Bond series 2012 | 319,800   | 2.00%    | 21-Jun-17 |
| Ontario Savings Bond series 2013 | 416,560   | 1.75%    | 21-Jun-18 |
| Ontario Savings Bond series 2014 | 510,645   | 1.50%    | 21-Jun-19 |
|                                  | 2,745,543 |          |           |
|                                  | 2,792,168 |          |           |
|                                  |           |          | 2014      |
|                                  | Fair      | Interest | 2014      |
|                                  | value     | rate     | Due date  |
|                                  | \$        | %        |           |
| Kyra Field Memorial Fund         |           |          |           |
| Cash                             | 46,263    | n.a.     | n.a.      |
|                                  |           |          |           |
| Reserve Fund                     |           |          |           |
| Cash                             | 608,369   | n.a.     | n.a.      |
| BMO High Interest Savings        | 173,356   | n.a.     | Call      |
| AGF Trust Co GIC                 | 11,684    | 3.26%    | 24-Feb-15 |
| CPN Sun Life Financial           | 99,707    | n.a.     | 2-Mar-15  |
| CPN Transalta Utlts Corp         | 79,367    | n.a.     | 18-May-15 |
| BMO Step Up deposits 2019        | 198,600   | 1.85%    | 17-Jul-15 |
| BMO Step Up deposits 2024        | 99,468    | 2.25%    | 12-Nov-24 |
| Manulife CDA                     | 19,186    | 2.95%    | 19-Nov-15 |
| CPN Bell Canada Cars & Pars      | 195,015   | n.a.     | 2-Apr-16  |
| Ontario Savings Bond series 2012 | 311,325   | 1.75%    | 21-Jun-17 |
| Ontario Savings Bond series 2013 | 407,908   | 1.50%    | 21-Jun-18 |
| Ontario Savings Bond series 2014 | 503,321   | 1.25%    | 21-Jun-19 |
|                                  | 2,707,306 |          |           |
|                                  | 2,753,569 |          |           |

Notes to the consolidated financial statements December 31, 2015

#### 5. Capital assets

|                                  |           |              | 2015     | 2014     |
|----------------------------------|-----------|--------------|----------|----------|
|                                  |           | Accumulated  | Net book | Net book |
|                                  | Cost      | amortization | value    | value    |
|                                  | \$        | \$           | \$       | \$       |
| Office furniture and equipment   | 397,119   | 144,469      | 252,650  | 144,347  |
| Computers                        | 553,691   | 356,115      | 197,576  | 32,518   |
| Leasehold improvements           | 779,815   | 685,442      | 94,373   | 108,392  |
| Assets held under capital leases | 175,889   | 93,578       | 82,311   | 121,995  |
|                                  | 1,906,514 | 1,279,604    | 626,910  | 407,252  |

#### 6. Deferred revenue

|   | 2015        | 2014        |
|---|-------------|-------------|
|   | \$          | \$          |
| Balance, beginning of year                                    | 2,578,669   | 3,175,226   |
| Donations and grants received for special events and programs | 5,742,858   | 5,513,917   |
| Recognized in revenue   | (6,875,956) | (6,110,474) |
| Balance, end of year  | 1,445,571   | 2,578,669   |

Deferred revenue is comprised of amounts relating to the following:

|              | 2015      | 2014      |
|--------------|-----------|-----------|
|              | \$        | \$        |
| Government   | 1,032,828 | 830,140   |
| Foundations  | 269,112   | 1,180,346 |
| Corporations | 44,231    | 465,000   |
| Individuals  | 16,630    | 16,670    |
| Events       | 82,770    | 86,513    |
|              | 1,445,571 | 2,578,669 |

#### 7. Obligation under capital leases

The future minimum lease payments required under the capital lease agreements are as follows:

|                              | 2015     | 2014     |
|------------------------------|----------|----------|
|                              | \$       | \$       |
| Total minimum lease payments | 82,196   | 139,086  |
| Amount representing interest | (48)     | (806)    |
|                              | 82,148   | 138,280  |
| Less: current portion        | (45,994) | (55,754) |
| Long-term portion            | 36,154   | 82,526   |

Interest expense related to these leases was \$758 (2014 - \$2,196).

Notes to the consolidated financial statements December 31, 2015

#### 7. Obligation under capital leases (continued)

Principal payments due to the expiry date are as follows:

|      | ·      |
|------|--------|
| 2016 | 45,994 |
| 2017 | 36,154 |
|      | 82,148 |

#### 8. Deferred capital contributions

|  | 2015     | 2014     |
|--|----------|----------|
|  | \$       | \$       |
| Balance, beginning of year                     | 33,824   | 46,516   |
| Amortization of deferred capital contributions | (10,363) | (12,692) |
| Balance, end of year                           | 23,461   | 33,824   |

#### 9. Contingencies and guarantees

In the normal course of business, the Organization enters into agreements that meet the definition of a guarantee. The Organization's primary guarantees are as follows:

- a) The Organization has provided indemnities under lease agreements for the use of various operating facilities. Under the terms of these agreements, the Organization agrees to indemnify the counterparties for various items including, but not limited to, all liabilities, loss, suits, and damages arising during the term of the agreement. The maximum amount of any potential future payment cannot be reasonably estimated.
- b) An indemnity has been provided to all directors and/or officers of the Organization for various items including, but not limited, all costs to settle suits or actions due to their involvement with the Organization, subject to certain restrictions. The Organization has purchased directors' and officers' liability insurance to mitigate the cost of any potential future suits or actions. The term of the indemnification is not explicitly defined, but is limited to the period over which the indemnified party served as a trustee, director or officer of the Organization. The maximum amount of any potential future payment cannot be reasonably estimated.
- c) In the normal course of business, the Organization has entered into agreements that include indemnities in favour of third parties, such as confidentiality agreements, engagement letters with advisors and consultants, outsourcing agreements, leasing contracts, information technology agreements and service agreements. These indemnification agreements may require the Organization to compensate counterparties for losses incurred by the counterparties as a result of breaches in representation and regulations or as a result of litigation claims or statutory sanctions that may be suffered by the counterparty as a consequence of the transaction. The terms of these indemnities are not explicitly defined and the maximum amount of any potential reimbursement cannot be reasonably estimated.

The nature of these indemnification agreements prevents the Organization from making a reasonable estimate of the maximum exposure due to the difficulties in assessing the amount of liability which stems from the unpredictability of future events and the unlimited coverage offered to counterparties. Historically, the Organization has not made any significant payments under such or similar indemnification agreements and therefore no amount has been accrued in the balance sheet with respect to these agreements.

\$

Notes to the consolidated financial statements December 31, 2015

#### 10. Lease commitments

The Organization is committed to the following annual lease payments for office space in the years ending December 31:

|        | \$        |
|--------|-----------|
| 2016   | 906,874   |
| 2017   | 898,546   |
| 2018   | 826,533   |
| 2019   | 812,765   |
| 2020   | 662,185   |
| Beyond | 116,291_  |
|        | 4,223,194 |

#### 11. Related party transactions

In the normal course of business, from time to time, the Organization enters into transactions with entities which are related to the Organization by virtue of their representation on the Board of Directors. Such transactions are for goods and services and can often be less than fair market value and are often donated. These goods and services are appropriately recorded in the financial statements at cost or at fair market value, if appropriate and determinable. The Organization has a policy which governs transactions with volunteers and staff and conflicts of interest. These transactions were in compliance with the policy. In 2015 the Organization paid/accrued the following services from related parties:

|  | 2015    | 2014    |
|--|---------|---------|
|  | \$      | \$      |
| Telecommunication services from Bell Canada        | 516,003 | 608,722 |
| Legal services from Osler, Hoskin & Harcourt LLP   | 108,402 | 9,802   |
| Banking services from BMO Bank of Montreal         | 3,625   | 4,783   |
| Courier services from Purolator Inc.               | 13,513  | 24,636  |
| Incentives from The Source (Bell) Electronics Inc. | 28,712  | 73,356  |

In addition, in 2015, the Organization also recognized \$181,000 (2014 - \$283,522) of contributed services in relation to legal services from Osler, Hoskin & Harcourt; \$95,000 (2014 - \$Nil) of contributed services in relation to telecommunication services from Bell Canada and \$77,428 (2014 - \$85,764) of contributed materials in relation to the donation of AirMiles from LoyaltyOne.

#### 12. Externally restricted funds

The Organization manages externally restricted funds of \$46,625 (2014 - \$46,263) with conditions stipulated in donor agreements concerning the use of the funds and related income. The Organization has complied with the requirements of these restricted funds.

#### 13. Credit facilities

The Organization has an operating line of credit to a maximum of \$100,000. This credit facility bears interest at Prime plus 1.25% and, as at December 31, 2015 and 2014, there was \$Nil in borrowings under this credit facility.

#### 14. Allocation of expenses

The amount of salaries, benefits and rent that has been allocated to the various programs is as shown on Schedule A - Consolidated schedule of expenses.

### Notes to the consolidated financial statements December 31, 2015

#### 15. Fair values and risk management

The fair value of cash, accounts receivable, accounts payable and accrued liabilities approximate their carrying values due to their short-term maturity.

Short-term investments are recorded at cost plus accrued income, which approximates fair value.

Restricted investments other than cash are recorded at fair value which is the market value as of December 31.

Interest rate risk

The Organization is exposed to interest rate risk on its investments. The Organization does not use any hedging instruments to manage this risk.

Credit rate risk

The Organization's credit risk is primarily attributable to its accounts receivables. The Organization manages this risk through proactive collection polices.

#### 16. Government remittances

Included in accounts payable and accrued liabilities is an amount of \$11,470 (2014 - \$42,372) representing amounts due to the government relating to payroll and commodity taxes.

#### 17. Interfund transfers

For the year ended December 31, 2015, the Board approved a transfer from the Operating Fund to Reserve Fund of \$Nil (2014 - \$100,000). In addition, there was an approved transfer of \$Nil (2014 - \$5,000) made from the Externally Restricted Funds to the Operating Fund to support the Live Chat initiative.

#### 18. Comparative figures

Certain of the prior year's comparative figures have been reclassified to conform to the current year presentation.

**Kids Help Phone**Schedule A - Consolidated schedules of expenses year ended December 31, 2015

|  | 2015  | 2014   |
|--|---|--|
|  |   | (Note 18)  |
|  | \$  | \$   |
|  |   |  |
| Kids Help Phone Service Delivery   |   |  |
| Salaries and employee benefits   | 6,333,176   | 5,233,103  |
| Kid's Website  | 366,593   | 211,361  |
| Telecommunications   | 290,862   | 477,792  |
| Youth marketing  | 755,972   | 443,943  |
| Rent   | 377,355   | 328,697  |
| General and office   | 347,801   | 236,749  |
| Insurance  | 21,163  | 21,010   |
| Professional fees  | 261,815   | 159,449  |
|  | 8,754,737   | 7,112,104  |
| Allocation of Kids Help Phone Service Delivery (by fund)   |   |  |
| Operating Fund   | 8,754,737   | 6,825,437  |
| Futures Campaign Fund  | 0,734,737   | 286,667  |
| Tutures Campaign Fund  | 8,754,737   | 7,112,104  |
|  | 0,104,101   | 7,112,104  |
| Kids Help Phone Volunteer Engagement   |   |  |
| General and office   | 10,629  | 7,545  |
| Training   | 4,356   | 12,329   |
| Travel   | 2,260   | 2,303  |
|  | 17,245  | 22,177   |
| Cood?Talk Samina Paliyany  |   |  |
| Good2Talk Service Delivery Salaries and employee benefits  | 2.067.440   | 2 022 604  |
| • •  | 2,067,119   | 2,022,601  |
| Marketing Partnership Service Agreement  | 144,224   | 359,885  |
| Partnership Service Agreement Office and general   | 386,060<br>128,354  | 255,241<br>130,389   |
| Rent   |   |  |
| Professional fees  | 165,758<br>8,153  | 108,637<br>7,514   |
| Telecommunications   | 62,583  | 67,151   |
| 1 Clecommunications  | 2,962,251   | 2,951,418  |
|  | 2,302,231   | 2,331,410  |
| Direct fundraising   |   |  |
| Salaries and employee benefits   | 1,329,591   | 1,516,818  |
| Events   | 1,133,859   | 1,140,419  |
| General and office   | 294,828   | 262,919  |
| Rent   | 144,211   | 127,509  |
| Fundraising campaigns  | 332,257   | 250,801  |
| Telecommunications   | 115,599   | 101,680  |
| Donor marketing  | 25,756  | 29,081   |
| Travel   | 40,279  | 84,863   |
| Professional fees  | 9,050   | 29,072   |
|  |   |  |
| Insurance  | 11,985  | 13,886   |
| Insurance Corporate promotions and sponsorship   | 10,097  | 19,534   |
|  |   | 19,534   |
| Corporate promotions and sponsorship   | 10,097  | 19,534   |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund)   | 10,097<br>3,447,512   | 19,534<br>3,576,582  |
| Corporate promotions and sponsorship   | 10,097  | 19,534<br>3,576,582  |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund)   | 10,097<br>3,447,512   | 19,534<br>3,576,582<br>3,576,582   |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund)  Operating Fund   | 10,097<br>3,447,512   | 19,534<br>3,576,582  |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative  | 10,097<br>3,447,512<br>3,447,512  | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463   |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits   | 10,097<br>3,447,512<br>3,447,512<br>937,931   | 19,534<br>3,576,582<br>3,576,582<br>1,222,357  |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office   | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631   | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530   |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges  | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052                                | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614                                |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office Rent Insurance  | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052<br>8,886                       | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614<br>8,070                       |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office Rent  | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052<br>8,886<br>6,912              | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614<br>8,070<br>6,318              |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office Rent Insurance  | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052<br>8,886                       | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614<br>8,070<br>6,318              |
| Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office Rent Insurance Telephone  | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052<br>8,886<br>6,912              | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614<br>8,070<br>6,318              |
| Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office Rent Insurance Telephone  | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052<br>8,886<br>6,912<br>1,479,816 | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614<br>8,070<br>6,318<br>1,716,232 |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office Rent Insurance Telephone  Donor development Salaries and employee benefits                      | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052<br>8,886<br>6,912<br>1,479,816 | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614<br>8,070<br>6,318<br>1,716,232 |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office Rent Insurance Telephone  Donor development Salaries and employee benefits Fundraising campaign | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052<br>8,886<br>6,912<br>1,479,816 | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614<br>8,070<br>6,318<br>1,716,232 |
| Corporate promotions and sponsorship  Allocation of direct fundraising (by fund) Operating Fund  General and administrative Salaries and employee benefits Professional fees Bank charges General and office Rent Insurance Telephone  Donor development Salaries and employee benefits                      | 10,097<br>3,447,512<br>3,447,512<br>937,931<br>212,658<br>36,746<br>149,631<br>127,052<br>8,886<br>6,912<br>1,479,816 | 19,534<br>3,576,582<br>3,576,582<br>1,222,357<br>251,463<br>31,880<br>78,530<br>117,614<br>8,070<br>6,318<br>1,716,232 |