



HPCO
Hospice Palliative Care Ontario
Annual Report 2022-2023



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



Our Commitment to Reconciliation

HPCO is committed to supporting truth and reconciliation and to Indigenous peoples achieving quality hospice palliative care in their communities. We do this by:

- Advocating for equitable access to care for Indigenous people.
- Promoting cultural awareness of indigenous health care issues and the ongoing impact of colonisation.
- Encouraging our members to engage with local Indigenous peoples to recognize the value of Indigenous healing practises and use them in the treatment of Indigenous patients in collaboration with Indigenous healers and Elders when requested to do so by Indigenous patients.
- Providing a bursary program for Indigenous health care workers to attend the annual Hospice Palliative Care Ontario Conference. The bursary includes registration, accommodation, and meals.
- Ensuring Indigenous led content is integral to our annual conference program.
- Distributing 1,500 copies of the guide “Preparing for the Journey: Caring for Indigenous People who are Seriously Ill” to palliative care organizations across Ontario.
- Providing free indigenous caregiver resources and education, available at hpcoco.ca

“Together, Canadians must do more than just talk about reconciliation; we must learn how to practice reconciliation in our everyday lives — within ourselves and our families, and in our communities, governments, places of worship, schools, and workplaces. To do so constructively, Canadians must remain committed to the ongoing work of establishing and maintaining respectful relationships.” **The Truth and Reconciliation Commission of Canada**

[Final Report of the Truth and Reconciliation Commission of Canada, Volume One: Summary: Honouring the Truth, Reconciling for the Future](#)

What is Hospice Palliative Care?

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. Hospice palliative care is aimed at relieving suffering and improving the quality of life for people living with, or dying from, advanced illness, and those who are bereaved. Hospice palliative care neither hastens death nor prolongs life. The goal is to improve the quality of life for patients and their families as they face challenges associated with life-limiting illness. A “family” is whoever the person identifies as family. This may include relatives, partners, and friends.

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

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 become the focus of care when a cure for the illness is no longer possible, aiming to help people who are ill to live out their remaining time in comfort and dignity.

“Steven reaffirmed in me the importance of living life to the final moment, for he died as he had lived, with peace in his heart” A family member

About HPCO

Hospice Palliative Care Ontario is a provincial association for hospices and palliative care providers, professionals, and volunteers throughout Ontario. We envision a future where every person and family in the province of Ontario can quickly and easily access the finest standard of hospice palliative care when required.

Our History

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

What We Do

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



Hospice Palliative Care Ontario
has been accredited by
Imagine Canada since 2011

Message from the Chair of the Board and President & CEO

Providing relevant education to volunteers and frontline workers was a priority for HPCO in 2022-2023. More than 2,000 learners attended educational sessions offered by HPCO. In addition, 2,085 volunteers completed HPCO's online training program and now provide compassionate hospice care in their communities. Our Board and staff continued their commitment to understanding and promoting anti-racism, diversity, and inclusion through a year-long facilitated learning program. This work has been embedded in annual work plans and informs our advocacy and educational programming.

We worked with government to secure \$23 million in one-time additional funding to ensure Ontario's hospice residences had the resources to continue high quality care in the face of significant pandemic related increases in operating costs. In June 2023, government announced a \$147.4 million investment over two-years including \$66.7 million for hospice residences and \$10 million for hospice grief and bereavement support.

In April 2022, HPCO happily hosted our first in-person conference since 2019. The theme of *Access, Equity, and Compassion: The Future of Hospice Palliative Care* attracted more than 650 attendees, and after two years of virtual conferences, delegates were happy to celebrate with friends and colleagues. Almost 100 program offerings including workshops, presentations, oral papers, and keynotes, put *access, equity, and compassion* centre stage.

In January 2023, the Board of Directors developed a new three-year strategic plan based on input and feedback from members. The plan ensures that HPCO can continue to serve our members and community in the ways they need the most. The new plan has three strategic priorities: patients and caregivers, members, and our organization's ability to meet the evolving needs of the sector. In all that we do, we will focus on ensuring equitable access to care to underserved populations.

On behalf of HPCO and the Board of Directors, we thank all the dedicated healthcare workers, volunteers, and donors, who share a vision of providing accessible, high-quality hospice palliative care for all.

Sincerely,

Rod and Rick



Rod Malcolm
Chair of the Board



Rick Firth
President and CEO



Our Purpose

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

Our Vision

To be the unified voice of collaborative, quality hospice palliative care in Ontario.

Our Mission

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

Our Core Values

Courage Integrity Respect

Strategic Priorities 2024 - 2026

1. Patient & Caregiver Focus

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

Strategies

- 1.1 Advocate for expanding and improving equitable access to community-based hospice palliative care.
- 1.2 Promote public awareness of the benefits of hospice palliative care, the services it provides, and how it helps patients and families.
- 1.3 Provide patient and caregiver resources and education that supports their caring experience.

2. Member Focus

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

Strategies

- 2.1 Advocate for public policy that supports expanding community-based hospice palliative care and provides a stable and sustainable funding model, and informs implementation strategies for the Provincial Palliative Care Framework.
- 2.2 Offer initiatives that support our members to participate in health system restructuring and integration of hospice palliative care.
- 2.3 Review and improve the user experience across all HPCO products, services, and systems.

3. Internal Focus

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

Strategies

- 3.1 Create a fund development plan to sustain HPCO and create long-term financial stability.
- 3.2 Develop a revenue expansion plan to sustain the products and services most valued by the sector.
- 3.3 Expand our capacity to achieve our goals and deliver member value, sourcing the talent needed in the most effective and efficient manner.

HPCO's Sponsors

Thank you to our corporate and foundation sponsors whose generosity to HPCO helps us provide members with access to programs and services in support of the care they provide.



**Mount Pleasant
Group of Cemeteries**



**Saint Elizabeth
Foundation**



SAINT LAZARUS | SAINT-LAZARE
C A N A D A

ENTERPRISE HOLDINGS.



Supporting:

HPCO Centre for Excellence in Hospice Care Standards
Volunteer Training Palliative Care Education Knowledge Exchange

HPCO's Business Partners

Business partners support HPCO while providing members with access to products and services in support of the care they provide.



Advocacy Highlights

Advocacy

Result

For a palliative approach to care to be required in long-term care homes



Government embedded a palliative approach to care in The Fixing Long-Term Care Act

To fully fund clinical costs in existing and developing hospice residences



Government provided \$26 million in 2022-2023, and committed to \$65 million over two-years starting in 2023-2024

Improved funding for In-Home Visiting Hospice Services



Advocacy continues on this issue

Funding for hospice-based grief and bereavement services



Government commitment to provide \$10 million starting in 2023-2024

HPCO is grateful to the Don Green Palliative Care Advocacy Team at the Canadian Cancer Society, the Ontario Medical Association, and the members of the Quality Hospice Palliative Care Coalition of Ontario for their support of our advocacy goals.

HPCO will continue our advocacy work with a focus on improving access to palliative care for marginalized and underserved populations; for an improved funding model for in-home hospice programs; and additional investments in grief and bereavement supports.

Hospices in Ontario



133 hospices programs in Ontario

- 83 In Home Hospice Services support over 25,000 annually
- 88 Hospices Residences with 534 beds support over 9,000 patients annually
 - 40 (45%) of hospice residences are in rural communities
 - 22 new hospice residences with 172 beds are in development
- Hospices in Ontario support over 45,000 bereaved individuals annually

Volunteers play a vital role from in-home visiting to supporting patients and family in hospices, to fundraising and serving on Boards of Directors. Volunteers are key contributors to the palliative care community. In 2022-2023 there were:

- 15,243 direct service hospice volunteers
- 10,536 indirect service volunteers (Boards, facilities, grounds, special events, fundraising, etc.)

Volunteers give more than one million hours of annual service to hospices across Ontario.



Hospice Accreditation

HPCO publishes Standards for Hospice Care and accredits hospice programs to assure the delivery of consistent, high quality hospice palliative care. Accreditation signifies to health professionals, the public, and funders that an organization, institution or program complies with standards and has been recognized by HPCO based on a rigorous review of overall performance by expert peers. Accreditation serves as an indicator of commitment to continuous learning and improvement.

Congratulations to the hospices that achieved Accreditation with HPCO during the 2022/2023 fiscal year:

- Circle of Care, Sinai Health
- Community Care Northumberland & Ed's House Northumberland Hospice Care Centre
- The Heart of Hastings Hospice
- Hospice Care Ottawa
- Hospice Northwest
- Hospice Orillia
- Hospice Renfrew
- Hospice Simcoe
- Hospice Waterloo Region
- The Hospice of Windsor & Essex County Inc
- Jewish Family and Child Service – Jewish Hospice Program
- Philip Aziz Centre for Hospice Care & Emily's House
- Roger Neilson House for Palliative Care



**Look for the HPCO Accreditation
Seal at your local hospice**

Hospice Quality of Care

The HPCO Centre for Excellence in Hospice Care develops hospice standards and promotes leading practices in governance and operations.

In collaboration with our quality measurement partner Stratim and electronic medical record provider InfoAnywhere, HPCO provides hospices with a platform to measure program performance and quality and to provide analysis to support continuous quality improvement.

In place since 2016, the data confirms what patients and families have been telling us for years: Hospices provide the highest level of quality care in Ontario.

Clients receiving in-home programs

- 96% Were satisfied with the service
- 96% Felt the service had a positive impact
- 98% Report that all their psychosocial needs were met

Clients receiving hospice residence services

- 98% Were satisfied with the service
- 93% Felt the service had a positive impact
- 99% Report that all their psychosocial needs were met

Caregivers

- 98% Were satisfied with the hospice service
- 97% Felt the hospice service had a positive impact



Recognizing Outstanding Volunteers



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

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

Volunteers are the heart and soul of the hospice movement. Volunteers cast the vision, raise the funds, sit at the bedside, and console the grieving.

In April 2022 at HPCO's Annual Conference, 65 volunteers were inducted into The June Callwood Circle of Outstanding Volunteers.

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

June Callwood



Palliative Care Education

Webinars, Workshops, and Knowledge Exchange

- Distributed 1,500 “Preparing for the Journey: Caring for Indigenous People who are Seriously Ill” guides across Ontario
- Welcomed 50 new members to a Community of Practice and hosted 30 Community of Practice meetings.
- 26 webinars provided with more than 1,300 participants
- 500+ users enrolled in the [Person Centred Decision Making](#) education
- 300+ people enrolled in the free course “[Providing Culturally Safe Care with an Indigenous Lens](#)”
- 10,000 participants in the Virtual Compassion Care Community Centre
- 20,000 visits to the Caregiver Support Education
- Held four full-day Person Centred Decision Making skills building workshops for clinicians.

Hospice Volunteer Training

HPCO provides comprehensive online training for hospice palliative care volunteers across Ontario.

- 77 hospices used HPCO’s online volunteer training
- 2,085 volunteers trained in 22/23
- 13,327 volunteers trained since 2016.

Palliative Care Education

Palliative care education courses are offered to Long-Term Care Homes and Community Support Services located within Toronto. These courses are designed to meet the palliative care educational needs of interdisciplinary staff in long-term care facilities and retirement residences and are offered in-person and virtually.



HPCO gratefully acknowledges funding from Ontario Health for our Palliative Education program for long-term care homes

Palliative Care Education Developed Specifically for Personal Support Workers

PSWs – the hearts and hands of the health care team.

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

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

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

Content is aligned with provincial and national palliative care competencies.



PACE for PSWs
Palliative Care Education for Personal Support Workers

An Online Palliative Care Education Program

For Personal Support Workers to Improve Skills and Caregiving Abilities

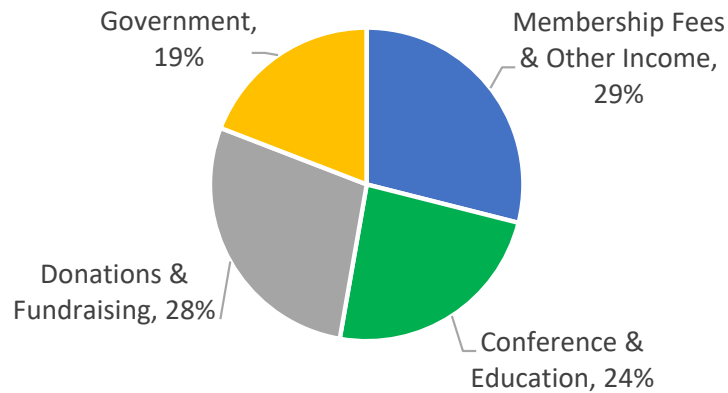
paceforpsws.ca



Canadian Hospice Palliative Care Association
Association canadienne de soins palliatifs

Stewarding of Resources

Sources of Funding



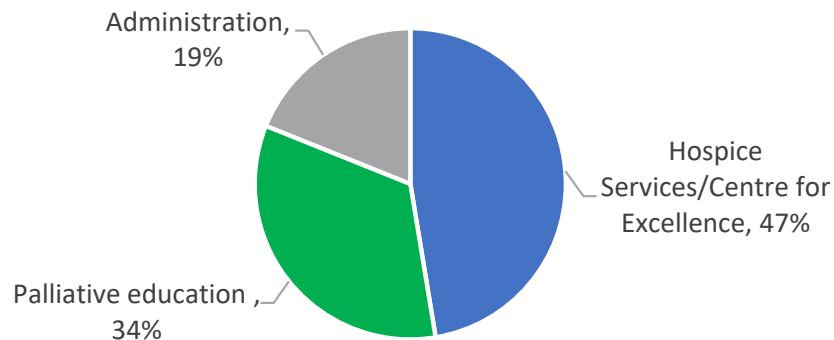
HPCO strives to be a good steward of funds received from grants, donations, member services, membership fees, and the annual conference.

Total staff compensation across all programs in 2022-2023 was \$748,166, total expenditure on management and administration was \$303,181, and expenditure on fundraising was \$25,822.

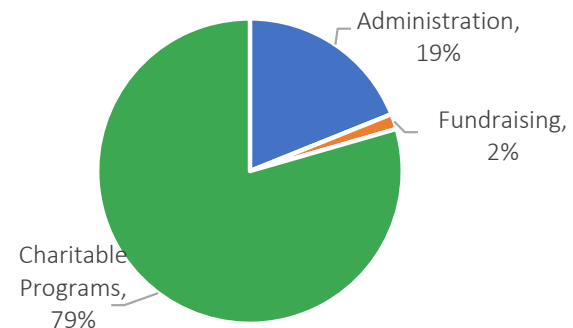
HPCO Audited Financial Statements are available at hpcoco.ca.

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

How Our Dollars Were Spent



Charitable Information Return - T3010



Board of Directors

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(Chair)
Nominating Committee
Finance Committee



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