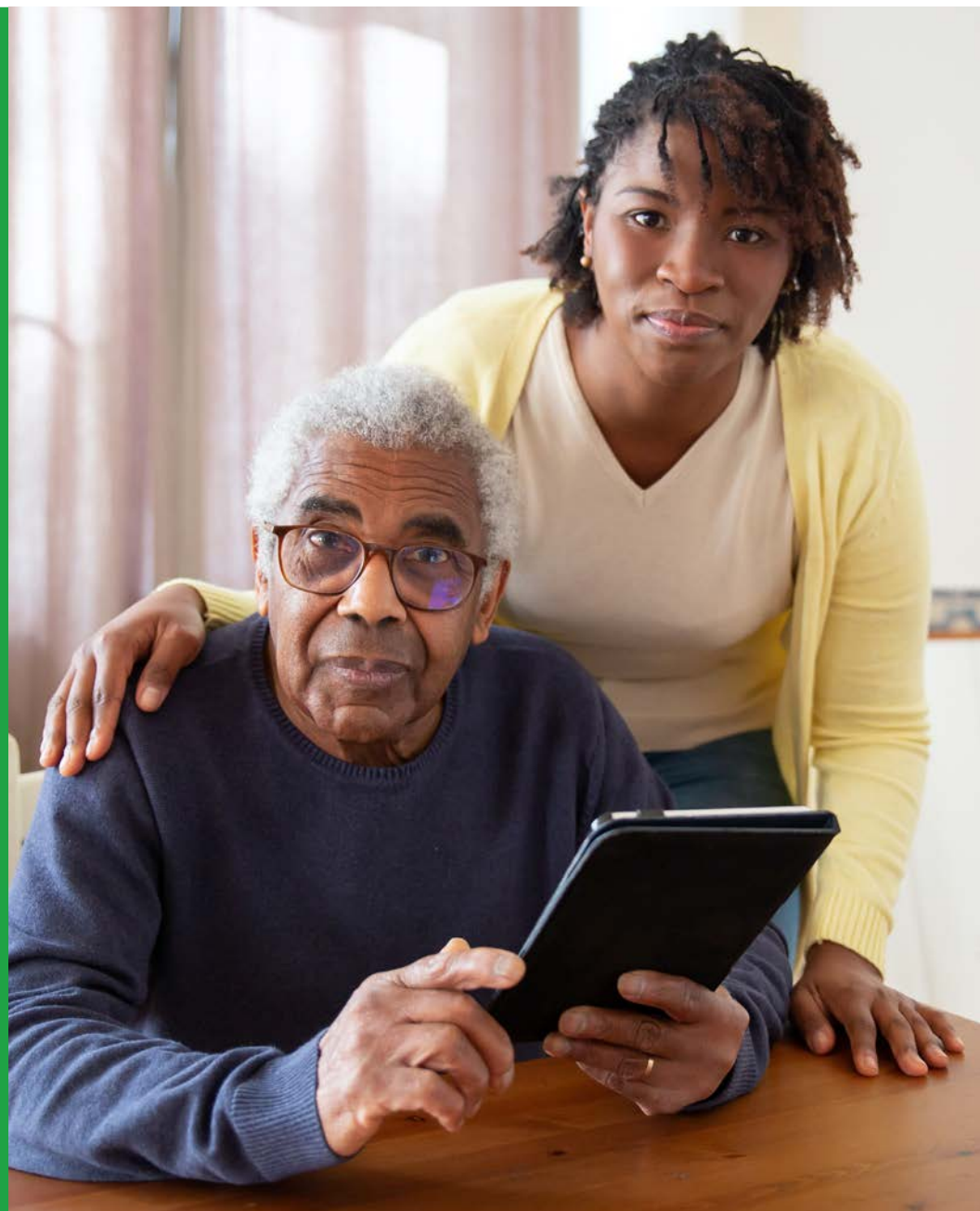


2021
2022



TABLE OF CONTENTS

About Hospice Palliative Care	3
Strategic Plan 2020-2023	4
Message from the Chair of the Board and President & CEO	5
COVID-19 Response	6
Equity, Diversity and Inclusion	7
Hospice Services	8
Knowledge Exchange	13
Partnerships	17
Quality Hospice Palliative Care Coalition of Ontario	18
Government Relations and Advocacy Report	19
Education and Outreach	20
Hospice Palliative Care Conference	25
Our Supporters	26
June Callwood Awards	27
Stewarding of Resources	28
Financial Statements	29
Our People	31



ABOUT HOSPICE PALLIATIVE CARE

Hospice palliative care is aimed at relieving suffering and improving the quality of life for people living with, or dying from, advanced illness or who are bereaved.

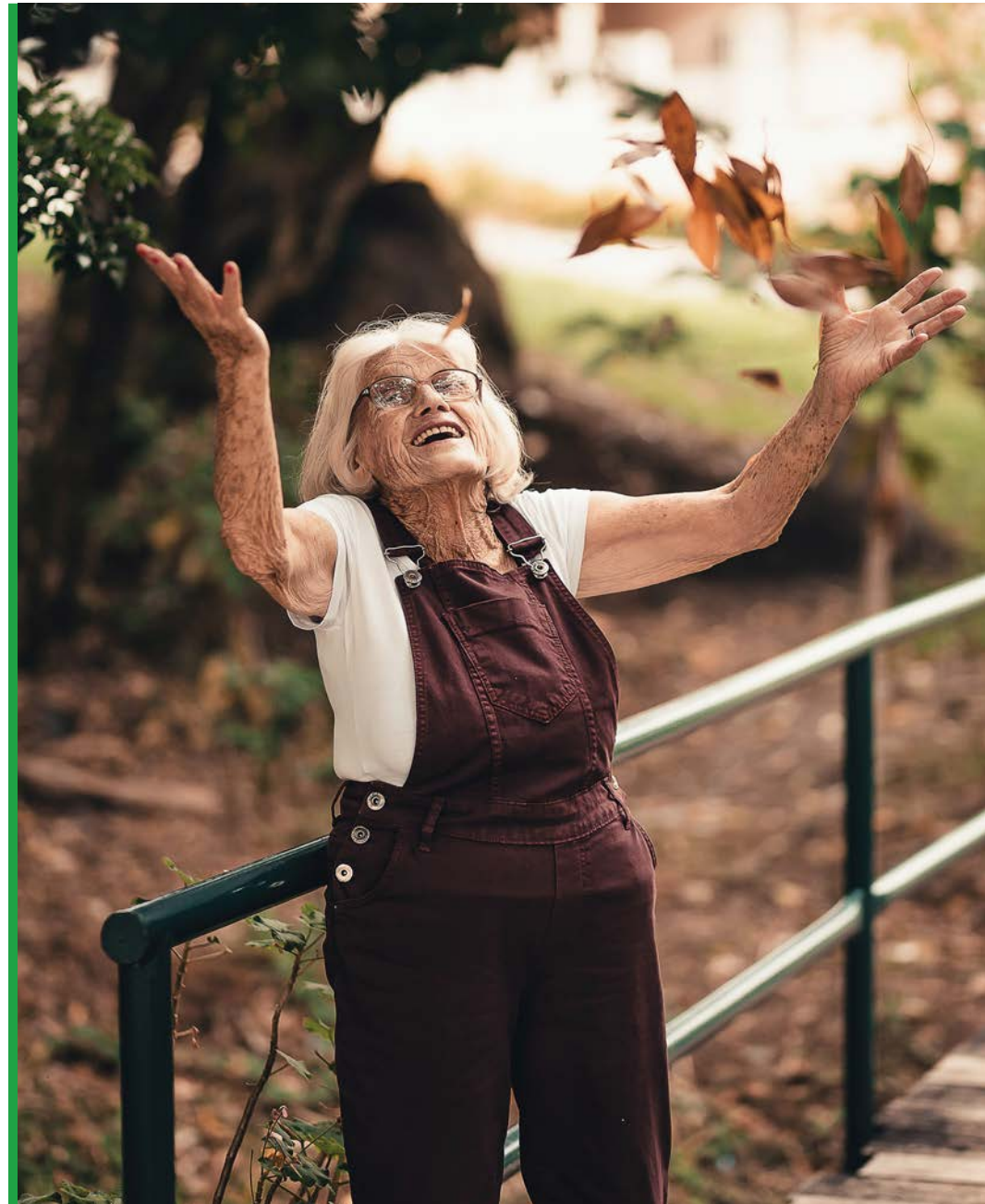
Hospice palliative care is a special kind of healthcare for individuals and families who are living with a life-limiting illness that is usually at an advanced stage. The goal of hospice palliative care is to provide comfort and dignity for the person living with the illness as well as the best quality of life for both this person and their family. A “family” is whoever the person says their family is. It may include relatives, partners, and friends.

An important objective of hospice palliative care is relief of pain and other symptoms. Hospice palliative care meets not only physical needs, but also psychological, social, cultural, emotional, and spiritual needs of each person and family. Hospice palliative care may be the main focus of care when a cure for the illness is no longer possible, and it aims to help people who are ill to live out their remaining time in comfort and dignity.

Quality hospice palliative care neither hastens death nor prolongs life. The goal is to improve the quality of life for patients and their families facing problems associated with life-threatening illness.

In this way, 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, and families also benefit from support when their loved one is dying and after their death.

Hospice Palliative Care
Ontario is Accredited by



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

Our Mission: *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*

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

Strategic Plan 2020-2023

For The People

We will improve access

HPCO will improve access to high quality hospice palliative care and build providers' capacity to deliver care



- We will strengthen patient and caregiver supports by providing resources, tools, and education relevant to their needs
- We will improve the capacity and competency of health service providers to embrace Person Centred Decision Making
- We will increase public awareness of the benefits hospice palliative care, the services it provides and how it helps patients and families

For Our Members

We will provide leadership

HPCO will be proactive in public policy, government relations and stakeholder relations that improve access to hospice palliative care



- We will increase engagement with individual members and enhance the value they perceive from their membership
- We will represent our members and contribute to dialogue on health care policy and the development, delivery, and evaluation of hospice palliative care services

For Our Organization

We will strengthen sustainability

HPCO will create social enterprise that sustains the charitable mission of the organization



- We will create a Centre of Excellence for Hospice Palliative Care in Ontario
- We will leverage our intellectual property and scale our online services to the benefit of hospice palliative care organizations across Ontario and Canada

MESSAGE FROM THE CHAIR OF THE BOARD AND PRESIDENT & CEO

DEAR VALUED MEMBER, COLLEAGUES, AND PARTNERS

Reflecting on the second year of living and coping with the COVID-19 pandemic, we know that there are many stresses in the healthcare system and that healthcare workers and volunteers are exhausted. We have heard this refrain for many months now. Through pandemic waves, shutdowns, and re-openings, hospice and palliative care workers and volunteers continued to show up and care for patients and for each other.

Many in healthcare are also grieving. The magnitude of grief and bereavement and the mental health impacts of the pandemic will be with us for many years. HPCO continues to connect members with supports needed for their own mental health. HPCO interest groups and communities of practice also connect members and healthcare workers to network, share challenges and solutions, and support each other.

As vaccinations and boosters continue and COVID-19 becomes endemic, we look to a future informed by the pandemic and hope we have learned its lessons. We must take better care of each other. We must plan and prepare for future pandemics in a way that ensures the people working in healthcare and emergency services are supported and well equipped.

Community-based hospice palliative care is what Ontarians want. They want to stay at home while receiving the care they need to ensure quality of life right up to last breaths. When they can't stay at home, they want the home-like setting of a hospice residence.

As we wrote in last year's report, the long-lasting effects and implications of the pandemic have yet to be fully measured – this remains true.

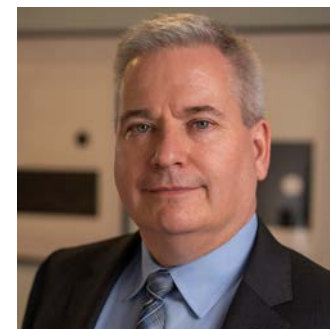
Through the pandemic, HPCO has and will continue to assess the needs and challenges of our members. HPCO will continue to be a strong advocate for community-based hospice palliative care and for a healthcare system that is resourced to care for patients, caregivers, and healthcare workers.

To the individuals working or volunteering in hospice palliative care in all care settings across Ontario, we say thank you for your commitment, your passion for caring, and your courage throughout the pandemic.

Sincerely,



Rod Malcolm
Chair of the Board



Rick Firth
President & Chief
Executive Officer

COVID-19 RESPONSE

Responding to a Pandemic

At the onset of the pandemic, HPCO quickly adapted to connect hospice leadership and provide tools and education to healthcare practitioners in all care settings. This was a daunting task for HPCO's small team but with the support of our members and health sector partners, HPCO was able to respond quickly and provide quality resources and supports.

Pandemic Supports and Response for Hospices

Throughout 2021 and into 2022, HPCO continued regular videoconference calls with hospice clinical leadership, executives, and program managers. The calls allowed members to share information and update each other on local response and needs.

HPCO liaised with the Ministry of Health to resolve challenges ranging from PPE to vaccine access. HPCO secured the PSW wage enhancement and nursing retention bonus for the hospice sector.

HPCO worked with the Ministry of Health to ensure hospice residences remained tasked with providing end-of-life care for non-COVID-19 patients throughout the pandemic. In April 2021, HPCO secured a commitment for \$23.6 million dollars in one-year funding flow to offset the impact of COVID-19 on hospice residences.

Pandemic Supports for the Broader Healthcare Sector

The pandemic and the potential of activating triage protocols heightened the need for skills-building in several key areas. HPCO created two forums for physicians as an opportunity for physicians supporting patients with COVID-19 to learn about critical illness conversations, triage, Advance Care Planning, Goals of Care conversations, and to share their knowledge.

Pandemic Supports for the Public

HPCO continued public education on Advance Care Planning and Substitute Decision Making and distribution of patient information sheets to offer the general public guidance and practical ideas for having Advance Care Planning conversations during the COVID-19 pandemic.

The pandemic further isolated many vulnerable people. In response, HPCO launched a Virtual Compassion Care Community Centre to provide seniors, isolated individuals, and caregivers across the province who were not connected to local supports with the opportunity to learn, connect, and receive support virtually during the pandemic.

Leveraging the Power of Media and Social Media

HPCO continued social media campaigns to increase awareness of hospice palliative care and advance care planning, we engaged media and leveraged social media with great success. Areas of focus include Advance Care Planning and how hospice palliative care can help.

Hospice Palliative Care provides people with quality of life care and families with grief and bereavement services:

- Lowering overall healthcare costs
- Ending hallway medicine and ER crowding
- Supporting mental, emotional, and physical well being
- Delivering wholistic care that is highly valued by patients, families, and communities

EQUITY, DIVERSITY, AND INCLUSION

HPCO is committed to anti-racism, equity, diversity, and inclusion, and to ensuring equitable access to quality hospice palliative care for all. The Board and staff have pledged to hold themselves and each other accountable, and to do the work required to create a more diverse and inclusive healthcare landscape for all. The central belief of hospice palliative care is that every person has the right to quality end-of-life care.

Initiatives underway include:

- Offering full-conference bursaries to Black and Indigenous people working in healthcare.
- An Anti-Racism and Equity Advisory Group to provide ongoing guidance and feedback to HPCO on our work in this area.
- A partnership with Amplified Health to provide members a nine-month long series of training and education to support individual growth and organizational change in caring for people who are structurally vulnerable and equip them with tools, resources, and knowledge required to bring equity, diversity, and inclusion (EDI) practices to their organizations.
- Created an EDI dashboard for governance and operations and established monitoring and metrics to measure and report on our progress.
- An analytical framework adapting various health equity impact assessment and health equity assessment tools to support HPCO's EDI initiatives.

- Completion of a comprehensive review of HPCO's Hospice Standards to ensure greater integration of principles of equity, diversity, inclusion, and anti-racism and anti-oppression. The Standards have been strengthened in several areas and require hospices to address EDI and equitable access.
- A multi-year project to assess HPCO's websites, training platforms, printed and digital assets, and social media against anti-racism and anti-oppression, and EDI values.
- Governance level initiatives with the Board of Directors to explore EDI and align to best practices for Board diversity and inclusion. A diversity and inclusion consultant has been retained to advise the Board and staff. EDI learning has been incorporated as fundamental components of staff and Board education throughout the year.

HPCO has committed to continuing these projects for the long-term and to creating additional tools and resources to support our members in this important work. Our thanks to the members of the Anti-Racism and Equity Advisory Group and the Standards EDI Review Group for their ongoing wisdom and support of this work and to the many members that are engaged in one or more of these initiatives.

THE JOAN LESMOND SCHOLARSHIP

The Joan Lesmond Scholarship, created in 2012 to honour Dr. Lesmond, who died in 2011, and who was a member of HPCO's Board of Directors, was refocused in 2021 to benefit Black nurses and promote diversity and inclusion within the hospice palliative care field.



Dr. Joan Lesmond, RN, BScN, MSN, Ed.D
November 26, 1951 - August 5, 2011

HOSPICE SERVICES

HPCO launched the following products and services in our continuous endeavour to help our member organizations:

1. To mitigate the challenges of recruitment and retention during the pandemic:

HPCO held our first annual Virtual Career Fair in Hospice Palliative Care on June 3, 2021. Subsequently, additional fairs were held on March 30 and 31, 2022. The purpose of these events was to raise awareness of careers in hospice palliative care and to provide a venue to connect job seekers with HPCO member organizations that were hiring. The event was open to students, new graduates, and experienced professionals in various disciplines including nursing, personal support, and social work. More than 150 job seekers and over 10 hiring member organizations participated. Members rated the event highly and job seekers indicated that their knowledge in hospice palliative care had increased by attending this event.

A social media awareness campaign was launched in June 2021 to highlight the wonderful work done by hospice staff. Various platforms were used to share their rewarding experience in hospice palliative care with member organizations.

We also created a monthly Career E-Newsletter in June 2021 to share career opportunities available at hospice member organizations which is distributed outside of the sector to those with an interest in working in hospice palliative care.

2. Research webpage:

HPCO launched a research webpage which includes a detailed summary of research findings relevant to hospice palliative care that benefit hospice employees and palliative care providers from numerous disciplines. The research articles are also shared in HPCO's biweekly newsletter. www.hpcoco.ca/research



3. Member-to-Member Exchange:

HPCO also launched the Member-to-Member Exchange Presentation Series in February 2022 to enhance information sharing among members around service-delivery innovations. These sessions were open to staff of member organizations and individual members.

4. A Community Hospice Reopening Framework:

Developed by HPCO under the leadership and guidance of subject matter experts consisting of Executive Directors and staff from community hospice member organizations, the document served as a guide for visiting hospice services to adapt to the loosening of COVID-19 restrictions while still adhering to protocols of local health authorities. Members who contributed to this community hospice reopening framework included Julie Aube, Executive Director, Maison McCulloch Hospice (Co-Chair); Heidi Bonner, Executive Director, Hope House Community Hospice, (Co-Chair); Kim Sunstrum, Executive Director, Hospice Lennox & Addington; Lisa Gregg, Manager, Community Program, The Dorothy Ley Hospice; Suzette Forget, Client Services Coordinator, Maison McCulloch Hospice; Margaret Morgan-Moore, Director, Community and Supportive Care, St Joseph's Hospice London; Christine Gordon, HPCO, Director, Centre for Excellence.

5. The Student Associate Program:

Launched to help students who have an interest in the objectives of HPCO and the hospice sector in general. Students who are interested in learning more about hospice and palliative care, networking with professionals in the field, and exploring potential career opportunities are welcome to become members of this group.

ACCREDITATION

Throughout the pandemic, HPCO member organizations continued to prioritize the highest quality of care to their clients and their families, as well as a commitment to ongoing quality improvement by participating in the HPCO Accreditation Program. A total of 16 hospice organizations began a renewal or first-time accreditation in 2021-2022, totalling 39 service programs – an average of 4 services per organization. Nine organizations were awarded full accreditation for their hospice services, including 8 in-home (visiting) hospice programs, 5 hospice residence programs, 2 day hospice programs, 6 grief & bereavement support programs, and 2 spiritual care programs. In all, engagement with the HPCO Accreditation Program rose 19% to a total of 63 hospice organizations. This past year also saw the first expansion of the program outside of Ontario, with a hospice in British Columbia beginning the process. beginning the process in British Columbia.

Congratulations to the hospices that achieved and/or renewed their Accreditation status with HPCO during the 2021-2022 fiscal year:

- Bethell Hospice
- Bruce Peninsula Hospice
- Chatham-Kent Hospice
- Evergreen Hospice
- Hospice Dufferin
- Hospice Georgian Triangle
- Hospice Peterborough
- Near North Palliative Care Network
- St. Joseph's Hospice of London





QUOTES FROM ACCREDITATION PROGRAM PARTICIPANTS

“

“We are gradually improving the quality of our [hospice] due to the involvement of our board, staff, and volunteers in the Accreditation process. HPCO Accreditation ... fosters greater awareness of [the] key team players about the need and advantages of following standards and proper procedure.”

“Comprehensive, robust program with significant detail. The process of preparing for accreditation itself provided guidance to our direction to improve our quality.”

“The process allowed us to grow and check in on our processes on how we were following policies and procedures.”

“The HPCO Accreditation Program is specific to hospice palliative care compared to other accreditation programs. It can be done by small and large organizations.”

”

STANDARDS

Monumental events occurred over the past two years including the death of George Floyd, the discovery of unmarked graves and reckoning with historic trauma shared by Indigenous survivors and their families, and ongoing COVID-19 pandemic inequalities. As a result, HPCO launched an Anti-Racism and Anti-Oppression (ARAO) multi-year initiative to contribute to the first pillar of HPCO's Strategic Plan 2020-2023 to "improve access to high-quality hospice palliative care and build providers' capacity to deliver care." In support of this effort, HPCO convened a working group to conduct a comprehensive review of the Hospice Standards aimed at integrating the principles of Equity, Diversity, and Inclusion (EDI) throughout the Standards, centered on ARAO principles, and developing tools with which hospice palliative care organizations can assess their structures, policies, and services to better cultivate fair and equitable services for everyone.

Additionally, HPCO initiated the development of a Service Standard aimed at identifying and codifying best practices in the support of informal caregivers in hospice palliative care. A diverse expert panel, applying an EDI and ARAO lens, is working to draft an inclusive and equitable Caregiver Support Service Standard that will identify the minimum expectations of support needed to ensure adult caregivers have adequate resources and training available to be healthy, safe, and successful caregivers.

HPCO also began the planning process for the development of an external equity assessment tool to help support the collection of sociodemographic data of clients served. The focus of this project is to provide the tools to our members in identifying, challenging, and confronting health inequities that exist in current service planning, delivery, and evaluation. This tool will also help in achieving HPCO's and Ontario Health's new EDI and ARAO standards.

HOSPICE QUALITY MEASUREMENT

The Hospice Quality Measurement Platform is a performance measurement system designed to collect and measure the impact of hospice services to promote high-quality palliative care across the province. Aligned with the Quadruple Aim approach for high-quality care, the platform focuses on four major categories: enhanced patient and caregiver experience, improved population health, high-value healthcare services, and better health provider experience. To advance system-wide quality in the sector, the platform also collects aggregate information about the impact and value of hospice palliative care. The feedback comes directly from clients, patients, and caregivers while care is being received, which will allow for real-time communication and collaboration on quality care. Applicable to various care settings, this tool can be used by any hospice or community-based palliative team. In 2021, 55 hospices participated in reporting their data on the Metrics Platform and received individualized performance tools with relevant, useful, and actionable insight.

The past year also saw an expansion of the Quality Measurement Platform outside of Ontario, with hospices in British Columbia and in Nova Scotia participating in the program. HPCO launched the comparator tool for Hospice Residence organizations allowing hospices to compare with combined performance against hospice performance indicators. This report includes the ability to further specify the organizations with which to benchmark against.

Excellent quality healthcare is at the heart of this platform. Our mission is to use this data to assess the needs expressed by patients and their families through our system. By involving our network of members in this pilot project, we were able to capture the voice of hospice patients across the province of Ontario. This quality improvement system has helped to identify gaps in palliative care and create opportunities to prioritize patient satisfaction.

90% OF HOSPICE CLIENTS SAID THE HOSPICE WAS THEIR PREFERRED LOCATION OF CARE



Over **3,500**
client and caregiver check-ins

CLIENTS RECEIVING OVERALL HOSPICE CARE:

95% Were satisfied with the service

96% Felt the service had a positive impact

98% Report that all their psychosocial needs were met

CLIENTS RECEIVING IN-HOME HOSPICE PROGRAMS:

97% Were satisfied with the service

97% Felt the service had a positive impact

99% Report that all their psychosocial needs were met

CLIENTS RECEIVING HOSPICE RESIDENCE SERVICES:

97% Were satisfied with the service

94% Felt the service had a positive impact

98% Report that all their psychosocial needs were met

CAREGIVERS:

96% Were satisfied with the service

95% Felt the service had a positive impact

97% Report that all their psychosocial needs were met

KNOWLEDGE EXCHANGE

INTEREST GROUPS

HPCO Interest Groups provide a forum to foster networking, knowledge exchange, and sharing of expertise among staff in specific roles at hospices across the province. Interest Groups meet two to four times per year virtually or in-person. There are over 800 hospice staff active in one or more of the nine interest groups. These groups met a total of 25 times in the past year. In addition to these groups, ad hoc groups were formed to provide frequent connections during the pandemic.

Residential Hospice Interest Group

This group is open to the chief staff executive of open hospice residences and focuses on strategic conversations about hospice residence operations. The group is co-chaired by Pam Blackwood (McNally House Hospice) and Lisa Sullivan (Hospice Care Ottawa).

Visiting Hospice Interest Group

This group is open to the chief staff executive or program director of visiting hospices and focuses on strategic conversations about visiting hospice operations. The group is co-chaired by Heidi Bonner (Hope House Community Hospice) and Cherie Kok (Hospice Northwest).

Grief and Bereavement Interest Group

The focus of this group is the exchange of information and ideas by those who deliver grief and bereavement services through a hospice. The group is currently co-chaired by Nina Page (Acclaim Health) and Samantha Miller (Jewish Family and Child Service).



Board Chair Interest Group

Focused on governance issues, this group is comprised of the Chairs or Vice Chairs of hospice Boards of Directors. The group met by video conference in September 2020 to discuss governance issues and strategy. It is chaired by Rod Malcolm (HPCO board chair).

Design Build Interest Group

This group, created in 2019, is for representatives from organizations that are building a hospice residence. The group meets to discuss facility design, construction, equipment provisioning, and start up process. This group is chaired by Beth Ellis (Toronto Commandery Hospice), and met 11 times during the year.

Coordinator of Volunteers Interest Group

This group focuses on issues related to hospice volunteer recruitment, retention, training, and management. The group is currently co-chaired by Julie Premo (Algoma Residential Community Hospice) and Kimberly Hughes (McNally House Hospice).

Residential Hospice Clinical Lead Interest Group

This group is open to hospice Directors of Care or Residential Care Coordinators and focuses on issues related to clinical operations in a hospice residence. The group is co-chaired by Terrilynne Young (Hill House Hospice) and Adrienne Shorten (McNally House Hospice), and met 4 times during the year.

Complementary Therapy Interest Group

This group, created in November 2020, is for staff primarily responsible for coordinating and/or delivering a Complementary Therapy Program. The group is currently co-chaired by Rachel Hobson (Hospice Wellington) and Stefanie Collins (Hospice Orillia).

Medical Directors of Hospices in Ontario

HPCO formed this group for hospice Medical Directors during the early days of the COVID-19 pandemic to focus on emergency measures and clinical guidance for hospice residences related to COVID-19. The group continues to be invaluable during the pandemic.

Fund Development Interest Group

HPCO formed this group in 2019 and is an opportunity for hospices to enhance capacity and promote best practices through engaging in learning and exchanging information. Our goal is to share and build on existing Ontario materials and frameworks related to fundraising and development. HPCO continues our partnership with Global Philanthropic to foster collaboration and innovation among fundraisers in the hospice palliative care sector.

COMMUNITIES OF PRACTICE

Health Care Consent and Advance Care Planning

This Community of Practice focuses on expanding knowledge of Health Care Consent, Advance Care Planning and Goals of Care for clinicians and the general public. With over 50 new members in 2021-2022, this CoP now numbers over 400 members.

The members engaged in multiple opportunities to influence and review content regarding Health Care Consent, Advance Care Planning and Goals of Care tools and resources available to ensure they are compliant with Ontario law. A few of these consultations included:

- Ontario's Long-Term Care COVID-19 Commission
- College of Physicians and Surgeons of Ontario Consultation for Planning and Providing Quality End-of-Life Care Policy
- Law Commission of Ontario Last Stages of Life Report
- Health Standards Organization National Long-Term Care Services Standard Technical Committee Consultation Workbook
- Health Standards Organization's Technical Committee Review of Long-Term Care Services

Rural Hospice Palliative Care Community of Practice

This Community of Practice supports health service providers in rural and remote areas to network and share innovative approaches and solutions to timely, collaborative, and effective hospice palliative care. Over the past year, the CoP focused on emergency medical services' expanded role in hospice palliative care; emotional overlay of rural older adult transitional care; and evaluating the application of virtual service delivery for specialized geriatric services during COVID-19.

Compassionate Communities and Community Research Collaborative

HPCO has led the Provincial Compassionate Communities Strategy redundant since 2016 to support whole person care to benefit patients, caregivers, and the healthcare system. A Compassionate Community is a community of people who are passionate and committed to enhancing the experiences of those who are isolated or coping with health challenges, caregiving, dying, or grieving. Community members take an active role in supporting people affected by these experiences. The program also raises awareness about end-of-life issues and builds supportive networks in the community. This work is in alignment with and supports key provincial priorities including hospice care, and age and dementia friendly initiatives.

HPCO supports local Compassionate Communities by providing resources, and networking and learning opportunities. In 2021-2022 the CoP engaged, supported, and mentored over 40 Compassionate Community initiatives across Ontario.

The Community Research Collaborative connects 35+ Ontario-based researchers and offers an infrastructure to support these individuals in sharing knowledge and information. The program also develops and shares research and evaluation approaches for adoption by existing and emerging Compassionate Communities.

INTEREST GROUPS AND COMMUNITIES OF PRACTICE STATISTICS

10

Interest Groups

Over 800

Members in all Interest Groups

716

Members attended Interest Group meetings during the year

25

Interest Group meetings held during the year

18

Medical Directors' COVID-19 Calls

4

Communities of Practice

Over 700

Members

Over 55

Communities of Practice meetings held

42

Compassionate Communities initiatives across Ontario

PARTNERSHIPS



SE HEALTH

HPCO continues its invaluable partnership with SE Health in support of hospices throughout Ontario. SE Health remains as HPCO's partner and support for translation of English to French content for our online learning environment for hospice volunteers. Over 11,242 volunteers enrolled in training across 70 Ontario hospices from August 2016 to March 2021. We are grateful for SE Health's invaluable partnership. Saint Elizabeth funded access to "Providing Culturally Safe Care with an Indigenous Lens," available free at www.paceforpsws.ca.



ONTARIO MINISTRY OF HEALTH

HPCO is grateful for funding support from the Ministry of Health for the Person Centred Decision Making Initiative. The work focused on skills-building and tools for clinicians, and public awareness and resources for the public.



MOUNT PLEASANT GROUP

Mount Pleasant Group and HPCO continued a valuable partnership in 2021. The funding from Mount Pleasant Group supports our Centre for Excellence which includes the creation and maintenance of hospice standards, hospice accreditation, a quality measurement platform for hospices, and hospice volunteer training. Thanks to the Mount Pleasant Group, the recipient of the \$10,000 Mount Pleasant Group Hospice Innovation Award granted in May 2021 at HPCO's Virtual Award Ceremony was Emily's House Pediatric Hospice in Toronto, which quickly responded to impacts of the pandemic on the hospital system. They introduced a first-of-its-kind hybrid model of adult and pediatric care by converting eight of their pediatric beds to adult care for patients transferred from the Michael Garron Hospital. This innovative idea allowed the hospital to increase the number of available beds for COVID-19 care.



MAPI GRANT

Mapi Research Trust granted HPCO a donation in support of our Metrics Platform: *A Voice for Change: Implementing the ESAS tool into our quality platform to allow hospice patients in Ontario to have a voice in their care during the last stage of life tool*. HPCO was chosen as the winner of the Catherine Pouget Award; an award in remembrance of their colleague and friend Catherine Pouget. Bearing Catherine's name, the prize is awarded annually for research contributing to the improvement of the quality of life for the terminally ill. Project activities funded by the Catherine Pouget Award include a comprehensive literature review of the ESAS tool within HPCO-related research and quality management initiatives across various other healthcare settings. These findings were used to map out the ESAS program within the overall HPCO quality framework and Metrics platform which adopts the Quadruple Aim model. We are sincerely thankful to be awarded this distinguished prize in honour of Catherine Pouget.

QUALITY HOSPICE PALLIATIVE CARE COALITION OF ONTARIO

COMPASSIONATE CARE ACT BRIEFING NOTE (FALL 2021)

The Compassionate Care Act was passed into law in 2020. The Coalition prepared a [Briefing Note](#) to government as part of the consultation process. Several Coalition members also contributed to the development of this policy by presenting before the legislature to share information and reinforce the joint Coalition recommendations. Part of the Act is the development of a Provincial Framework to ensure that every Ontarian has access to quality palliative care, and the Coalition has an active role in developing recommendations and practical solutions to incorporate into the Framework.

DECLARATION OF PARTNERSHIP AND COMMITMENT TO ACTION 10-YEAR REVIEW (DECEMBER 2021)

The Coalition undertook a 10-year review of the Declaration of Partnership and Commitment to Action to inform and refresh the report recommendations. The [Review Report](#) summarized activities and advancements over the past 10 years, identified ongoing gaps, and provided updated recommendations for the next 10 years (2021-2031). It also supported and aligned with the development of a provincial palliative care framework as commissioned in the Compassionate Care Act.

PATIENT AND CAREGIVER BILLS OF RIGHTS (2019-PRESENT)

In 2018, the Coalition established a working group to address the Declaration's recommendation that a "patient/client" and a caregiver bill of rights be developed. After extensive research, consultations, and revisions, two final declarations were produced, and in 2019 it was formally endorsed and adopted by the Coalition membership along with their Board of Directors. The Coalition continues to work on an implementation and communication strategy to promote and embed the Patient and Caregiver Bills of Rights across Ontario.

- [Briefing Note](#)
- [Infographic](#)
- [Caregiver Poster Presentation](#)

For more information, please contact Nadine Valk nadine.valk@hpcoco.ca.

Hospice Palliative Care Ontario's Values

Courage: We make the best decisions not just the popular ones. We dare to go down new roads and challenge accepted wisdom. We place clear expectations on one another and promote change.

Integrity: We are professional and honest in our relationships. We honour our commitments. We hold ourselves accountable.

Respect: We value the diversity of our members and stakeholders, their opinions, experience, and contributions.

GOVERNMENT RELATIONS AND ADVOCACY REPORT

High Quality + Cost Effective
≡ Hospice Palliative Care

\$23.6M ONE TIME FUNDING TO SUPPORT HOSPICE RESIDENCES WITH COVID-19 FINANCIAL IMPACTS

The fiscal year was ushered in with significant news from the Honourable Christine Elliott, Minister of Health, announcing that the Government would provide hospice residences with much needed funding. The one time \$23.6M was aimed at easing the financial impacts the hospices experienced during the pandemic, which included both increased costs and fundraising challenges. The one time funding matches HPCO's 2021 and 2022 budget recommendations for an annualized funding increase to help make hospices more sustainable to continue their vital role supporting families and caregivers with high quality care in the community, while saving the healthcare system significant dollars. Hospice services create savings in the healthcare system by keeping people at the end of life out of the more expensive and overburdened hospital setting, and in the more desirable setting of home or a home-like setting. **Ontario hospices are poised to save the Government over \$200M each year** in hospital diversions with new beds being opened including the recommended increase in base funding, which hasn't changed since 2016.

Hospices are facing new challenges going forward as some of the COVID-19 related cost impacts will be ongoing, and the shortage of health human resources affecting all healthcare providers is making it challenging for hospices to compete. HPCO continues to advocate on behalf of hospice residences and visiting home hospice services to ensure realistic and adequate funding to support the unique and highly valued services, including the growing demand for grief and bereavement services. Hospices provide grief and bereavement supports for patients, families and their broader communities, helping people to stay well through a difficult time of life.

LANDMARK IN PALLIATIVE CARE – A PROVINCIAL FRAMEWORK ON PALLIATIVE CARE

After a year of consultations on the Compassionate Care Act, in which HPCO participated, Minister Elliott tabled the [Provincial Framework on Palliative Care](#) – a roadmap for building a system of equitable access to high quality hospice palliative care throughout Ontario. The Framework builds on the [Advancing High Quality, High Value, Palliative Care: A Declaration of Partnership and Commitment to Action](#) signed 10 years previously by the Quality Hospice Palliative Care Coalition of Ontario (QHPCCO) made up of more than two dozen healthcare organizations, including HPCO as secretariat. The Framework is an important summary and direction for the development of the delivery of hospice palliative care.

A PALLIATIVE PHILOSOPHY OF CARE

HPCO was deeply gratified when the new Fixing Long-Term Care Act was passed at the end of 2021, with a commitment to providing residents in Long-Term Care with a palliative philosophy of care embedded in the Legislation. The reference acknowledges that a palliative approach to care is truly person-centred care which supports individual values of quality of life. HPCO has supported the Long-Term Care sector by providing webinars on the Palliative Approach to Care in Long-Term Care and has a suite of educational programs to provide the necessary training and understanding of the palliative philosophy of care in Long-Term Care.

ONGOING

HPCO's advocacy goals have always been focused on raising awareness and understanding of the intrinsic value of hospice palliative care in all care settings. It's critical that hospice palliative care services are available and appropriately funded to ensure sufficient capacity of cost effective care and excellent patient and caregiver experience as the large cohort of the elderly nears the end of life.

EDUCATION AND OUTREACH

VIRTUAL CONFERENCE ON SUPPORTING THE CAREGIVER

In November 2021, HPCO hosted a one-day virtual conference focused on supporting the caregiver. This educational and professional development opportunity focused on how health service providers can help to keep formal and informal caregivers strong and supported.

PALLIATIVE CARE EDUCATION FOR PERSONAL SUPPORT WORKERS

HPCO, in collaboration with Life and Death Matters and the Canadian Hospice Palliative Care Association, worked diligently to launch a new and flexible 10-course online program designed to provide much-requested support and education for personal support workers – the hearts and hands of the healthcare team. The course provides participants with the opportunity to become more comfortable and confident when providing palliative care for people living with life-limiting illnesses and their families.

One of the courses, titled “Providing Culturally Safe Care with an Indigenous Lens,” is provided for free to everyone. This course explores the history of Indigenous peoples in Canada and the role of colonialism in marginalizing Indigenous peoples and their access to healthcare.

To further support the efforts of the 10-course online program, seven free monthly webinars were hosted for personal support workers, healthcare assistants, and continuing care assistants. The webinars intended to provide both education and inspiration for those supporting people with life-limiting and life-threatening illnesses. In total, there were over 600 participants who attended these webinars.

Visit paceforpsws.ca for more information.

HR WEBINARS

In 2021-2022 HPCO conducted the following webinars:

1. Two workshops on interviewing skills from the lens of Equity, Diversity and Inclusion in August and September 2021. More than 20 participants attended.
2. Webinar on record keeping, police check, and Personal Health Information Protection Act (PHIPA) in August 2021. There were over 40 participants who attended this workshop.

Education and skills-building continued to be a major focus for HPCO. There were 48 webinars provided with more than 2,650 participants.

Webinars were delivered on a range of topics including:

- Strategies for Organizational Resilience in Palliative Care
- Complementary Therapies in Hospice Palliative Care: Where to Begin, How to Expand, & Highlighting its Importance
- Engaging Community on Conversations around Death and Dying
- Enhancing Resilience - How to Host a Virtual Self-Compassion Training Session
- EDI in Your Workplace - Interviewing Skills
- Supporting Staff Wellness

48 webinars with more than **2650** participants

472 users enrolled in the Person Centred Decision Making Online Education

183 PSWs enrolled in the PACE Collections Course

167 registrants for the free PACE course “Providing Culturally Safe Care with an Indigenous Lens” in the first 2 months



PALLIATIVE CARE EDUCATION FOR INTERDISCIPLINARY STAFF OF LONG-TERM CARE HOMES AND COMMUNITY SUPPORT SERVICE ORGANIZATIONS IN TORONTO

Palliative care education courses were offered to Long-Term Care Homes (LTC) or Community Support Services (CSS) located within Toronto. These courses were designed to meet the palliative care educational needs of interdisciplinary staff in long-term care facilities and retirement residences. Since face-to-face education was not permitted due to COVID-19 restrictions, these courses were presented as alternative virtual learning opportunities.

The sessions were offered as workshops and webinars. Topics ranged from Traumatic Loss and Grief in the Time of COVID-19, Integrating a Palliative Approach, Urban Indigenous Peoples: Striving for Cultural Safety/Appropriate Care, and more.



Hospice Palliative Care Ontario gratefully acknowledges the support of the Ministry of Health

LAST AID

The Last Aid program increases public awareness of the benefits of hospice palliative care, the services it provides, and how it helps patients and families. The program helps build the capacity of the public to support friends, neighbours, colleagues, and family when someone is dying. This program is currently successfully operating in Denmark, Australia, Brazil, Scotland, Germany, Austria, Switzerland, Lithuania, Slovenia, Estonia, and Latvia.

The Last Aid program is designed to provide palliative care education to the public through a series of facilitated sessions with interactive online or in-person programs. The sessions offer beginner-friendly, accessible sessions run by two trained facilitators, which will engage participants and encourage more open discussion of palliative care approaches. The program covers the following topics:

1. Care at the end of life
2. Advance care planning and decision making
3. Symptom management
4. Cultural aspects of death and bereavement

176

People expressed an interest in becoming a hospice volunteer through HPCO's website and were referred to the local hospice in their area.

1,542

Volunteers registered on HPCO's online volunteer learning platform

87

Hospices used the platform

11,242

Hospice volunteers trained since August 2016

291,000

Learning hours completed to-date



134

Hospice programs in Ontario



82

In-home visiting hospice services

85

Hospice residences (including 26 one-bed hospice suites)

31

Locations have both in-home visiting hospice and hospice residence

VIRTUAL HEALTH AND WELLNESS FAIR FOR SENIORS

With funding from the Older Adults Centres' Association of Ontario and the Ministry of Seniors and Accessibility, a Virtual Fair was hosted in collaboration with HPCO, Windsor Essex Compassion Care Community, Community Support Centre, Home Instead, Canadian Association of Retired Persons, and Health Commons Solutions Lab.

The virtual fair aimed to promote healthy living among, and reduce social isolation across, our senior population and included educational webinars, live interactive classes, and a variety of raffle and game prizes. Over 200 members of the public participated in the week-long programming which included the following topics:

1. Living Healthy Longer
2. Social Connection
3. Aging at Home
4. Caring, Planning, Safety
5. Mental Health

HOSPICE VOLUNTEERS PLAY A VITAL ROLE IN HOSPICE PALLIATIVE CARE

HPCO's Volunteer Training Program provides hospices with a standardized training curriculum in both print and online format. The Volunteer Training Curriculum is built on the expertise of our member hospices and meets the requirements of HPCO Hospice Standards. The curriculum consists of 15 required topics (two of which are delivered by the local organization) and an associated 75 competencies. The curriculum is available through our online learning system, enabling volunteer trainees to access the majority of the 30-hour Curriculum 24/7 throughout the year.

HPCO'S HOSPICE VOLUNTEER TRAINING PROGRAM

The online learning platform allowed hospice organizations the flexibility to continue training volunteers during the second year of COVID-19 when many of the hospice visiting programs were paused. Hospices that provided in-person training were able to adjust by using a combination of the online training platform and video-conferencing to train volunteers and provide the option of refresher training. With the online volunteer training being available 24 hours a day, volunteers can learn at their own pace, at times that suit their schedule, and in a safe environment. In 2021-2022, 81 Ontario hospices enrolled 1,542 volunteers in the training system, bringing total enrollment to over 11,242 volunteers since the online system was launched in August 2016.

A woman with long dark hair and a man with short dark hair are looking at a laptop screen. The woman is on the left, wearing a black top and a large hoop earring. The man is on the right, wearing a blue jacket over a white shirt. They are both looking intently at the screen.

QUOTES FROM PROGRAM PARTICIPANTS

“

“The HPCO Volunteer Training Program should be considered as a mandatory requirement for all new volunteers. As a former healthcare worker, I was not sure if the content would be too general but the course presented a general overview of the dying/communication process and provided a practical and unique perspective from a volunteer point of view. The program has many multi-media components including reflective exercises, videos, written text, and audio, which keeps the volunteer engaged and involved. well done!”

– Cathi Smith, Stedman Community Hospice

“This system is user friendly, and I love that all of the modules have videos and different ways of presenting the information. Definitely makes learning easier. Although there is a lot of info to learn it is presented in a way that makes sense and is easy to digest but very thorough at the same time. Great program.”

– Paula Martyn, Hospice Orillia

“I have just completed the 13 modules of HPCO training prior to starting my volunteer work at Roger Neilson House in Ottawa. I am reaching out to tell you how much I enjoyed the training program. The materials are fabulous! I learned a massive amount and enjoyed every single part of every single module. I really appreciated the creative way the materials are put together. There is such a great balance of academic content, personal stories, slides, videos, and lists. Kudos to the team who assembled such amazing teaching materials. I am grateful to have had the opportunity to access them!”

– Kathryn Dartois, Roger Neilson House

“I have learned a great deal about the TEAM concept of palliative and hospice care and would certainly become a volunteer in Ontario. What was particularly instructive was the caregiver and grief section. Four months ago, my wife died at home from cancer, and I was the primary caregiver. I did not know what was happening and worried about making her comfortable and safe. With the help of Nova Scotia Health Authority palliative care outreach, her sister and our friends, I was able to keep her at home and administer appropriate pain medicine. I wish I had had a knowledgeable volunteer to help me through that sad, heartbreaking time.

I am serving as a Patient Family Advisor on a palliative care network at NSHA. All this information will make me a better participant. Thank you.”

– Michael Herrick, Nova Scotia Health Authority

”

HOSPICE PALLIATIVE CARE CONFERENCE

By all accounts, *HPCO2021: The New Normal of Hospice Palliative Care in a Pandemic World* was a virtual success. Over the three-day conference we welcomed several hundred participants from across Canada and offered more than 50 virtual sessions including workshops, oral papers, poster presentations, and a panel discussion on the lessons learned about palliative care during the pandemic. 97% of participants said the conference met or exceeded their expectations.

What conference delegates said:

97%



The conference met or exceeded their expectations
(63% met / 34% exceeded)

90%

The education and information from the conference will initiate change in their practice

The New Normal of Hospice Palliative Care in a Pandemic World

Mark your calendars!



Hospice Palliative Care Ontario's Annual Conference is scheduled to be held **June 11-13, 2023.**

Visit
www.conference.hpco.ca
for information regarding workshop, oral paper and poster abstract submissions.

OUR SUPPORTERS

2021 HOSPICE PALLIATIVE CARE ONTARIO CONFERENCE SPONSORS



JUNE CALLWOOD AWARDS

The June Callwood Award was established in 1994 by the Hospice Association of Ontario, now Hospice Palliative Care Ontario, to acknowledge and thank outstanding hospice volunteers throughout Ontario. The award was named in honour of the late June Callwood, the Award Patron and 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 since then, 890 hospice volunteers have been inducted into the Circle of Outstanding Volunteers. Volunteers are special people – a view strongly held by Ms. Callwood and expressed by her on many occasions, during interviews on TV and radio, remarks at annual conferences, and through her writing. Her book, *Twelve Weeks in Spring*, captured the spirit of hospice and emphasized the importance of the many and varied contributions that a team of volunteers makes. In all her years as a journalist, author, broadcaster, and humanitarian, June Callwood's name became synonymous with integrity, talent and passion for social justice. Forty-five volunteers were inducted into The June Callwood Circle of Outstanding Volunteers in 2021.

Hospice Palliative Care Ontario thanks the Toronto Commandery of the Order of St. Lazarus for their generous support of the June Callwood Awards



2021 INDUCTEES INTO THE JUNE CALLWOOD CIRCLE OF OUTSTANDING VOLUNTEERS

Judie Herbert McNally House Hospice
 Darlene Meleski Hospice Renfrew
 Sandy Barrera Hazel Burns Hospice
 Lesley Robert Philip Aziz Centre for Hospice Care & Emily's House Children's Hospice
 Rose-Lynne McDougall Beth Donovan Hospice
 Doreen McDonald Hospice Georgian Triangle
 Therese Barrett Hospice Kingston
 Trish Loat Hospice Niagara
 Tina Rennett Hospice Orillia
 Ann Maunder Carpenter Hospice
 Isobel Hampton Hospice Huntsville
 Sandra Porter Hospice Simcoe
 Janet Chippin Circle of Care
 Bonnie Davidson Hospice Dufferin
 Raymond Robbins Lisaard and Innisfree Hospice
 Anne Donald Roger Neilson House
 Susan McCallum Bruce Peninsula Hospice Inc.
 Betty Jean Bone Hospice Care Ottawa
 Shobana Rajan Hospice Waterloo Region
 Laurie Brown Rotary Hospice Stratford Perth
 Fred Verboom Hospice Wellington
 Susan Wells Margaret Bahen Hospice for York Region
 Ellen Pigeon VON Middlesex



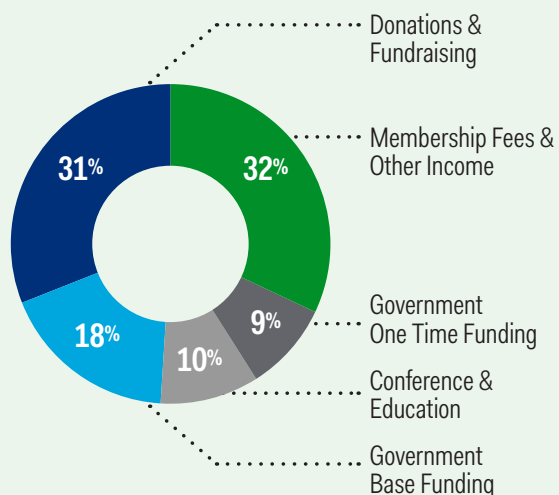
Emma Ferracane Hospice Vaughan
 Clifford Leonard Hospice Georgina
 Joanne Pattison Bethell Hospice
 Louise Stallaert Chatham-Kent Hospice
 Sue Chiavatti Doane House Hospice
 Linda Minor Near North Palliative Care Network
 Margaret Bachle Matthews House Hospice
 Armida Brown ARCH Hospice
 Joanne Forestell The Heart of Hastings Hospice
 Bonnie Best Kensington Hospice
 Kamilla Blieva Yee Hong Peter K Kwok Hospice
 Carol Ashford VON Middlesex-Elgin
 Anne Howells Hospice Prince Edward
 Rose Jones Hospice of Windsor and Essex County
 Diane Wilton Heart House Hospice
 Pat Skidmore St. Joseph's Hospice London
 Karen Habisreutinger West Niagara Palliative Care Services o/a Rose Cottage Visiting Volunteers
 Robert Jessup-Ramsay The Dorothy Ley Hospice
 Bob Miller The Hospice of Windsor & Essex County Inc.-Windsor Campus
 Mary Clough Hospice Muskoka
 Helen Boyd Hospice Lennox & Addington
 Marthe Scott Hospice Huronia Tomkins House

STEWARDING OF RESOURCES

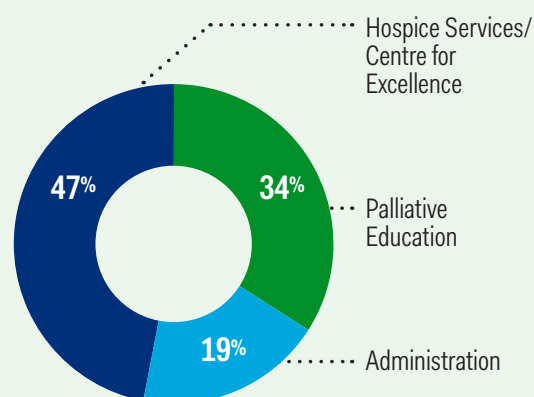
HPCO strives to be a good steward of funds received from grants, donations, merchandise sales, and the annual conference. These graphics outline HPCO's sources of funding; what funds are spent on; and our expenditures for HPCO's charitable mission, administration, and fundraising. Total staff compensation across all programs in 2021-2022 was \$923,619, total expenditure on management and administration was \$276,284, and expenditure on fundraising was \$10,343. HPCO Charity Information Returns are viewable on the Canada Revenue Agency website. Visit the CRA website [T3010 Registered Charity Information Return](#).

HPCO's Audited Financial Statements are posted in the Corporate Governance section at HPCO.ca. The direct link to the statements is [here](#).

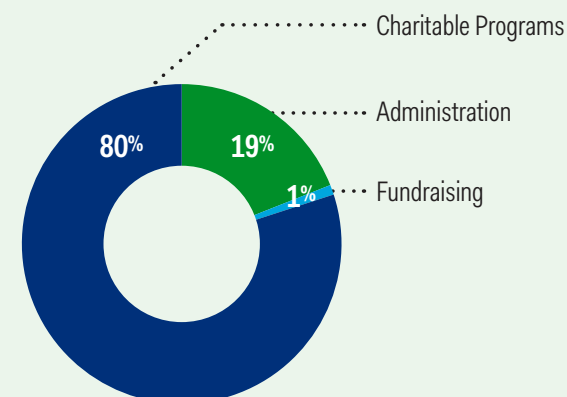
WHERE OUR MONEY CAME FROM



HOW OUR DOLLARS WERE SPENT



CHARITABLE INFORMATION RETURN (T3010)



FINANCIAL STATEMENTS

STATEMENT OF OPERATIONS FOR THE FISCAL YEAR ENDED MARCH 31, 2022

	HPCO Member Services	Palliative Education and Information Services (note 5)	Total 2022	Total 2021
Revenue				
Government of Ontario (note 5)	\$ -	\$ 274,227	\$ 274,227	\$ 1,221,829
Government of Canada	142,024	-	142,024	279,161
Membership	269,655	-	269,655	244,149
Donations and fundraising	467,908	-	467,908	181,862
Conference and education	153,236	-	153,236	157,396
Interest and sundry income	165,334	-	165,334	56,591
Merchandise and publication sales	61,629	-	61,629	16,342
	<u>1,259,786</u>	<u>274,227</u>	<u>1,534,013</u>	<u>2,157,330</u>
Expenses				
Salaries and benefits	678,971	244,648	923,619	975,720
Professional fees and consultants	297,059	4,116	301,175	306,771
One time project costs	-	-	-	249,058
Office and general	179,054	6,081	185,135	242,361
Meetings	91,149	-	91,149	181,959
Rent	65,055	19,000	84,055	86,813
Nevada ticket sales	10,343	-	10,343	20,285
Amortization	8,731	-	8,731	6,453
Insurance	6,717	-	6,717	5,622
	<u>1,337,079</u>	<u>273,845</u>	<u>1,610,924</u>	<u>2,075,042</u>
Excess (deficiency) of revenue over expenses before item below	(77,293)	382	(76,911)	82,288
Allocated to operations (note 5)	<u>382</u>	<u>(382)</u>	<u>-</u>	<u>-</u>
Excess (deficiency) of revenue over expenses	<u>\$ (76,911)</u>	<u>\$ -</u>	<u>\$ (76,911)</u>	<u>\$ 82,288</u>

This statement is an excerpt from the Audited Financial Statements prepared by Welch LLP Chartered Professional Accountants. HPCO's Audited Financial Statements are posted in the Corporate Governance section at [HPCO.ca](https://www.hpcoco.ca) website. The direct link to the statements is [here](#). Please refer to the Audited Financial Statements for notes and further information.

FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION FOR THE FISCAL YEAR ENDED MARCH 31, 2022

	<u>2022</u>	<u>2021</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	\$ 533,036	\$ 668,904
Accounts receivable	65,144	53,531
Prepaid expenses and deposits (note 3)	<u>163,186</u>	<u>149,171</u>
	761,366	871,606
TANGIBLE CAPITAL ASSETS (note 4)	<u>9,947</u>	<u>8,891</u>
	<u>\$ 771,313</u>	<u>\$ 880,497</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 83,421	\$ 180,767
HST payable	945	3,674
Due to Government of Ontario (note 5)	120,214	142,746
Deferred revenue (note 6)	285,368	162,413
Deferred contributions (note 7)	<u>11,823</u>	<u>44,444</u>
	<u>501,771</u>	<u>534,044</u>
NET ASSETS		
Invested in tangible capital assets	9,947	8,891
Unrestricted	<u>259,595</u>	<u>337,562</u>
	<u>269,542</u>	<u>346,453</u>
	<u>\$ 771,313</u>	<u>\$ 880,497</u>

This statement is an excerpt from the Audited Financial Statements prepared by Welch LLP Chartered Professional Accountants. HPCO's Audited Financial Statements are posted in the Corporate Governance section at [HPCO.ca](https://www.hpcoco.ca) website. The direct link to the statements is [here](#). Please refer to the Audited Financial Statements for notes and further information.

OUR PEOPLE

HPCO relies on the generosity of our members and stakeholders who volunteer for leadership roles and working groups. Our thanks to all the individuals who last year served in a leadership role on our Board of Directors, Communities of Practice or interest groups, an expert panel, or the conference team. If we missed someone, our sincerest apologies. In addition to the people listed here, our sincere thanks to the hundreds of individuals who participate in the work of HPCO through these groups.

BOARD OF DIRECTORS

Chair

Rod Malcolm

Rod is Chair of the Board and a member of the Nominating and Finance Committees

Vice-Chair

Jennifer Wilson

Jennifer is a member of the Governance Committee

Past Chair

Vivian Papaiz

Vivian is Past Chair of the Board and is Chair of the Nominating Committee

Secretary

Gretchen Van Riesen

Gretchen is Chair of the Governance Committee

Treasurer

Paul Hazzard

Paul is Chair of the Finance Committee

Karen Candy

Karen is a member of the Finance Committee

Rosario Cartagena

Rosario is Chair of the Audit & Risk Management Committee

Carol Derbyshire

Carol is a member of the Finance Committee

Nazira Jaffer

Nazira is a member of the Audit & Risk Management Committee

Johanna Lim

Johanna is a member of the Audit & Risk Management Committee

Emmi Perkins

Emmi is a member of the Governance Committee

Maria Rugg

Maria is a member of the Governance Committee

STAFF TEAM

Centre for Excellence in Hospice Palliative Care

Christine Gordon

Director, Centre for Excellence in Hospice Palliative Care

Selina Abetkoff

Standards & Accreditation Coordinator

Brent Yang

Coordinator, Quality Measurement

Education and Strategic Partnerships

Nadine Valk

Director, Education and Strategic Partnerships

Nav Dhillon

Communities of Practice Coordinator

Randy Markus

Conference Manager

Executive Office and Administration

Rick Firth

President & CEO

Melissa Horner

Executive Assistant to the President & CEO

Vanessa Casalnuovo

Communications and Donor Relations Coordinator

Dena Hamid

Finance Manager

Marissa Villacorta

Nevada Program Coordinator

INTEREST GROUPS CHAIRS/CO-CHAIRS

Residential Hospice Interest Group

Pam Blackwood
Lisa Sullivan

Visiting Hospice Interest Group

Heidi Bonner
Cherie Kok

Grief and Bereavement Interest Group

Nina Page from Sept. 2020
Kimberley Ramsbottom to Jan. 2022
Samantha Miller from Feb. 2022

Board Chair Interest Group

Vivian Papaiz

Design Build Interest Group

Beth Ellis

Coordinator of Volunteers Interest Group

Brianna Brown to Apr. 2021
Julie Premo from May 2021
Kimberly Hughes from Nov. 2021

Residential Hospice Clinical Lead Interest Group

Terrilynn Young
Adrienne Shorten

Complementary Therapy Interest Group

Rachel Hobson
Stefanie Collins MLOA from Apr. 2021
Daniela Accomando Interim from Apr. 2021 to Apr. 2022

Medical Directors Interest Group

Rotational Chairs:
Dr. Denise Marshall
Dr. Brian Kerley
Dr. Deborah Harold
Dr. Dan Vincent

2021 CONFERENCE TEAM

Conference Planning Team

Pamela Blackwood (Co-Chair)
Dr. Nadine Persaud (Co-Chair)
Rick Firth
Jennifer Mossop
Randy Markus
Vanessa Casalnuovo

HPCO Staff Support

Julie Darnay
Christine Gordon
Selina Abetkoff
Nav Dhillon
Melissa Horner
Nithya Ravi
James Wilkie
Brent Yang

Abstract Reviewers

Andrea Binkle
Adam Rapoport
Beth Bellis
Amanda Camacho
Annie Bondy
Barbara Ballantyne
Charlotte Koso
Christopher Klinger
Daphne Sniekers
Deanna Bryant
Janet Fairbridge
Haley Draper
Helen Senderovich
Jehanara Chagani
Kim Rogers

Program Advisory Committee

Dr. Michael Anderson
Amanda Maragos
Cherie Kok
Dr. Christopher Klinger
Dr. Jitin Sondhi
Andrea Binkle
Nadine Valk

Lesley Patterson
Lianne Vakquette
Maria Rugg
Martin Chasen
Meagan Alexander
Michelle Crepeau
Nadine Gebara
Nadine Persaud
Nadine Valk
Sherry Cain
Sheila Mahoney
Sue Shipley
Tara Walton
Bev Foster

ACCREDITATION WORKING GROUPS

Accreditation Peer Reviewer

Rosslyn Bentley, Woolwich Community Health Centre
Pam Blackwood, McNally House Hospice
Heidi Bonner, Hope House Community Hospice
Jodi Dunn, Hospice Peterborough
Beth Ellis, Toronto Commandery Hospice
Maria Empringham, Lisaard & Innisfree Hospice
Lisa Kronenberg, Jewish Family & Child Service – The Jewish Hospice Program
Amanda Maragos, Philip Aziz Centre for Hospice Care/Emily's House Children's Hospice
Lisa Paolatto, The Hospice of Windsor and Essex County
Nadine Persaud, Kensington Health Centre
Lisa Rae, Circle of Care
Mary Jane Randlett, Carefor Cornwall Hospice
Betty Ann Rutledge, Hospice Toronto

Equity, Diversity, and Inclusion Standards Review

Dianne Balraj, HPCO Student Intern
Caroline Chikoore, HPCO Student Intern
Clare Freeman, Dr. Bob Kemp Hospice
Margaret Paan, Bethell Hospice
Dipti Purbhoo, Dorothy Ley Hospice
Cassidy Seguin, HPCO Student Intern
Brent Yang, HPCO

Caregiver Support Standard Expert Panel

Deanna Bessel, Hospice Northwest
Chloe Condon, HPCO Student Intern
Monica Do Coutto Monni, Near North Palliative Care Network
Cherie Kok, Hospice Northwest
Nora Mossman, HPCO Student Intern
Ana Nunes, Acclaim Health



2 Carlton Street, Suite 808
Toronto, ON M5B 1J3
Tel: 416-304-1477
Toll Free: 1-800-349-3111
Fax: 416-304-1479
Email: info@hpco.ca

 www.hpco.ca

 Hospice Palliative Care Ontario

 @hpcontario

 [hospicepalliativecareontario](https://www.instagram.com/hospicepalliativecareontario)