

The logo for Hospice Palliative Care Ontario (HPCO) features the letters 'H', 'P', 'C', and 'O' in white, each contained within a dark blue square. These squares are arranged horizontally and slightly overlap.

HPCO

Hospice Palliative Care **Ontario**

A blue-tinted photograph of three medical professionals, likely nurses, sitting at a desk. They are wearing scrubs and have stethoscopes around their necks. They are all smiling and looking towards the right side of the frame. The woman in the foreground is the most prominent, with her head turned slightly away from the camera but smiling broadly.

2020-2021 ANNUAL REPORT

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ABOUT HOSPICE PALLIATIVE CARE

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

Hospice palliative care is a special kind of health care 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 his or her 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. Hospice palliative care services help people who are ill to live out their remaining time in comfort and dignity.

Quality hospice palliative care neither hastens death or prolongs life. The goal of hospice palliative care is to improve the quality of life for patients and their families facing problems associated with life-threatening illness.

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

Hospice Palliative Care
Ontario is Accredited by





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 health care practitioners in all care settings. This was a daunting task for HPCO's small team but with 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

In March 2020 HPCO created a weekly COVID-19 situation update call for hospice executives, clinical leads, and medical directors, to share information and update each other on local response and needs. Over 100 calls were held throughout the pandemic. Daily situation updates from the Ministry of Health have been distributed by HPCO since March 2020. These valuable updates include information and statistics about provincial COVID-19 cases, deaths, and response. We brought together the 50+ hospice medical directors in April 2020 to network, share information, address urgent issues, and find solutions to pandemic related clinical challenges. The group initially met twice a week when the pandemic was at its peak and

is now HPCO's newest hospice interest group. The Medical Directors Group provided clinical input used by HPCO when working with MOH to create guidance documents for hospices on visitation, infection control, and vaccination.

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. The pandemic had a significant impact on the donations to hospices and their ability to fundraise the 50% of their budgets not funded by government. HPCO successfully advocated for an emergency relief fund for hospices facing severe financial challenges in fiscal 2020/2021 and secured a \$23.6 million dollar one-year funding flow to offset the impact of COVID-19 on hospice residences.

To protect both patients and staff, HPCO ensured that hospice staff (paid and volunteer) were included in the Tier 1 priority for COVID-19 vaccination. Pandemic travel and visitation restrictions made visitation difficult for many family members. To allow patients to connect with their families and loved ones, HPCO secured a donation of 73 iPads and distributed them to 35 Hospice Residences.

Pandemic Supports and Response for the Broader Health Care Sector and the Public

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.

Front line health care workers faced unimaginable situations, stress, and grief. Caring for our colleagues was a priority, so HPCO launched a Health Care Worker Support Line to help frontline health care workers build resilience and cope with stress, and we offered a free 10-week Virtual Grief and Bereavement Support Group for health care workers impacted by the pandemic. This was followed by the “Staying Well Series” to support health care providers, caregivers, individuals, and families who could benefit from daily reflections to help guide and comfort them during the pandemic with a total of 38 reflection pieces.

As the third wave set in, HPCO created a seven-part Grief Circle series to support health care workers through the third wave, providing assessment tools and practical ways to facilitate the work of complicated and traumatic grief within a trauma informed practice. Additional webinars were held to meet the demand for

skills building. We also developed Goals of Care Conversation Guides and End-of-Life Support Clinical Support Tools and held webinars on “Managing Respiratory Symptoms of COVID-19” for front line staff in Long-Term Care, Community Care and hospital settings.

HPCO participated in the Ontario Long-Term Care COVID-19 Commission hearings to stress the importance of how the lack of education and understanding of Advance Care Planning and Health Care Consent in the Long-Term Care sector contributed to the negative effects of the pandemic on the care and treatment of residents. HPCO is also engaged with the Ontario Long-Term Care Clinicians to support a palliative approach to care across all long-term care settings.

For the public, HPCO developed Advance Care Planning and Substitute Decision Making 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

To increase awareness of hospice palliative care and advance care planning, we engaged media and leveraged social media with great success. HPCO mounted an effective public awareness campaign around Advance Care Planning, the importance of which became more evident than ever during COVID-19. The public was encouraged to learn about Advance Care Planning and to have conversations with their Substitute Decision Makers and families. Over 41,000 people directly engaged with the materials during the campaign.

“Caring for each other is what we do. I’m grateful to the many bereavement counsellors and psychosocial professionals who volunteered their time, in the midst of a pandemic, to help HPCO create and deliver mental health supports for their colleagues and the public.”

- Rick Firth, President and CEO,
Hospice Palliative Care Ontario

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

VALUED MEMBERS, COLLEAGUES, AND COMMUNITY PARTNERS

A year unlike any other.

Reflecting on one full year of living and coping with the COVID-19 pandemic, we know that we are still learning about the myriad ways HPCO members have been and are continuing to be affected by this public health crisis, and how they have risen to the challenge.

At the onset of the pandemic, and in direct response to the challenges it created, the HPCO team mobilized our robust technology platforms to support our members in connecting and communicating with each other. We brought sector leadership and stakeholders together in clusters to help determine needs, to share, problem solve, and prioritize the information, equipment and policies we needed to help them find. For clinicians at the front line of the pandemic, HPCO created webinars and forums to hone the skills needed for difficult conversations about goals of care, triage, and advance care planning. The HPCO team swiftly recognized the mental and emotional toll on health care workers and responded by providing

virtual live supports for coping with stress and loss, and skills building for a wide range of relevant topics.

HPCO led by example by being among the first organizations to pivot to the new pandemic reality by quickly transforming our well attended in-person annual April conference to a virtual event. Committed to mounting the best conference experience possible, the HPCO team worked behind the scenes to master new technology, coordinate with presenters, and focus on participant experience. Within a few short weeks, our three-day virtual conference - *Leading by Example in a Team Based World* presented a comprehensive program including over 60 unique workshop sessions, 10 oral paper presentations, and four keynote addresses. We were grateful to be able to offer the virtual conference to many first-time attendees who had never before been to one of our in-person events. After conference and through the remainder of the year, virtual learning continued to be a major focus with the team delivering over 70 webinars and workshops.



Vivian Papaiz
Chair of the Board



Rick Firth
President & CEO

In July 2020, HPCO's Board and staff began an examination of our governance and operational processes to better align with principles of anti-racism, equity, diversity, and inclusion, and the team created initiatives to support members in doing the same. We pledged to hold ourselves and each other accountable, and to do the work required to create a more diverse and inclusive health care landscape for all. Decades of systemic racism and cultural bias in health care must be overcome and we are embedding this work in our strategic planning and will continue to advocate for equity in access to hospice palliative care for traditionally underserved and marginalized groups of people.

To the individuals that work or volunteer in hospice palliative care in all the care settings across Ontario, we say thank you for your commitment, your passions for caring, and your courage in the face of unprecedented challenges. We acknowledge the fear, the pain, and the grief you carry as health care workers and honour the commitments you make to protect and care for us all.

As vaccinations continue and we work to end the pandemic, we are looking to the future and anticipating the next, inevitable pandemic: Grief. Our members are facing an unprecedented spike in demand for grief and bereavement services and COVID-19 meant that many lost loved ones without the opportunity for comfort, care, or support – the hallmarks of hospice palliative care. Moreover, the world has suffered tremendous and collective loss - socially, professionally, and economically. The long-lasting effects and implications have yet to be fully measured, but we are assessing the coming challenges and needs of our members who have demonstrated endless creativity and resilience in serving communities and families across Ontario. We know that difficult work lies ahead. We will continue to source new ways to support our members as they support the people of Ontario with excellent and compassionate care, allowing them to live well until last breaths.

Sincerely,



Vivian Papaiz
Chair of the Board



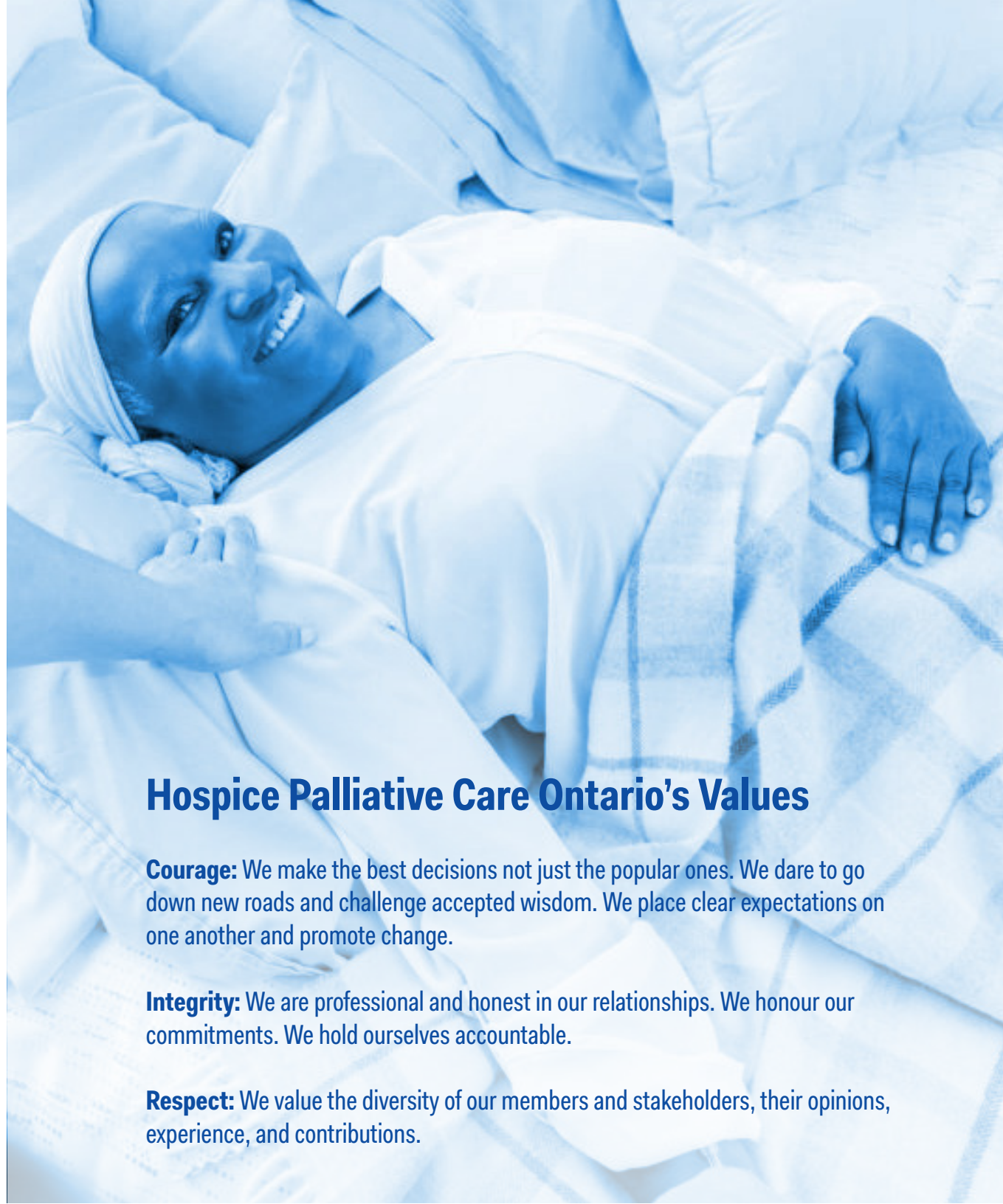
Rick Firth
President & CEO

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.



EQUITY, DIVERSITY, AND INCLUSION

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

Last year we pledged to hold ourselves and each other accountable, and to do the work required to create a more diverse and inclusive health care landscape for all. The central belief of hospice palliative care is that every person has the right to quality end of life care. We are committed to anti-racism, equity, diversity, and inclusion, and to ensuring equitable access to quality end of life care for all.

In order to further these goals, HPCO:

- Offered 40 full-conference bursaries to Black and Indigenous people working in Health Care.
- Created an Anti-Racism and Equity Advisory Group to provide ongoing guidance and feedback to HPCO on our work in this area.
- Commenced work with the Board of Directors to explore diversity and inclusion on governance Boards and to align to best practices for Board diversity and inclusion.
- Partnered 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 analytical framework adapting various health equity impact assessment and health equity assessment tools to support HPCO's EDI initiatives.
- Commenced a comprehensive review of HPCO's 12 hospice standards to ensure greater integration of principles of equity, diversity, inclusion, and anti-racism and anti-oppression.
- Initiated 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.
- Hired an equity, diversity, and inclusion consultant from OneWorld Consultation to advise HPCO and provide ongoing education to the staff and Board. EDI learning has been incorporated as fundamental components of staff and Board education throughout the year.
- Created an EDI dashboard for governance and operations and established monitoring and metrics to measure and report on our progress.

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

HOSPICE SERVICES

ACCREDITATION

Despite unprecedented pandemic related challenges across the health care sector and in general, seven hospices achieved Accreditation. Additionally, three hospices entered the accreditation process for the first time and six more began their Accreditation renewal process. A total of 53 hospice organizations in Ontario were engaged with HPCO Accreditation.

One of the most exciting changes this year has been the implementation of a new registration process for Accreditation. The fixed cohort process has been retired and hospices may now register anytime in the year. This change allows hospices ready to pursue accreditation to do so immediately. It also provides greater flexibility and individualized timelines, helping address the ongoing impact of COVID-19 on organizations' staffing and operational capacity. As more and more member organizations pursue accreditation, this is a step in the right direction intended to remove barriers by making the process more responsive and accessible.

Congratulations to the hospices Accredited by HPCO in 2020-2021:

- Dundas County Hospice
- Hospice Huntsville
- Hospice North Hastings
- Hospice West Parry Sound
- Lisaard and Innisfree Hospice
- North Perth Community Hospice

These are fast-changing, challenging times. Our organizations are navigating a pandemic, the change from LHINs to OH, the new tech revolution, a new economy, new ways of fundraising, new ways of working and serving our clients remotely and online, new ways of meeting and getting the palliative care training needed by staff and volunteers. . . . the secret is order, structure and discipline . . . Accreditation is all about ordering your organization in more efficient ways.

- Monica Do Coutto Monni,
Executive Director,
Near North Palliative Care Network

53 

Hospices engaged in
accreditation



Clients receiving hospice care:

- 96%** were satisfied with the service
- 98%** felt the service had a positive impact
- 99%** reported that all their needs were met

Clients attending day hospice programs:

- 95%** were satisfied with the service
- 98%** felt the service had a positive impact
- 99%** reported that all their needs were met

Residential hospice patients:

- 98%** were satisfied with the services
- 97%** felt the service had a positive impact
- 98%** reported that all their needs were met

Caregivers:

- 95%** were satisfied with hospice services overall
- 96%** felt that hospice services had a positive impact
- 98%** reported that all their needs were met

STANDARDS

Hospice Standards promote excellence in governance, administration, quality assurance, volunteer management, and service delivery. Standards are pivotal in ensuring the quality and trustworthiness of hospice operations, and are used to differentiate the unique qualities of the hospice care philosophy from other health and community services.

2020 saw the release of version 4 of the HPCO Hospice Standards. This version was an expansion and modernization of the Organizational Oversight and In-Home Hospice standards, alongside a document-wide redesign that ensured continuity of style, format, and language. This update was the culmination of an eight-month process which included sector-wide consultations and review by expert panels.

133



Hospices programs in Ontario

- 83** Hospice residences
(including 26 one-bed hospice suites)
- 83** In-home visiting hospice services
- 31** Locations have both in-home visiting hospice and hospice residences

HOSPICE QUALITY MEASUREMENT

The Hospice Quality Measurement Platform is a quality improvement system designed to collect and measure the impact of hospice services to promote high-quality palliative care across the province. In collaboration with hospices, health care providers, and health organizations, a comprehensive set of outcome and impact indicators were identified for shared care clinical outreach teams, residential hospices, and visiting hospices. Currently, the Metrics platform supports 38 indicators which are aligned to the Quadruple Aim framework. In 2020, 54 hospices participated in reporting their data on the Metrics platform and received individualized performance tools with relevant, useful, and actionable insight.

Patients and caregivers can voice and share their thoughts about the hospice palliative care they receive. By incorporating information from hospice patients and their families in real-time, the Metrics framework promotes collaboration and shared decision-making to improve overall health outcomes.

92%



of hospice clients said
the **hospice** was their
preferred location of care

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 21 times in the past year. In addition to these groups, ad hoc groups were formed to provide frequent connections during the pandemic.

9

Hospice Interest Groups

800+
Members



KNOWLEDGE EXCHANGE

INTEREST GROUPS

Residential Hospice Interest Group (RHIG)

This group is open to the chief staff executive of residential hospices and focuses on strategic conversations about residential hospice operations.

Visiting Hospice Interest Group (VHIG)

This group is open to the chief staff executive or program director of visiting hospices and focuses on strategic conversations about visiting hospice operations.

Grief and Bereavement Interest Group (GBIG)

The focus of this group is the exchange of information and ideas by those who deliver grief and bereavement services through a hospice.

Board Chair Interest Group (BCIG)

Focused on governance issues, this group is comprised of the Chairs or Vice Chairs of hospice Boards of Directors. This interest group met by video conference in September 2020 to discuss governance issues and strategy.

Design Build Interest Group (DBIG)

This group is for representatives from organizations that are building a residential hospice. The group meets to discuss facility design, construction, equipment provisioning, and start up process.

Coordinator of Volunteer Interest Group (CVIG)

This group focuses on issues related to hospice volunteer recruitment, retention, training, and management.

Residential Hospice Clinical Lead Interest Group (RH-CLIG)

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.

Complementary Therapy Interest Group (CTIG)

This group, created in November 2020, is for staff primarily responsible for coordinating and/or delivering a Complementary Therapy Program.

Medical Directors Interest Group (MDIG)

HPCO formed this group for hospice Medical Directors (MDG) during the early days of the COVID-19 pandemic to focus on emergency measures and clinical guidance for residential hospices related to COVID-19. The group has proven invaluable during the pandemic.

4
Communities of Practice

700+
Members

55+
Communities of Practice
meetings held

30
Compassionate Communities
initiatives across Ontario



COMMUNITIES OF PRACTICE (CoP)

Hospice Fund Development Community of Practice

The Fund Development Community of Practice 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.

Health Care Consent and Advance Care Planning Community of Practice

Person-centred decision-making involves incorporating patient perspectives, priorities, and goals throughout an illness trajectory from Advance Care Planning to treatment discussions and informed consent. These conversations are central to ensuring that everyone receives the type of care that they desire when they are unable to speak for themselves.

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 121 new members in 2020-2021, this CoP now numbers over 350 members. New CoP working groups were created to enhance the education and support provided to the public and health care providers. The new groups are Pediatric Advance Care Planning; a Clinical Advisory Team; and Community Lead Trainers.

Compassionate Communities and Community Research Collaborative

HPCO has led the Provincial Compassionate Communities Strategy and initiative since 2016 to support whole person care to benefit individuals, caregivers, and the health care 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 2020-2021 the CoP engaged, supported, and mentored 30 Compassionate Community initiatives across Ontario.

A report titled The Provincial Environmental Scan 2020: Compassionate Communities in Ontario was released in 2020 and outlines the landscape and current state of development of compassionate community initiatives in Ontario.

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

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 connecting care at home through virtual palliative care; rural hospice palliative care; rural health ethics; and collecting stories of rural hospice palliative care.

Members of the CoP also participated in a study in collaboration with the Social Sciences and Humanities Research Council and Wilfred Laurier University, titled “Centring Rural Cultural Norms around Hospice Palliative Care in Ontario: An Exploration of Sustainable Community Development Strategies.” The study aimed to deliver much needed insights on the social dimensions of death and dying in rural communities, and to mobilize findings through academic publications as well as innovative, high impact avenues including a Community Blueprint and digital stories.

Compassionate Community Response to the Pandemic

Recognizing the isolation that COVID-19 created throughout the pandemic, the Community of Practice worked diligently to launch a Virtual Compassion Care Community Centre in November 2020. The Centre uses a variety of virtual and telephone technologies to offer programming to seniors, caregivers, people with serious illness, and people isolated at home. Programs are facilitated in an interactive group setting to increase social connection and support and improve quality of life. The programs, free to access, are reaching over 1,800 people monthly.

PARTNERSHIPS



Health

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 8,200 volunteers have been enrolled in online training across 70 Ontario hospices from August 2016 to March 2021. We are grateful for SE Health's generous support.



ProResp, celebrating their 40th year in 2021, continued to support HPCO's educational programs for health service providers. In addition to the Annual Conference, ProResp sponsored the Virtual Care Conference and the ProResp team delivered workshops on respiratory therapy for patients receiving home care or hospice care.



MOUNT PLEASANT GROUP

Funding from Mount Pleasant Group supports HPCO's Centre for Excellence which includes the creation and maintenance of hospice standards, hospice accreditation, a hospice quality measurement platform, volunteer training, best practice guides, research, and more. Work supported by Mount Pleasant Group included revising the standard for In Home Hospices, enhancements to HPCO's Hospice Quality Measurement Platform including improved data collection, and integration of the Edmonton Symptom Assessment System (ESAS) data. Mount Pleasant Group also funds an annual Hospice Innovation Award of \$10,000 and annual HPCO conference bursaries for hospices staff and volunteers in the Toronto area. The Mount Pleasant Group supports HPCO Centre for Excellence because doing so allows their contribution to benefit all hospices in Ontario.



MAPI RESEARCH TRUST

Mapi Research Trust granted HPCO a donation in support of 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. HPCO was chosen as the 2019 Catherine Pouget Award winner. Project activities funded by the Catherine Pouget award include a comprehensive literature review of the ESAS tool within palliative care related research and quality management initiatives across various other health care 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 highly reputable award in honour of Catherine Pouget.



GLOBAL PHILANTHROPIC

Global Philanthropic is Canada's largest full-service national fund development consultancy. Global's network of Senior Consultants across the country average more than 25 years of fundraising experience, many in the healthcare and hospice sectors and across a broad range of fundraising programs. HPCO has partnered with Global Philanthropic to provide support and educational content to the Fund Development Community of Practice and at HPCO's annual conference. Global Philanthropic also provides complimentary fundraising consultations to HPCO member organizations through their Virtually Global platform. For more information, please contact Peter McKinley at 905-359-7674 or p.m@globalphilanthropic.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.



COWAN GROUP

Cowan Insurance Group is HPCO's preferred broker for hospice property and liability insurance, including specialty insurance specific to hospice care. In addition to insurance products, Cowan Insurance Group provided webinars on various topics including cyber security risk management. For information on hospice insurance, please contact Doug Tweddle, Commercial Account Executive & Industry Leader, Not-for-Profit, at 1-866-912-6926 or doug.tweddle@cowangroup.ca.



THE BC CENTRE FOR PALLIATIVE CARE AND PALLIUM CANADA

HPCO, the British Columbia Centre for Palliative Care, and Pallium Canada partnered to create a National Compassionate Communities Evaluation Framework and website.



QUALITY HOSPICE PALLIATIVE CARE COALITION OF ONTARIO

Hospice Palliative Care Ontario is the Secretariat for the Quality Hospice Palliative Care Coalition of Ontario, a group of 25 provincial level organizations or academic centres engaged in the planning or delivery of hospice palliative care. The Coalition advocates for quality hospice palliative care and acts on behalf of member groups in consultation with the provincial government.

The Declaration of Partnership and Commitment to Action report which outlines transformation priorities for advancing high quality palliative care was created by the Coalition in partnership with the Government of Ontario. This work led to the creation of the Hospice Palliative Care Provincial Steering Committee which in 2016 evolved into the Ontario Palliative Care Network (OPCN).

Fall of 2021 will mark the 10th anniversary of the Declaration of Partnership. An assessment of progress against the goals of the Declaration is underway and will inform recommendations

for the next 10 years, and the development of Ontario's palliative care framework required by the Compassionate Care Act which received Royal Assent in December 2020. The framework will guide the development and improvements to hospice palliative care with a goal of ensuring that every Ontarian has access to quality hospice palliative care.

The Coalition released a Patient and Caregiver Declaration of Rights at End of Life in 2019 and has recently joined the National *Caregivers4Change* campaign which also released a Declaration of Family Caregiver Rights and Responsibilities in 2020. The goal is to promote the rights of patients and caregivers and strengthen the role of family caregivers as an essential component of a caring and compassionate society. Together we are continuing to create practical implementation strategies and ongoing initiatives to support caregivers.

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

- Lowering overall health care 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

GOVERNMENT RELATIONS

SUPPORT, SECURE, STRENGTHEN

It was NOT business as usual in Government Relations and Advocacy this year. The pandemic presented two significant challenges for advocacy. The first was opportunities for face-to-face engagement which has typically been the foundation of HPCO's efforts. This was impossible during the pandemic. Undaunted, HPCO and our Government contacts adapted quickly to virtual meetings, and we were able to maintain, build, and develop new relationships. The other challenge was Government moving at breakneck speed to respond to and protect the public, patients, and health care workers in the face of a deadly virus that was threatening to overwhelm our hospitals and Long-Term Care sector.

Support

HPCO held twice weekly calls with our members to understand the impact of COVID-19 on the sector, the emerging and urgent needs of our members (PPE, testing, pandemic pay), and to immediately and fulsomely advocate on their behalf. Although the hospice sector is small compared to the hospital and LTC sectors, HPCO was able to ensure that hospices were included in Government support measures and that the most pressing needs were met alongside other health care providers.

Secure

The sector was faced with rising costs, staffing shortages, the inability to fully leverage the priceless contributions of volunteers, and fundraising challenges exacerbated by the inability to hold major annual events while some donors were facing financial uncertainty and hardship. HPCO worked closely with Government to provide stop gap supports and one year funding to stabilize the sector after an unprecedented year. The Honourable Christine Elliott, Minister of Health and Deputy Premier, opened HPCO's annual conference by thanking the members for their outstanding work through 2020/21 and by affirming the one year funding of \$23.6M for hospice residences to address sustainability.

Strengthen

HPCO took the opportunity to reinforce to Government the critical role that the hospice sector places in supporting people and their families in the community, and in helping to keep patients out of already overwhelmed hospitals. While COVID-19 is causing the premature deaths of thousands of people in Ontario, the number of other people reaching the end of life wasn't decreasing, and they still needed support.

HPCO has built a foundation of understanding with Government on the high quality and desirable nature of hospice palliative care, as well as the overall health care system benefits and cost savings provided by the sector. 600 hospice beds will return an annual savings of almost \$100 million – the cost differential between providing palliative care in hospice instead of in acute care.

The **Compassionate Care Act** has established palliative care as a priority of Government, now and for the future. In November 2020, government held three days of heartwarming and impactful testimony and debate in both Committee and in the Legislature about quality hospice palliative care and its profound importance. The Compassionate Care Act made the rare journey for a Private Member's Bill - all the way through Committee and passed third reading in the Legislature – unanimously. The presentations and submissions by our members, families, and partners in health care were moving and all spoke of the critical need for more access to hospice palliative care. The engagement and understanding of the MPPs was outstanding. The Compassionate Care Act is a major legislative tool to support access to palliative care in Ontario. The Act ensures that Ministers of Health in successive Governments will be required by Legislation to address access to palliative care and to report to the legislature the progress being made.

EDUCATION AND OUTREACH

Education and skills building related to COVID-19 was a major focus last year. The Annual HPCO Conference was pivoted to virtual just 40 days before the event (see page 20 for a conference summary). In less than one month, HPCO ramped up virtual education significantly and delivered over 70 webinars on a range of topics and more than 10,300 individuals participated.

Zoom became a household name in 2020 and was used extensively by HPCO to keep connected with members and stakeholders. In addition to the virtual conference, HPCO registered over 1.7 million minutes on Zoom: averaging 198 meetings and 2,807 people engaged each month.

PERSON-CENTRED DECISION-MAKING (PCDM)

In April 2019, HPCO successfully secured a two-year grant from the Ministry of Health to strengthen, advance, and provide leadership on Person-Centred Decision-Making (PCDM) education and outreach in Ontario. HPCO worked diligently to execute several deliverables that targeted education, capacity building, and public awareness of Health Care Consent, Advance Care Planning, and Goals of Care for health care providers, practitioners, and the public.

Key accomplishments:

- Virtual delivery of 27 PCDM Skills Building Workshops to 627 clinicians.

- Virtual delivery of 8 PCDM introductory workshops, with 1,233 participants.
 - Virtual delivery of 3 PCDM core concept workshops with 1,194 participants.
 - Provision of PCDM online training to over 4,200 Care Coordinators and Nurse Practitioners.
 - Translation of Advance Care Planning materials into Simplified Chinese, Spanish, Punjabi, Tagalog, and Italian.
 - A public awareness campaign that reached over 515,000 people with 41,718 engaging with the campaign materials and tools.
 - A mobile app with PCDM information and tools for clinicians and the public.
 - A suite of clinical tools on Goals of Care conversations specific to hospitalized COVID-19 patients.
- HPCO also provided webinars on a range of PCDM topics including:
- Addressing Goals of Care and Health Care Consent in Urgent and Emergency Situations
 - Engaging Long Term Care in Advance Care Planning & Goals of Care Discussions
 - Complex Medical and Legal Issues at End of Life
 - When a Child's Wish Should No Longer Be Kept a Secret: An Important Discussion Around Advance Care Planning in the Pediatric Community

125



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

1,213

Volunteers registered on
HPCO's online volunteer
learning platform



79

Hospices
used the platform

over **8,200**
Hospice volunteers trained
since August 2016



246,000

Learning hours
completed to-date

over **16,000**
Hospice volunteers in Ontario

VIRTUAL CONFERENCE ON VIRTUAL HOSPICE PALLIATIVE CARE

The pandemic spurred a rapid increase in virtual hospice palliative care support and care delivery. In November, HPCO hosted a one-day virtual conference focused on virtual care delivery. Workshops focused on lessons learned and innovations in virtual caregiver support, care delivery, and respiratory therapy.

VOLUNTEER LEARNING

HPCO's Volunteer Training Program provides hospices with a standardized training curricula in both print and online format. The program enables all hospices, regardless of size or location, to achieve the same standard of volunteer training designed to equip volunteers with 75 specific competencies based on HPCO Hospice Standards.

HPCO's volunteer training curricula is built on the expertise of member hospices and consists of 15 topics, 13 of which may be completed online.

HPCO's Hospice Volunteer Training Curricula

1. Introduction to Hospice Palliative Care
2. Communication Skills
3. Role of the Volunteer and Understanding Professional Boundaries
4. Pain and Symptom Management
5. Understanding the Dying Process
6. Spirituality
7. Grief and Bereavement
8. Care for the Caregiver
9. Family
10. Ethics
11. Psychosocial Issues and Impact of Illness
12. Cultural Considerations
13. Infection Prevention and Control
14. Body Mechanics (must be taught in person)
15. Orientation to the Hospice's local policies (must be taught in person)

HPCO's online learning platform allows hospices to offer training 24/7 throughout the year. Online learning has been especially important during COVID-19 when in-person training and volunteer programs were paused. It has provided hospice organizations the flexibility to continue onboarding new volunteers and allowing them to learn safely in their homes.

"I really enjoyed the online modules for HPCO. They were well presented which made it a very pleasant experience. As well as being informative and easy to understand. I have done other similar online training and this was by far the best presentation of the material."

- Leslie Edmunds, Philip Aziz Centre

"It's been hard during COVID to have a stable schedule, to have a routine and keep up with the trainings, but it was nice to be able to do the training at my own pace, and it wasn't rushed with a time limit."

- Summer, Huron Hospice Volunteer

"I appreciated the focus on Indigenous Diversity and the History of LGBTQ in Canada. Two-Spirit was brand new for me. Thank you for helping me to think outside the box. A paradigm shift!"

- Sylvia McIver,
Steadman Community Hospice



Mark your
calendars!

Hospice Palliative Care Ontario's
Annual Conference is scheduled
to be held April 24-26, 2022.

Access, Equity,
and Compassion

THE FUTURE OF QUALITY
HOSPICE PALLIATIVE CARE

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

HOSPICE PALLIATIVE CARE CONFERENCE

Given the rapidly changing times and the ongoing COVID-19 health crisis, the health and safety of our attendees, speakers, exhibitors, sponsors, and team was our number one priority. To support and meet the needs of hospice palliative care, HPCO2020 was pivoted from an in-person to a virtual event in just weeks. A sincere thank you to all those who participated in the Virtual Conference - because of you it was a great success. The virtual format was embraced by presenters and participants alike. Over the three-day conference hundreds of participants attended over 50 workshops, oral papers, and keynotes.

Topics were wide ranging with many focusing on Advance Care Planning, virtual hospice palliative care, and self-care for healthcare workers. A panel on providing palliative care during the COVID-19 pandemic showed what is possible and where gaps still exist, especially for marginalized and underserved people. During these challenging times – as at all times – we were moved by the dedication and compassion of our community. It was inspiring to see such innovative collaboration

between our members and to witness service providers, health system planners, researchers, policy makers, administrators, front-line practitioners, and volunteers *Leading By Example in a Team Based World*.



What conference
delegates said:

99%

The conference
met or exceeded
their expectations
(64% met / 35% exceeded)

91%

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

Leading
by Example
in a Team Based World



OUR SUPPORTERS

2020 HOSPICE PALLIATIVE CARE ONTARIO CONFERENCE SPONSORS



Health



Dignity[®]
MEMORIAL

∞ LIFE WELL CELEBRATED™ ∞



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 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, 791 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. Fifty-three volunteers were inducted into The June Callwood Circle of Outstanding Volunteers in 2020.

AWARDS

2020 INDUCTEES INTO THE JUNE CALLWOOD CIRCLE OF OUTSTANDING VOLUNTEERS

Nelly Armitage, Hospice Dufferin
 Brenda Bandy, St. Joseph's Hospice of Sarnia Lambton
 Angel Benn, Hospice Huntsville
 Susan Bible, Hospice Georgian Triangle
 Kibby Brooks, St. Joseph's Hospice London
 Beverly Buckingham, Beth Donovan Hospice
 Donna Carroll, Hospice Renfrew
 Donna Core, Hospice Wellington
 Penny Craig, The Hospice of Windsor & Essex County
 Ken Crichton, VON Durham Hospice
 Patricia Csinos, Sakura House Residential Hospice
 Wanda Elliott, The Heart of Hastings Hospice
 Donna Gedir, Evergreen Hospice
 Karen Guluche, Hospice Huronia Tomkins House
 June Gunn, Hospice Orillia
 Sally Gustin, Circle of Care - Community Hospice Program
 Linda Haarer, Hope House Community Hospice
 Rosemary Hale, Hospice Niagara
 Muriel Haney, Heart House Hospice
 Janis Kent, McNally House Hospice
 Craig & Ruth Kerr, The Bridge Hospice
 Kay Latreille, Care for Hospice
 John Lawrence, Chatham-Kent Hospice
 Linda Leibel, Hospice Muskoka
 Paul Martchenko, Hazel Burns Hospice
 Carol McIntosh, Hospice Prince Edward
 Rick Metcalfe, Margaret Bahen Hospice for York Region
 Jim Metson, Bethell Hospice
 Bernadette Morgan, Residential Hospice of Grey Bruce
 Marjorie Murphy, Hospice Lennox & Addington
 Annette Nakashima, Community Care Hospice Services
 Melinda Newman, Hospice Care Ottawa
 Eileen Ohrling, Rotary Hospice Stratford Perth
 Alice Pigeau, Carpenter Hospice Volunteer
 Michelle Quiron, Maison McCulloch Hospice
 Jan Raymond, Acclaim Health

Richard Reble, Dr. Bob Kemp Hospice
 Penny Reid, The Dorothy Ley Hospice
 Colleen Rivard, West Niagara Palliative Care Services
 o/a Rose Cottage Visiting Volunteers
 Aurora Riveros, Roger Neilson House Volunteer
 Renata Rizzardi, Hospice Vaughan
 Sharelle Robertson, ARCH Hospice
 Lana Rottenberg, Circle of Care - The Jewish Hospice
 Program
 Sara Rowden, Doane House Hospice
 Jean Sadler, Bruce Peninsula Hospice
 Mary Lou Shapiro, Philip Aziz Centre for Hospice Care
 & Emily's House Children's Hospice
 Stephanie Skrzypiec, Stedman Community Hospice -
 Hankinson House
 Gaile Smiley, Hospice Simcoe
 Carrie Ann Smith, Hospice Georgina
 John Tran, Kensington Hospice
 Mary Ann Voisin, Hospice of Waterloo Region
 Moraig Waite, Lisaard and Innisfree Hospice
 Jan Watkins, Hospice Kingston



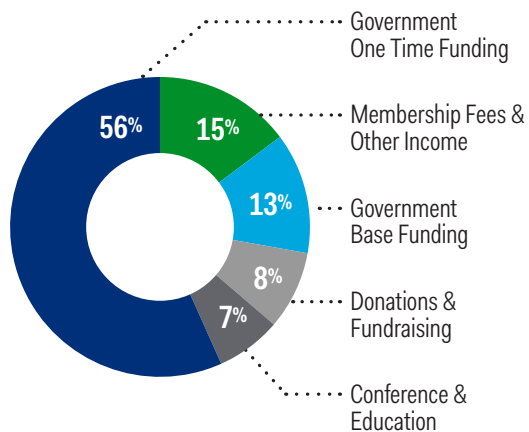
Hospice Palliative Care Ontario thanks the Toronto Commandery of the Order of St. Lazarus for their generous support of the June Callwood Awards

STEWARDING OF RESOURCES

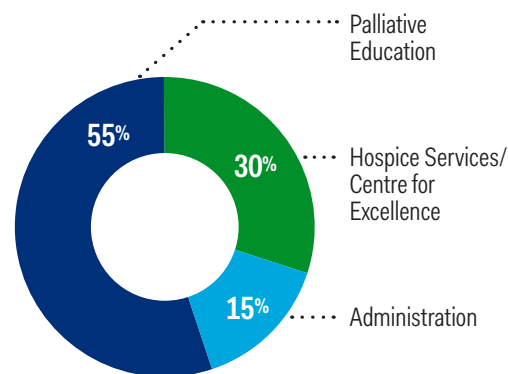
HPCO strives to be a good steward of funds received from grants, donations, merchandise sales, and the annual conference. These graphics outline HPCO's sources of funding; what funds are spent on; and our expenditures for HPCO's charitable mission, administration, and fundraising. Total staff compensation across all programs in 2020-2021 was \$975,720, total expenditure on management and administration was \$308,766, and expenditure on fundraising was \$20,285. 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](#) website. The direct link to the statements is [here](#).

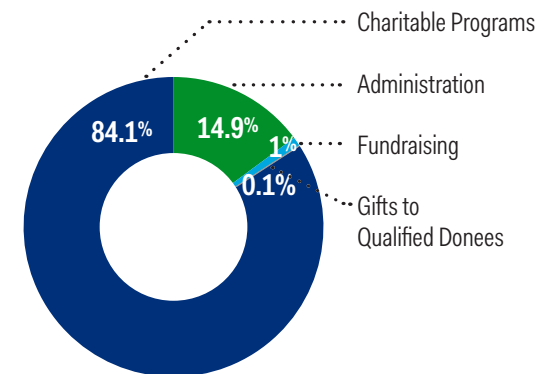
Where our Money Came From



How our Dollars Were Spent



Charitable Information Return (T3010)



FINANCIAL STATEMENTS

STATEMENT OF OPERATIONS FOR THE FISCAL YEAR ENDED MARCH 31, 2021

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 website. The direct link to the statements is [here](#). Please refer to the Audited Financial Statements for notes and further information.

	HPCO Member Services	Palliative Education and Information Services (note 5)	Total 2021	Total 2020
Revenue				
Government of Ontario (note 5)	\$ 938,854	\$ 282,975	\$ 1,221,829	\$ 931,107
Government of Canada	279,161	-	279,161	-
Membership	244,149	-	244,149	251,371
Donations and fundraising	181,862	-	181,862	502,817
Conference and education	157,396	-	157,396	441,040
Interest and sundry income	56,591	-	56,591	100,640
Merchandise and publication sales	16,342	-	16,342	45,679
	<u>1,874,355</u>	<u>282,975</u>	<u>2,157,330</u>	<u>2,272,654</u>
Expenses				
Salaries and benefits	732,478	243,242	975,720	757,445
Professional fees and consultants	301,567	5,204	306,771	282,363
One time project costs	249,058	-	249,058	244,096
Office and general	221,601	20,760	242,361	489,880
Meetings	181,959	-	181,959	230,800
Rent	67,813	19,000	86,813	84,988
Nevada ticket sales	20,285	-	20,285	32,247
Amortization	6,453	-	6,453	12,478
Insurance	5,622	-	5,622	5,057
	<u>1,786,836</u>	<u>288,206</u>	<u>2,075,042</u>	<u>2,139,354</u>
Excess (deficiency) of revenue over expenses before item below	87,519	(5,231)	82,288	133,300
Funded by operations (note 5)	<u>(5,231)</u>	<u>5,231</u>	<u>-</u>	<u>-</u>
Excess of revenue over expenses	<u>\$ 82,288</u>	<u>\$ -</u>	<u>\$ 82,288</u>	<u>\$ 133,300</u>

FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION FOR THE FISCAL YEAR ENDED MARCH 31, 2021

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 website. The direct link to the statements is [here](#). Please refer to the Audited Financial Statements for notes and further information.

	<u>2021</u>	<u>2020</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	\$ 668,904	\$ 579,750
Accounts receivable	53,531	60,519
HST receivable	-	8,575
Prepaid expenses and deposits (note 3)	<u>149,171</u>	<u>121,392</u>
	871,606	770,236
TANGIBLE CAPITAL ASSETS (note 4)	<u>8,891</u>	<u>15,344</u>
	<u>\$ 880,497</u>	<u>\$ 785,580</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 180,767	\$ 195,888
HST payable	3,674	-
Due to Government of Ontario (note 5)	142,746	152,268
Deferred revenue (note 6)	162,413	160,239
Deferred contributions (note 7)	<u>44,444</u>	<u>13,020</u>
	534,044	521,415
NET ASSETS		
Invested in tangible capital assets	8,891	15,344
Unrestricted	<u>337,562</u>	<u>248,821</u>
	<u>346,453</u>	<u>264,165</u>
	<u>\$ 880,497</u>	<u>\$ 785,580</u>

OUR PEOPLE

HPCO relies on the generosity of our members and stakeholders who volunteer for leadership roles and working groups. Our thanks to the 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.

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Communications &
Government Relations Advisor
Vanessa Casalnuovo
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Relations Coordinator
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Coordinator
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Nevada Administration

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Community of Practice Coordinator

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Conference Manager
Rachel Dragas
Lead, Person-Centred Decision Making
Initiative
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Education Coordinator, PCDM Initiative
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Lisa Sullivan from Feb. 2021

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Cherie Kok

Grief and Bereavement Interest Group

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Kimberley Ramsbottom to Sept.
2020

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Kayleen McKenzie

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Hermeen Toor

Doris Grinspun

PG Batten

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Jan Pearce
Hannah Rongits
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Eyrn Manchanda
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Kerri-Anne Wilson
Deborah Harrold
Chantel Antone
Timothea Culhane

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Pamela Blackwood

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Holly Prince
Kim Rogers
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Daphne Snickers
Lisa Sullivan
Sioux Thibodeau
Christina Vadeboncoeur
Nadine Valk
Tara Walton
Krista Worsley

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Dipti Purbhoo
Margaret Paan

Anti-Racism and Equity Advisory Group

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Peter Cameron
Lynda Van Dreumel
Tasher Frederick
Juli Heney
Asma Khan
Lena Soje
Annalise Stenekes

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Maureen Russell
Alison Wilkes
Sandy Broad
Suzie Quan
Melissa Cadarette
Sally Reaume
Sue Lafreniere
Pat Richards
Lena Soje
Jaclyn Turpin



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 Hospice Palliative Care Ontario

 @hpcontario

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