

Annual Report 2024-2025

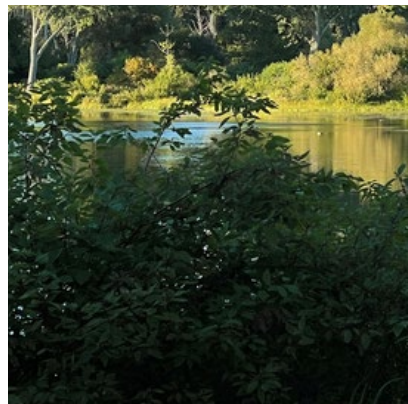
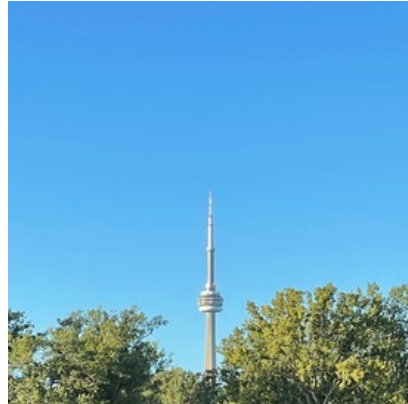
Advancing high-quality
hospice palliative care



Land Acknowledgement

Hospice Palliative Care Ontario gratefully acknowledges that our office in Toronto is located on land that is the Treaty Lands and Territory of the Mississaugas of the Credit, as well as the traditional territory of the Haudenosaunee, and Huron-Wendat peoples.

We acknowledge all First Nations, Inuit and Métis peoples from across Turtle Island who now reside throughout the greater Toronto area.



Message from the Chair of the Board and President & CEO

As we look back on the past year, we are deeply inspired by the unwavering commitment of our members, volunteers, and partners in advancing hospice palliative care across Ontario. The year was marked by renewed momentum, meaningful collaboration, and a shared vision for equitable, compassionate care.

This energy was echoed by our 2024 conference theme *Palliative Care, Everywhere*, where we welcomed over 800 delegates from Ontario, Canada, and the UK. The event underscored the importance of making palliative care accessible across all settings - homes, hospices, long-term care, and beyond. With 93% of attendees reporting that the conference met or exceeded expectations, it was a powerful affirmation of our collective efforts to drive change and innovation.

We continue to expand our educational programming to meet the needs of our members and stakeholders. Over 6,100 individuals enrolled in an HPCO course last year. This includes 2,689 hospice volunteers from 85 hospices. These numbers reflect the sector's growing dedication to education and capacity-building.

Looking ahead, the HPCO Board of Directors will commence a comprehensive review and renewal of our strategic plan to guide our work over the next three years. This process will be grounded in member feedback and focused on ensuring that our programs and services continue to meet the evolving needs of patients, caregivers, and communities across Ontario.

Together, we are building a future where every Ontarian has access to high-quality hospice palliative care.

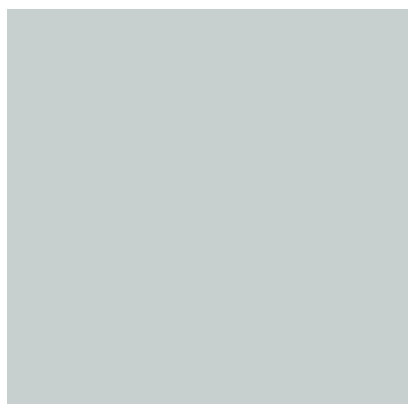
On behalf of the Board of Directors and the entire HPCO team, thank you for your dedication and partnership.

Jennifer

Jennifer Wilson
Chair of the Board

Rick

Rick Firth
President and CEO



What is Hospice Palliative Care?

Palliative care is an approach that improves the quality of life of patients (adults and children) and their families who are facing problems associated with life-threatening illness. It prevents and relieves suffering through the early identification, correct assessment and treatment of pain and other problems, whether physical, psychosocial or spiritual. The goal is to improve the quality of life for patients and their families as they face challenges associated with life-limiting illness. A “family” is whoever the person identifies as family, and may include relatives, partners and friends.

Hospice palliative care services are not only helpful when a person is approaching death, but also during the earlier stages of an illness. It may be combined with other treatments aimed at lessening or curing the illness, such as chemotherapy. Families also benefit from psychosocial supports when their loved one is dying, and bereavement supports after their death.

Hospice palliative care meets not only physical needs, but also psychological, social, cultural, emotional and spiritual needs of each person and family. Quality hospice palliative care neither hastens death nor prolongs life. The goal of hospice palliative care is to improve the quality of life for patients and their families.

Palliative care services are helpful not only when a person is approaching death but also during the earlier stages of an illness. Palliative care may be combined with other treatments aimed at reducing or curing the illness, such as chemotherapy. Families also benefit from support when their loved one is dying and after his or her death.





About HPCO

Hospice Palliative Care Ontario is a provincial association for hospices and palliative care providers, professionals and volunteers throughout Ontario. Our members are community non-profit organizations providing the finest standard of hospice palliative care.

Our History

Hospice Palliative Care Ontario (HPCO) was formed in April 2011 when the memberships of The Hospice Association of Ontario (founded in 1989) and the Ontario Palliative Care Association (founded in 1981) voted to unify.

Our Purpose: We strive for a future where every person in Ontario has access to quality hospice palliative care.

Our Vision: to be the unified voice of collaborative, quality hospice palliative care in Ontario.

Our Mission: to provide leadership on behalf of our members by informing policy and promoting awareness, education, knowledge transfer and best practices in the pursuit of quality hospice palliative care in Ontario.



**HPCO has been
accredited by
Imagine Canada since 2011**

What We Do

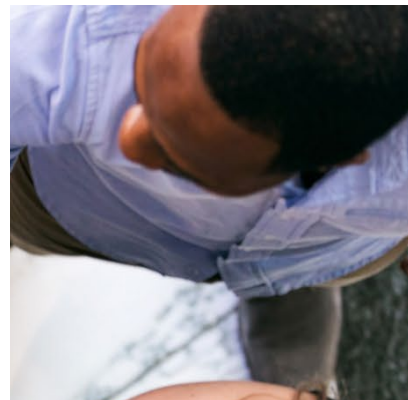
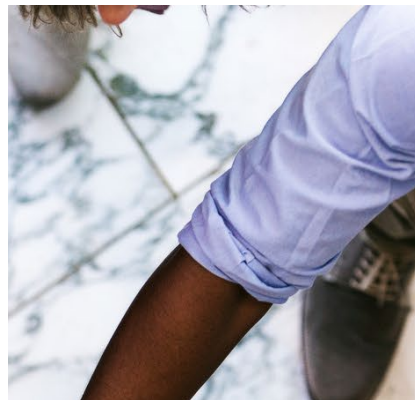
- Encourage, develop, support, and provide leadership and guidance in the field of hospice palliative care in Ontario.
- Promote the development and expansion of hospice palliative care services in Ontario.
- Develop Standards for hospice services and accredit hospices.
- Promote research in the field of hospice palliative care.
- Promote education pertaining to hospice palliative care services for health professionals, volunteers and the public.

Strategic Priorities 2024 to 2026



Patient & Caregiver Focus

We will improve access to hospice palliative care and advance integrated care that enables people to live well in their community until their last breath.



Member Focus

We will be proactive in public policy dialogue to improve access to hospice palliative care and ensure sustainability for organizations providing care; and we will help equip our members to engage in health system integration.



Internal Focus

We will restore and build HPCO's resiliency as a nimble organization and continue to proactively meet the sector's needs.



HPCO's Sponsors

Our corporate and foundation sponsors generously support HPCOs throughout the year. Their contributions support volunteer training, quality improvement initiatives, and strengthen HPCO as we work towards a future where every person in Ontario has access to quality hospice palliative care. We are also deeply grateful to the individual donors who contribute to our mission.



HPCO's Business Partners

Business partners support HPCO while providing members with access to products and services they need for the care they provide to the people of Ontario.



Thank You!

Advocacy Highlights

It had long been anticipated that there would be an early election, with best bets sending Ontarians to the polls in early Spring. But a mid winter vote paused the usual course of events at Queen's Park. Pre-budget consultations were also paused when the election Writ was dropped in January. The Budget did not come until after the fiscal year end leaving many sectors in a state of uncertainty. HPCO worked diligently with the Government to ensure funding levels and flows continued for hospices. HPCO is grateful to Government for its ongoing support, and to our outstanding hospice membership for supporting our advocacy work with information, collaboration, and local engagement.

The Honourable Sylvia Jones, Deputy Premier and Minister of Health, attended HPCO's Annual Conference in June of 2024, bringing with her the good news of the opening of an Expression of Interest for new hospice residence beds. The locations of 96 new beds was announced in late January 2025 and HPCO continues to support the rollout, advocating for ensure equitable and viable access throughout the Province.

The Elephant was back in the room at Queen's Park for HPCO's annual MPP Advocacy Day in the Fall. Meetings were held with key members from all parties including Deputy Premier Jones and Leader of the Official Opposition Marit Stiles, and the many MPPs and key staff that attended HPCO lunch reception. The main goals of the MPP Day were to emphasize the need to stabilize funding to support both at home visiting hospice services and hospice residents in their fundraising and service delivery in the face of growing cost pressures and inevitably increasing demand for care.

HPCO's Key Advocacy Messages to Government in 2024-2025:

- Improve funding for In-Home Visiting Hospice Services \$10M annually
- Support the mental health of families and caregiver burnout by funding grief and bereavement services. \$25M annually
- Convert the multi-year one-time hospice bed funding to annual base funding
- Meet the growing demand for hospice beds by invest in up to 500 beds



Hospices in Ontario

Hospices in Ontario provide compassionate, community-based care for individuals with life-limiting illness, focusing on symptom management, emotional & spiritual support, bereavement services, and caregiver respite. Delivered via home-visiting programs, hospice residences beds, or other programs such as day hospice, these services are coordinated by multidisciplinary teams. The 141 hospice programs in Ontario include:



91 Hospice Residences with **556** beds support over **9,000** patients annually

- **45%** of hospice residences are in rural communities
- **29** new hospice residences with **236** beds are in development



85 In-Home Hospice Services support over **36,000** people annually



Hospices in Ontario support over **45,000** bereaved individuals annually

Hospice Quality of Care

Among clients receiving care in a hospice residence....



were **satisfied** with the service



felt the service had a **positive impact**

Among clients receiving in-home hospice services....



were **satisfied** with the service



felt the service had a **positive impact**

Volunteers

Volunteers are vital to hospice palliative care and are the heart and soul of the hospice movement in Ontario. Volunteers cast the vision, raise the funds, support patients and families, enhance quality of life through companionship, respite, and non-clinical assistance and console the grieving. In 2024-2025 there were:



Over **15,000** direct service hospice volunteers

Over **10,000** indirect service volunteers (Boards, facilities, grounds, special events, fundraising, etc.)

Recognizing Outstanding Volunteers

The June Callwood Circle of Outstanding Volunteers was established in 1994 to acknowledge and thank outstanding hospice volunteers throughout Ontario. The award was named in honour of the late June Callwood, a long-time advocate of hospice, community activist, author, and recipient of the Order of Canada.

June was a recipient of this award in 1995, and Patron of the Circle until her death. Over 1,000 hospice volunteers have been inducted into the Circle of Outstanding Volunteers.

In June 2024 at HPCO's Annual Conference, 70 volunteers were inducted into The June Callwood Circle of Outstanding Volunteers.

"From the beginning of life to its end, love is the only emotion which matters."

-June Callwood





**ACCREDITED
PROGRAMS**

In-Home Hospice
Hospice Residence

Accreditation

HPCO publishes Standards for hospice care and accredits hospice programs on a three-year cycle to assure the delivery of consistent, high quality hospice palliative care. In 2024-2025, HPCO accredited Prince George Hospice Palliative Care Society, the first organization outside of Ontario to achieve HPCO accreditation.



New/Re Accreditations in 2024-2025

- Better Living Home and Community Support
- Doane House
- Margaret Bahen Hospices
- Bethell Hospice
- Bruce Peninsula Hospice
- Dundas County Hospice
- Evergreen Hospice
- Hope House Community Hospice
- Hospice Georgian Triangle
- Hospice Georgina
- Hospice Niagara
- Hospice Peterborough
- Hospice Vaughan
- Hospice West Parry Sound
- Kemp Care Network
- Prince George Hospice Palliative Care Society
- St. Joseph's – Hospice of London

17

Hospices more
accredited in
2024-25

46

Total # of
accredited
hospices

HPCO2024 Annual Conference

HPCO2024 was held June 9-11, 2024, at the Sheraton Parkway Toronto North Hotel and Convention Centre. Over 800 delegates from Ontario, Canada and the United Kingdom attended. The conference theme was Palliative Care Everywhere. Building on the 2023 conference theme of Now is the Time, Palliative Care Everywhere underscores the importance of a palliative approach to care being available in all settings where people die.

The conference started with a warm welcome from Ogimaa-kwe Claire Sault, the elected Chief of the Mississaugas of the Credit First Nation. The conference included three days of learning, 5 keynotes, 69 workshops, 39 oral presentations and 30 poster presentations.

Deputy Premier and Minister of Health, the Honourable Sylvia Jones, brought greetings from the Government of Ontario and thanked delegates for their meaningful work. Minister Jones announced funding for 96 new hospice beds.

The Awards Gala was a time to network, have fun, celebrate, and to present HPCO's awards of excellence. Award nominations are made by members of HPCO and are adjudicated by panels of peers.

The 2024 awards recipients were:

- Kensington Hospice received the Mount Pleasant Group Hospice Innovation Award
- Henry and Lina Iacobelli and the Iacobelli Family received the Outstanding Philanthropist Award
- Amanda MacLennan received the Award of Excellence in Paediatric Palliative Care
- Dr. Naheed Dosani received The Dr. S. Lawrence Librach Award for Palliative Medicine in the Community
- Dr. Graham Burke received the Dorothy Ley Award of Excellence

93%

Of delegates said
conference met or
exceeded attendees'
expectations

88%

Of delegates said the
education at the
conference will help
initiate change in
practice

HPCO2024 Annual Conference Sponsors










Presenting Sponsor



Care Champion Sponsors



Education

	Participants
 Palliative Care Education for PSWs (PACE for PSWs)	1,029
 Person-Centred Decision Making	332
 Palliative Talks: The Palliative Care Podcast	800
 Webinars	559
 Learning Hub: On-demand Education	706
 Caregiver Support Education	32,820
 Advance Care Planning Guides	12,788
 Advance Care Planning Other Resources	27,770
 Volunteer Training*	2,689

*HPCO provides comprehensive online training for hospice palliative care volunteers across Ontario. Since 2016, HPCO has trained more than 15,000 hospice volunteers.

Palliative Care Education Program- Ontario Health Toronto Region

This program, offered in the Ontario Health Toronto region, provides palliative care education courses to Long-Term Care Homes and Community Support Service organizations. These courses are designed to meet the palliative care educational needs of interdisciplinary staff and are offered in-person and virtually. In 2024-2025, 1,007 individuals completed courses.

HPCO gratefully acknowledges funding from Ontario Health for our Palliative Care Education Program in the Toronto region.



Palliative Care Education for Personal Support Workers

PACE for PSWs is a partnership between Life & Death Matters, Canadian Hospice Palliative Care Association and Hospice Palliative Care Ontario to provide PSWs the palliative care skills they need in long-term care, home care and hospice.


PACE for PSWs is an exciting and flexible 10-course online program designed to provide much-requested support and palliative care education for PSWs.

PSWs who complete all 10 courses receive a National Certificate in Palliative Care jointly issued by the Canadian Hospice Palliative Care Association, Hospice Palliative Care Ontario and Life & Death Matters.

Content is aligned with provincial and national palliative care competencies specified for personal support workers.

"Such a wonderful achievement for our PSWs, and they all really enjoyed the course. Everyone felt like they learned new things, and it really validated for them the importance of the role they play in providing comprehensive, compassionate end-of-life care."

- Manager of Nursing,
Long-term Care Home



PACE for PSWs
Palliative Care Education for Personal Support Workers

**An Online Palliative Care
Education Program**

**For Personal Support
Workers to Improve Skills
and Caregiving Abilities**

paceforpsws.ca

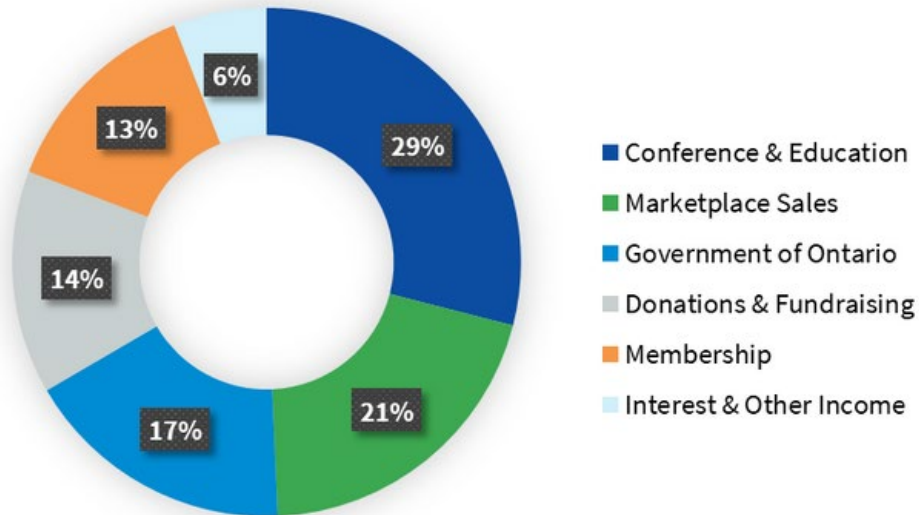


Canadian Hospice Palliative Care Association
Association canadienne de soins palliatifs

Stewarding Our Resources

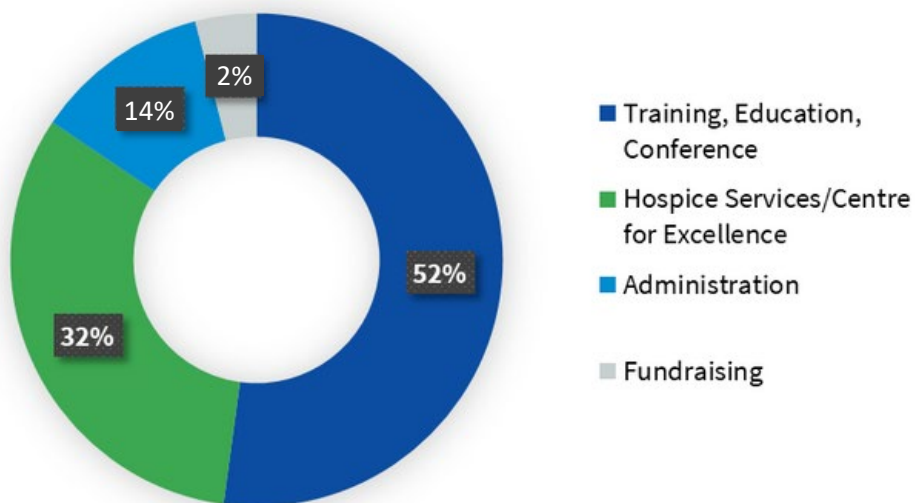
HPCO strives to be a good steward of funds received from grants, donations, member services, membership fees and the annual conference.

Sources of Funding



Total staff compensation across all programs in 2024-2025 was \$645,943. Total expenditure on management and administration was \$250,992, and expenditure on fundraising was \$87,218.

How our Dollars Were Spent



HPCO Audited Financial Statements are available at hpcoco.ca.

Charity Information Returns are available on the [Canada Revenue Agency website](https://www.cra.gc.ca/charity).

Board of Directors



Jennifer Wilson, Chair
Executive (Chair)
Nominating
Governance



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Vice-Chair, Secretary
Executive,
Nominating
Governance (Chair)



Rod Malcolm
Past-Chair
Executive
Nominating (Chair)



Paul Hazzard
Treasurer
Executive
Finance (Chair)



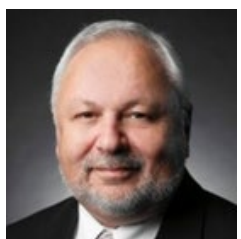
Carol Derbyshire
Director
Finance



Nazira Jaffer
Director
Audit & Risk



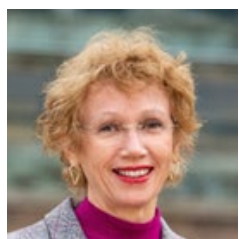
Nancy Lefebvre
Director
Governance



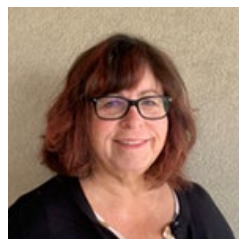
Len Lifchus
Director
Finance



Johanna Lim
Director
Audit & Risk (Chair)



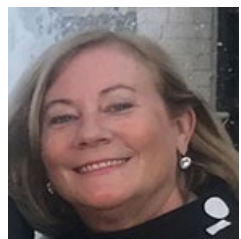
Janette Panhuis
Director
Audit & Risk



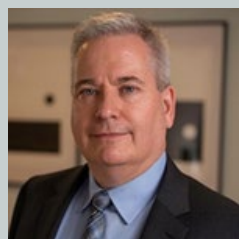
Angela Rea-Mahoney
Director
Finance



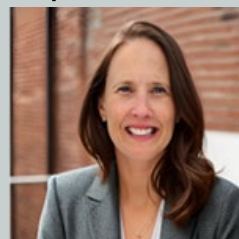
Maria Rugg
Director
Governance



Lisa Sullivan
Director
Governance

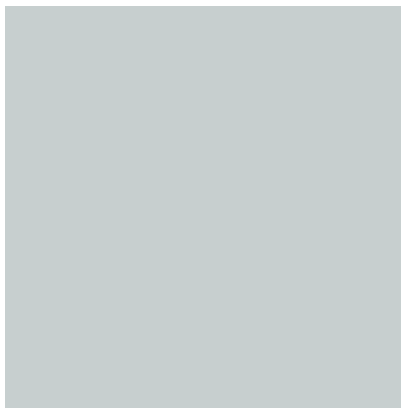


Rick Firth
President and
Chief Executive Officer



Christine Gordon
Director, Centre for
Excellence

Staff Leadership Team





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