

Provincial Environmental Scan Report 2020: Compassionate Communities in Ontario

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We acknowledge that Hospice Palliative Care Ontario is located on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples.

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Hospice Palliative Care Ontario (HPCO) is a provincial association of hospices and palliative care providers, professionals, and volunteers throughout Ontario. HPCO believes that every person and their family should be able to access the health, emotional, social and spiritual support that is right for them in order to live well to their natural end of life. HPCO envisions a future where every person and family in the province of Ontario can quickly and easily access the finest standard of care including hospice palliative care when required. HPCO encourages, develops, supports, and provides leadership and guidance in the field of hospice palliative care and compassionate communities in Ontario by promoting the development and expansion of care services, promoting research in these fields, and promoting education for health professionals, volunteers and the general public. Find out more at www.hpcoco.ca.

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COMPASSIONATE COMMUNITIES MAP

- | | |
|---|--|
|  Amherstburg |  Ottawa |
|  Amherstburg |  Ottawa |
|  Burlington |  Owen Sound |
|  Burlington |  Owen Sound |
|  Essex |  Peterborough |
|  Grimsby |  St. Catharines |
|  Grimsby |  St. Catharines |
|  Kingston |  Tecumseh |
|  Kingston |  Tecumseh/Lakeshore |
|  Kingsville |  Thunder Bay |
|  Kingsville |  Thunder Bay |
|  Kitchener |  Toronto |
|  London |  Vaughan |
|  London |  Vaughan |
|  Markham |  Warton |
|  Markham |  Warton |
|  Mississauga |  Windsor |
|  Mississauga |  Windsor |
|  New Tecumseth | |
|  New Tecumseth | |
|  North Bay | |
|  North Bay | |
|  Orillia | |
|  Orillia | |

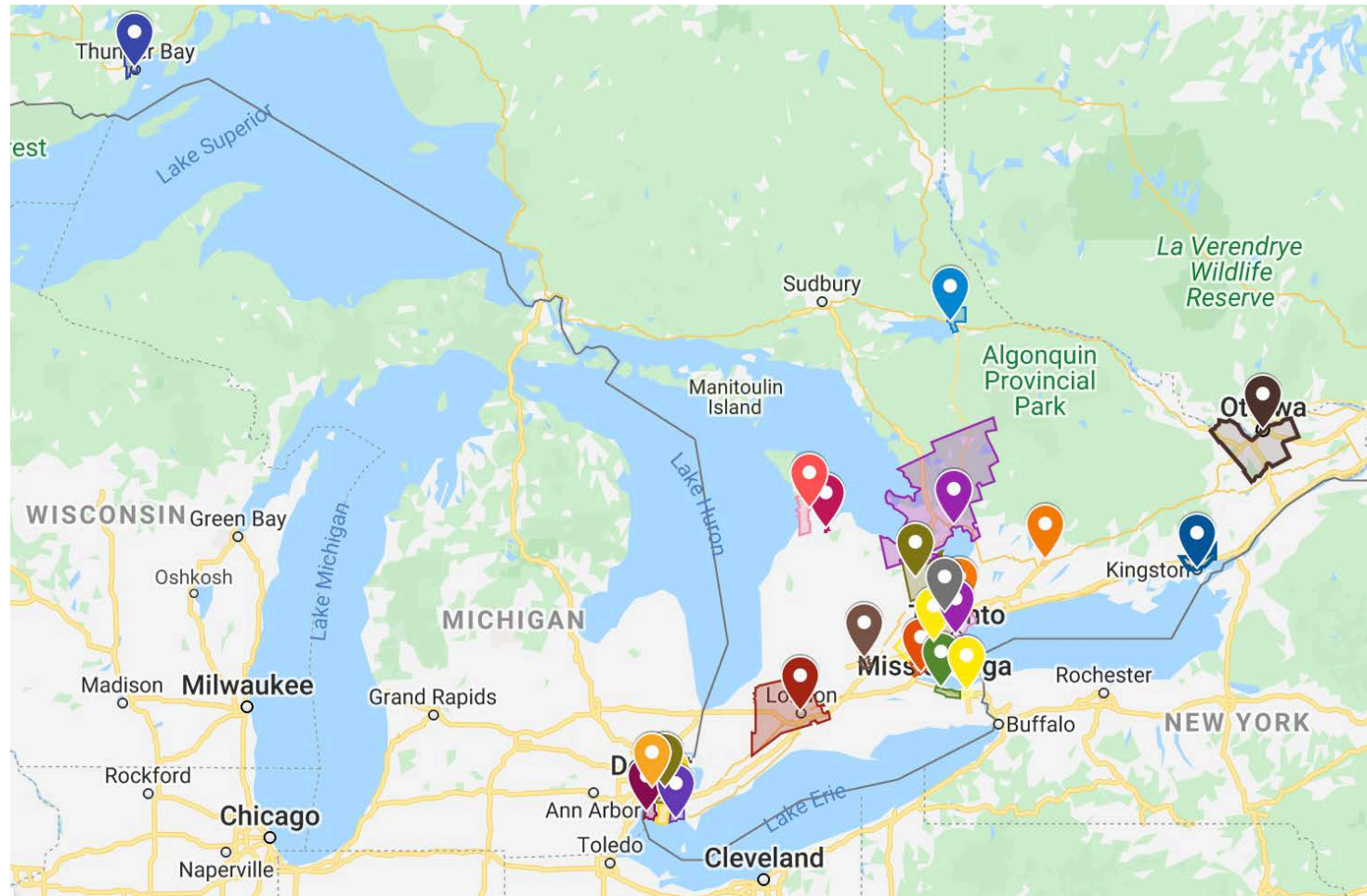


Figure 1. Interactive map and legend of Compassionate Communities across Ontario.

INTRODUCTION

This environmental scan outlines the landscape and current state of development of compassionate communities (CC) in Ontario. 25 CC sites are profiled in this report – see Appendix 4 for details. Consistent with the emerging Canadian definition of a compassionate community, CC sites are identified based on the following criteria:

- Community members take an active role in supporting people affected by health challenges, caregiving, death and grief.
- Community members recognize that serious health challenges, caregiving, dying and grieving experiences are a part of everyone’s journey through life, that they can happen at any time, and that care for one another through these experiences is not a task solely for health and social care professionals, but everyone can participate.
- Community partners value equity, celebrate diversity, and are inclusive.
- Community partners play important roles in planning, setting priorities and providing support.
- Activities are located primarily in community, non-clinical environments.

HPCO is committed to fostering compassionate, inclusive and connected communities while highlighting and celebrating the unique CC activities underway. This is a point-in-time snapshot only and represents the information HPCO had access to as of summer 2020. We recognize that a number of new CC initiatives are currently under discussion or in planning stages. This provincial environmental scan report is a living document that will be updated by HPCO annually.

WHY ARE COMPASSIONATE COMMUNITIES NEEDED?

In light of Canada’s aging population, significant gaps in the provision of palliative and end-of-life (EOL) care services and increasing awareness of the risks of social isolation to sickness and premature mortality, a public health approach to care is imperative (1,2). The global Compassionate Communities movement represents the extension of Healthy Cities to include end of life, recognizing that compassion is a holistic/ecological idea and ethical imperative; that health is a positive concept even in the presence of disease, disability or loss; and the concern for loss is universal (3,4). In Ontario, Hospice Palliative Care Ontario (HPCO) is supporting a Compassionate Communities provincial strategy to catalyze whole person care throughout the province, in order to benefit patients, family caregivers, and the formal health care system (2).

Normalizing conversations and fostering open public dialogue surrounding death, dying, grief and loss was repeatedly cited as a primary purpose for compassionate community action. Increasing awareness and promoting equitable access to hospice and palliative care was also repeatedly cited, especially efforts to engage the most vulnerable and hard-to-serve.

Most compassionate communities acknowledge that formal health care supports are unable to meet the hospice, palliative and social care needs of all community members. The Compassionate

Community of Ottawa, Orillia, Toronto and Peterborough noted that success would involve creating a self-sustaining community built to complement existing formal health care supports in their communities. Some communities, including Windsor and Ottawa's Compassionate Community, are attempting to create a broad social movement and develop new social models of community care that improve the lives of individuals who are struggling. The Windsor Essex Compassion Care Community (WECCC) is using a collective action approach that is intended to include the whole community over the life course with a specific aim to measurably improve population level quality of life and reduce health inequities. In addition the Compassionate Community of Kingston; Mississauga; Markham, Stouffville and Thornhill; New Tecumseth; and Grimsby recognize the gaps in formal medical supports and are committed to mobilizing community members, reducing healthcare costs and allocating funding to community efforts in order to improve access to supports and enable individuals to obtain a high quality of life.

WHAT IS THE FOCUS OF COMPASSIONATE ACTION?

The focus of compassionate community action falls into two complementary but distinct areas – 1. community efforts that are primarily involved in creating spaces and places for public awareness and dialogue on death and loss, and 2. those who are also changing community structures for care delivery to people who are struggling.

Normalizing Conversations Surrounding Death, Dying, Grief and Loss

"We would like to see a sustainable shift in mindset regarding death and dying" (Louise Brazier and Stefanie Collins, Hospice Orillia, July 2020).

"Our goal of normalizing a palliative approach to care begins with changing two social norms: (1) shifting the culture from one in which individuals instinctively decline help from friends and personal community networks to one in which people feel comfortable in asking for and accepting help and (2) shifting the culture from one in which people don't feel confident in offering help if their offers are declined to one in which the community feels confident and capable of offering and providing help" (Florence Campbell, Compassionate Communities Kingston Canada, June 2020).

Activities in most emerging compassionate communities focus on public awareness, dialogue and grief support. This typically takes three forms – efforts aimed at building public awareness of hospice resources or death literacy; promoting advanced care planning (ACP) in community settings; and efforts aimed to support people dealing with loss and grief. While death literacy, ACP and bereavement support are programs that are regularly offered by most hospices across Ontario, compassionate community efforts differ in their greater involvement of community partners who play important roles in both planning and providing support and in situating activities primarily in community, in addition to the programs that may also be offered within the hospice setting.

Hospice Awareness and Death Literacy: For example, eleven Compassionate Communities in Ontario noted that their work seeks to create an open dialogue for discussions on hospice and palliative care in order to normalize conversations surrounding death, dying, grief and loss. Death or Bereavement Cafés and Die-alogues efforts include New Tecumseth's Death Café activity, Owen Sound's Bereavement Café and Thunder Bay's Die-alogues. Of note, New Tecumseth's Death Café is targeted towards high school students who would benefit from discussions regarding grief and bereavement, coping with anxiety and overall wellbeing.

Advanced Care Planning: The Compassionate Communities of Burlington, Mississauga, Grimsby, Thunder Bay and Toronto aim to create an open dialogue that demystifies death in hopes that the community becomes more comfortable with talking about and planning for death. Other ACP activities include: Windsor's ACP community program, Toronto's ACP workshops, Kingston's ACP activity, Ottawa's ACP Sessions and Conversations and Thunder Bay's ACP: Don't Duck the Conversation. Most ACP activities provide individuals with a personal planning guide to help begin conversations on end-of-life wishes and discuss important personal information such as special memories and messages to loved ones.

Bereavement Support: The Compassionate Communities of St. Catharine's, Warton, New Tecumseth and Toronto aim to normalize different forms of grief by encouraging conversations amongst families, removing stigma and providing education on common feelings and behaviours. Two participants noted that their personal experiences with grief and bereavement motivated their commitment to compassionate community work, including experiences of losing a loved one and exposure to family grief in professional roles. New Tecumseth partners with local vendors to offer Compassionate Communities Week which involves a flag raising and presentations from key note speakers and St. Catharine's Compassionate Community involves Brock University's Thrive Week which offers peer to peer drop-in sessions focused on the importance on self-care when coping with any form of death, dying, caregiving, and grief.

Improving the Community Experience of Care

"...this work matters to [me] because as a paramedic [I] often observe individuals that fall through the cracks in the system and view how the system is not best equipped for addressing these challenges among these individuals or subpopulations...by assisting these individuals, it is very rewarding to get them connected to resources or their communities in order to obtain a higher quality of life in whatever way that may look like to them" (Amanda Foubert, The Ottawa Paramedic Service, July 2020).

"We recognise that the way we offer support is not appropriate for all communities and that in order to be responsive to all groups we must specifically target racialized and LGBTQ2+ individuals" (Michelle La Fontaine, the PAIL Network, August 2020)

Four Compassionate Communities including Orillia, Peterborough and Toronto highlighted their commitment to providing equitable access to hospice and palliative care supports to

marginalized groups. Notably, Camp Kerry Society, Hospice Orillia and the Philip Aziz Centre for Hospice Care stated that success for their communities would involve providing targeted supports to underserved, marginalized and hard to reach populations. Both the Pregnancy and Infant Loss (PAIL) Network and the Ottawa Paramedic Service highlighted their commitment to providing equitable access to hospice and palliative care supports for groups who are underserved within formal systems and programs.

The Compassionate Communities of Windsor and Markham, Stouffville and Thornhill focus on whole person care and quality of life that is inclusive but not specific to serious illness, end of life, and grief. These initiatives are attempting to move care upstream and reduce health inequities related to experiences of marginalization and isolation. A significant focus of their efforts involves training students, community partners and volunteers as community connectors.

Some community efforts focus specifically on social isolation. Kingston’s Sunshine Calls activity identified a focus on providing direct service delivery specific to those who are isolated or lonely. Through this project, a cohort of trained volunteers will phone participating isolated seniors at a specific time each day to conduct a wellness check and connect participants through a teleconference-type party line, to rebuild their social networks.

WHAT ACTIVITIES ARE UNDERWAY?

Total Number of Activities per Compassionate Community

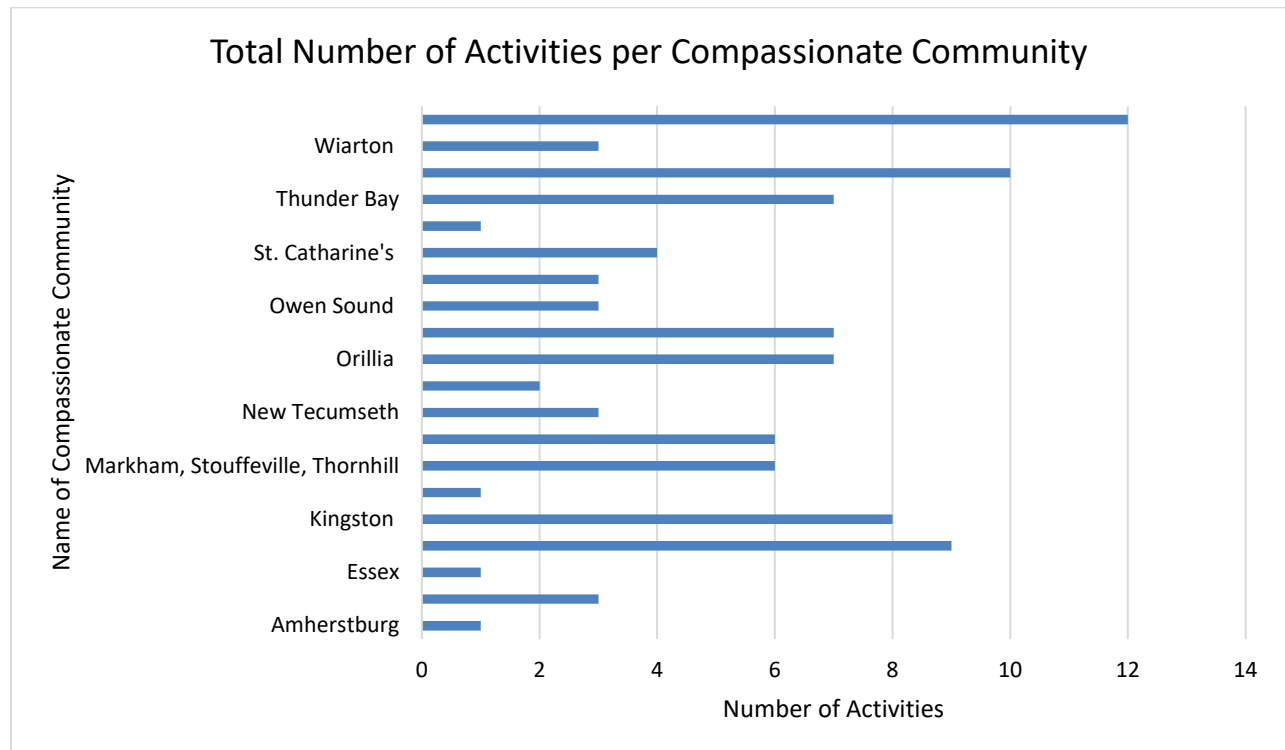


Figure. The total number of activities offered at each Compassionate Community.

Currently, 97 activities are being offered across Compassionate Communities in Ontario. Initial data analysis indicates that among all Compassionate Communities the provision of activities varies between 1-12, with an average of 5 activities offered per community (Figure 1.)

Types of Activities

41% of the activities focus on providing spaces and places for public awareness and dialogue, 22% seek to build community capacity, 13% offer activities that promote education and training and 13% provide direct service delivery involving community service partnerships specific to end of life. Of note, only 9% of activities focus on providing direct service delivery involving community service partnerships.

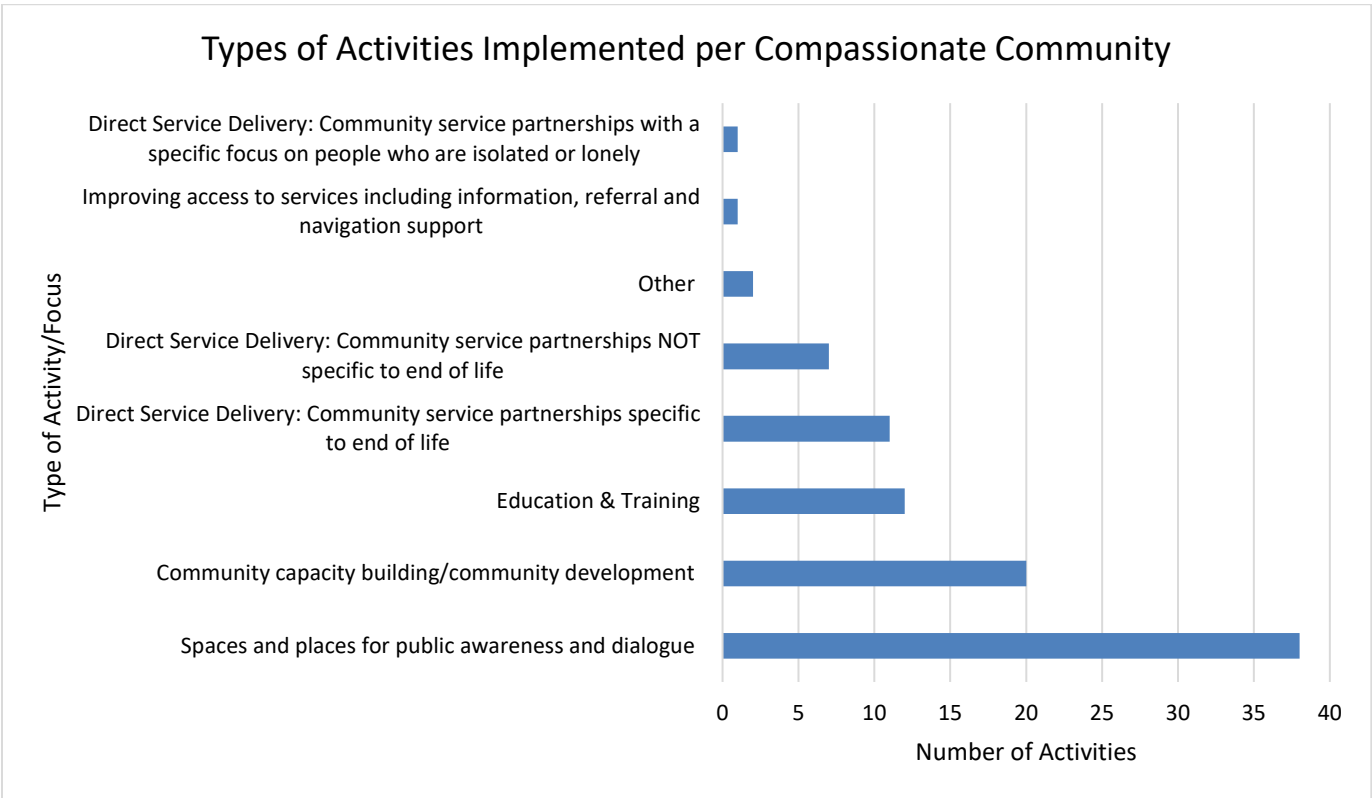


Figure. The types of activities offered at Compassionate Communities across Ontario.

Detailed Overview of Activities, Projects, and Programs

Activities are the specific projects, programs and actions underway within compassionate communities. Examples of activities include connecting people to support, raising awareness about life and end of life issues, and building supportive networks in the community. Activities can either be program-based or project-based.

Compassionate Communities	Description	Activities
Amherstburg	Amherstburg is a township in Essex county. Compassionate Amherstburg is emerging as a secondary hub for the spread and adoption of the WECCC model in rural areas.	Program: See Windsor description
Burlington	Burlington is a charter-led community that seeks to strengthen community partnerships and build capacity in the community. For example, the Carpenter House is committed to creating an open dialogue and an environment where individuals feel more supported and comfortable talking about death, dying, grief and bereavement. The Carpenter House offers the Workplace Bereavement Project, a unique activity that seeks to improve education and training among workplace managers.	Programs: Monthly Column, 100% Certainty Project Projects: Workplace Bereavement Project
Essex	Essex is a township in Essex county. Compassionate Essex is emerging as a secondary hub for the spread and adoption of the WECCC model in rural areas.	Programs: See Windsor description
Grimsby	Grimsby aims to normalize conversations about caregiving, death, and grieving in hopes of creating an environment where everyone knows the process of supporting each other and has the tools to do so. Notably, McNally House Hospice aims to strengthen community capacity in order to fill the gaps that the medical system cannot address. McNally House Hospice offers several activities that target children or youth including, the Death Positive School Curriculum, Children’s Grief Craft and Story Time and the Kids Can Cope: PA Day.	Programs: Community Partnership Engagement Program, Death Something To Talk About (Reading Initiative and Film Series), Death Positive School Curriculum, Grief in Workplace, Community Memorial Suppers, Children’s Grief Craft and Story Time, Kids Can Cope: PA Day. Projects: Community Art Project, Faith Community Engagement Surveys
Kingston	Kingston focuses on changing two social norms by (1) shifting the culture from one in which individuals instinctively decline help from friends and personal community networks to one in which people feel comfortable in asking for and accepting help and (2) shifting the culture from one in which people don’t feel confident in offering help if their offers are declined to one in which the community feels confident and capable of offering and providing help. In light of COVID-19 pandemic, the Compassionate Communities of Kingston Canada (CCKC) has created the Sunshine Calls program to improve the social networks of those who are isolated or lonely.	Programs: Community Partnership Engagement Program, Advance Care Planning (ACP), Developing our communities’ social network infrastructures, Community Engagement Meetings, Sunshine Calls Program
		Programs: Butterfly Release, Bereavement Services of Kingston, Tele-Hospice Program.
Kingsville	Kingsville is a township in Essex county. Kingsville Community Centre is sponsored and supported by the Kingsville Community Church to offer community wellness programs and compassionate community care for the elderly. Compassionate Kingsville is emerging as	Program: See Windsor description

	a secondary hub for the spread and adoption of the WECCC model in rural areas.	
London	London is designated World Health Organization Age-Friendly City since 2010 and is a signatory to the International Charter of Compassion.	Programs: NeighbourGood London; Compassionate Choir Program
Kitchener	Kitchener seeks to foster community involvement, educate community members on end of life care and improve death literacy. The Hospice of Waterloo Region began developing community partnerships in 2015 and continues to leverage arts-based methods to create an open dialogue surrounding death, dying, grief and loss. For example, the Hospice of Waterloo Region works with the University of Waterloo to offer the Absent Friend Film Festival, an event which aims to raise awareness of hospice and palliative care.	Programs: Community Partnership Engagement, Absent Friend Film Festival, ACP Sessions Projects: You Only Die Once Film Festival
Markham, Stouffville and Thornhill	Compassionate Markham, Stouffville and Thornhill is a Charter-led community sponsored by Evergreen Hospice. Its focus is on creating broad community partnerships and addressing social isolation to the natural end of life. Currently, they are: developing and testing a new community connector volunteer program; training volunteers in faith communities and community agencies about caring for people with serious illness; building compassionate schools that engage seniors in residences and nearby community centres; and supporting faith communities who are opening their doors to build community wellness hubs.	Projects: Public Awareness and Information, Volunteer Training – Shared Program for Training Compassionate Community Volunteers, Supporting People Through More Opportunities for Social Participation, Compassionate Schools, Recognition and Celebration Research: Neighbours: Partnering Community Agencies and Research to Improve Health Outcomes
Mississauga	Mississauga seeks to normalize conversations about caregiving, death, and grieving and is committed to creating meaningful partnership that will leverage community assets. The Dorothy Ley Hospice and Heart House Hospice recognizes the gaps in formal healthcare services and aims to promote knowledge exchange and improve seniors’ access to necessary supports, resources, and services.	Programs: Community Partnership Engagement, Caregivers Time Out, Education and Outreach Program Programs: Compassionate Schools, Part of Compassionate Communities Peel with Region of Peel & SHIP (Services and Housing in the Province), Palliative Care Community Partnerships

New Tecumseth	New Tecumseth aims to increase public awareness and engagement, normalize a palliative approach to care and involve municipalities in the education of its community members.	Programs: Community Partnership Engagement, The Compassionate Communities Week, Death Café
North Bay	North Bay is committed to establishing partners for palliative care that support individuals into their transition to eternal life. Since 2015, The Sisters of St. Joseph's of Sault Ste. Marie has partnered with the Near North Palliative Care Network (NNPCN) to provide the Seniors Helping Seniors program. With this program North Bay provides education and training workshops to the public on the universe of ageing, end of life, palliative care, death, ageing well and grief and bereavement.	Program: Community Partnerships Engagement, Seniors Helping Seniors
Orillia	Orillia seeks to increase public awareness and normalize a palliative approach to care. Within this community, Hospice Orillia seeks to provide bereavement support to underserved, marginalized and hard to reach populations including people in prison, people with intellectual disabilities and families experiencing pregnancy and infant loss.	Programs: Community Partnership Engagement, Dying Matters Workshop, Pregnancy and Infant Loss Network (PILO), Projects: Prison Grief and Bereavement Project, Opening Closed Doors, Spiritual Care Committee, Compassionate Connections
Ottawa	Ottawa is a charter-led community that has endorsed the compassionate city charter (CCC) and aims to achieve a new social model of community care for those dealing with death, dying and grieving while also normalizing conversations on this subject. Of note, Compassionate Ottawa sponsors the Healthy End of Life Project (HELP) Ottawa, a research project which works with two community health centres and two faith communities to build, implement and evaluate local sustainable initiatives in order to create meaningful change along with more confident, competent caregiving networks.	Programs: Faith Communities, Schools – Dying, Death, Loss, Grief: Building a Shared language for school communities, Workplaces Program, ACP Sessions and Conversations, Caring, Sharing and Preparing: Let's talk about later life, Growing Public Awareness and Engagement Projects Healthy End of Life project (HELP) Ottawa
Owen Sound	Owen sound seeks to collaborate with local community organizations to provide high quality hospice palliative care and bereavement supports with the help of trained volunteers.	Programs: Community Partnership Engagement, Bereavement Café, Projects: #GetTheScoop Awareness Campaign
Peterborough	Peterborough believes that community-based programming is the key to sustainable change and	Program: Community Partnership Engagement,

	focuses on providing bereavement supports to families and children who are coping with the loss of a loved one. Notably, the Campy Kerry Society offers expressive art activities including the virtual Synergy Compassionate Community Choir.	Synergy Compassionate Community Choirs (Virtual), Community Events
St. Catharine's	Beginning in 2017, Compassionate Brock University seeks to create an open dialogue where students feel safe talking about their experiences with death, dying, caregiving, and grief. They have now trained 51 teaching assistants who have gained a better understanding of how to refer students to the appropriate grief and bereavement resources within the community.	Programs: TA Workshop, Resource Toolkit on Brock and Community, Grief Circle
Tecumseh/ Lakeshore	Tecumseh and Lakeshore are townships in Essex county. These are emerging as a secondary hub for the spread and adoption of the WECCC model in rural areas.	Program: See Windsor description
Thunder Bay	Thunder Bay seeks to change the narrative around death, dying, loss and grief in the community with a specific focus on workplaces and schools. Notably, Hospice Northwest is developing a Workplace Toolkit which can be adapted to any business with the goal of helping employers navigate the challenging times of grief and/or loss within the workplace. In addition, Hospice Northwest's offers ACP: Don't Duck the Conversation activity	Programs: Community Partnership Engagement, ACP – Don't Duck the Conversation, Die-alogues Community Initiative, Memory Boxes Program, Workplace Toolkit, Talking about Death Doesn't Suck School Initiative, The Journey Home Program
Toronto	Toronto's Compassionate Community involved five organizations that seek to demystify death and dying and are committed to creating a self-sustaining community, where hospices and palliative care organizations are only providing minor supports.	Programs: Community Partnership Engagement, Projects:
		Projects: Neighbours
		Programs: Toronto Creating Caring Communities (CCC)
		Programs: Shared Volunteer Support Program (SVSP) for G5, The Toronto HIV/AIDS Network Multi-Agency Training Partnership, Social Work/Gerontology Student Placement with St. Clair College, Sick Kids Hospital Grief and Bereavement Events Team (PAC/EH's Sick Kids Events Team)
Warton	Warton seeks to create an open dialogue where community members are more comfortable having personal conversations about grief, dying and advance care planning. Notably, the Bruce Peninsula Hospice	Program: Community Partnership Engagement, Stepping Stones Survey

	aims to educate the community on living well and normalize conversations surrounding caregiving, death, dying, and grief. In addition, Bruce Peninsula Hospice's Stepping Stones Survey received 97 responses in 2018.	Projects: Up and Away
Windsor	<p>The Windsor-Essex Compassion Care Community (WECCC) is an evidence-based model and set of tools to improve the quality of life, health and wellness of many vulnerable and aging populations by identifying upstream and downstream social and other risks to physical and mental health and addressing them from both within and outside government systems.</p> <p>WECCC is supported by a coalition of more than 65+ agencies and associations from education, health care, social services, municipal, cultural, faith, business, non-profit, volunteer and informal sectors.</p>	<p>Program: Public Education: Importance of Being Connected; Community Connections Volunteer Program; Tools to support wellness within marginalized groups and faith-based hubs; Advance Care Planning (ACP); Linkage (as needed) to palliative care education, bereavement support, telephone reassurance and friendly visiting, wellness programs, neighbours helping neighbours, etc.</p> <p>Research: Population Health Impact and Effectiveness</p>
Provincial: Pregnancy and Infant Loss	The Pregnancy and Infant Loss (PAIL) Network: Sunnybrook Health Sciences Centre and the Ottawa Paramedic Service provide related provincial activities supporting the Compassionate Communities movement. In addition, the PAIL Network offers a Peer Support Program within 26 communities across Ontario.	<p>Programs: Community Partnership Engagement, Butterfly Release and Family Picnic, #PinwheelsforPAIL Awareness Campaign, Pregnancy and Infant Loss Awareness Day, Peer Support Program, Circles of Support Program, Health Care Provider Education: Compassionate Care Workshop</p> <p>Projects: Provincial Needs Assessment, Pregnancy and Infant Loss – Families' Experiences Survey</p>
Provincial: Community Paramedicine	Ontario paramedics are committed to providing equitable access to hospice and palliative care services and supports by targeting marginalized and underserved populations. For example, Ottawa Paramedic Services' Community Paramedicine program promotes patient advocacy for vulnerable peoples and has engaged over 3000 participants in the last 2 years	<p>Programs: Community Paramedicine</p> <p>Projects: Paramedics in Palliative Care Pilot Project</p>

State of Development

Stage of Development

22% of compassionate community activities are in the mature, stable implementation (*within its third year*) stage, 29% are in the mid-implementation (*refining – within its second year*) stage, 18% are in the early implementation (*refining – within its first year*) stage, 15% are in the partnership engagement stage, 6% are in the planning (action plan developed not yet implemented) stage, 4% are in the testing stage, 3% are in the initial implementation (*started within the last six months*) stage, and 2% are in the planning (*action plan not yet developed*) stage. This data indicates that the majority of activities (51%) profiled in this report are well established within Compassionate Communities across Ontario and aim to provide a lasting service within the community.

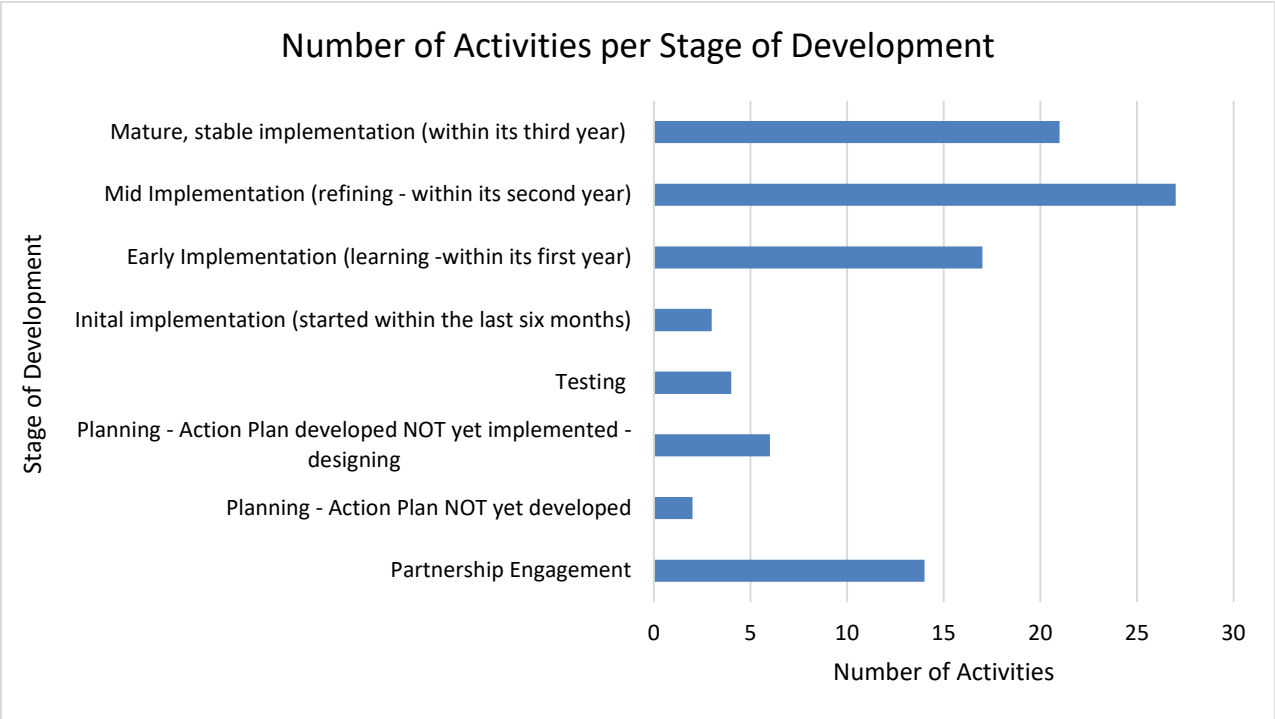


Figure 12. The number of activities classified by stage of development

Program vs. Projects

Activities offered at each Compassionate Community were classified based on the definitions of a project and a program. Notably, 16% of the activities are projects and 84% are programs. Projects are time-limited, exploratory activities that are intended to study how best to achieve outcomes and are developed in response to a community need, problem or issue.

Programs are activities of on-going duration to effect positive change in clients, communities and/or organizations, depending on the goal. A program is a plan of action, that may include a variety of services, events or other actions, that have been demonstrated to be acceptable, relevant and effective in achieving its purpose. Many successful programs first began as a time-limited or pilot project. Most compassionate communities involved in this report offer a mixture of both projects and programs.

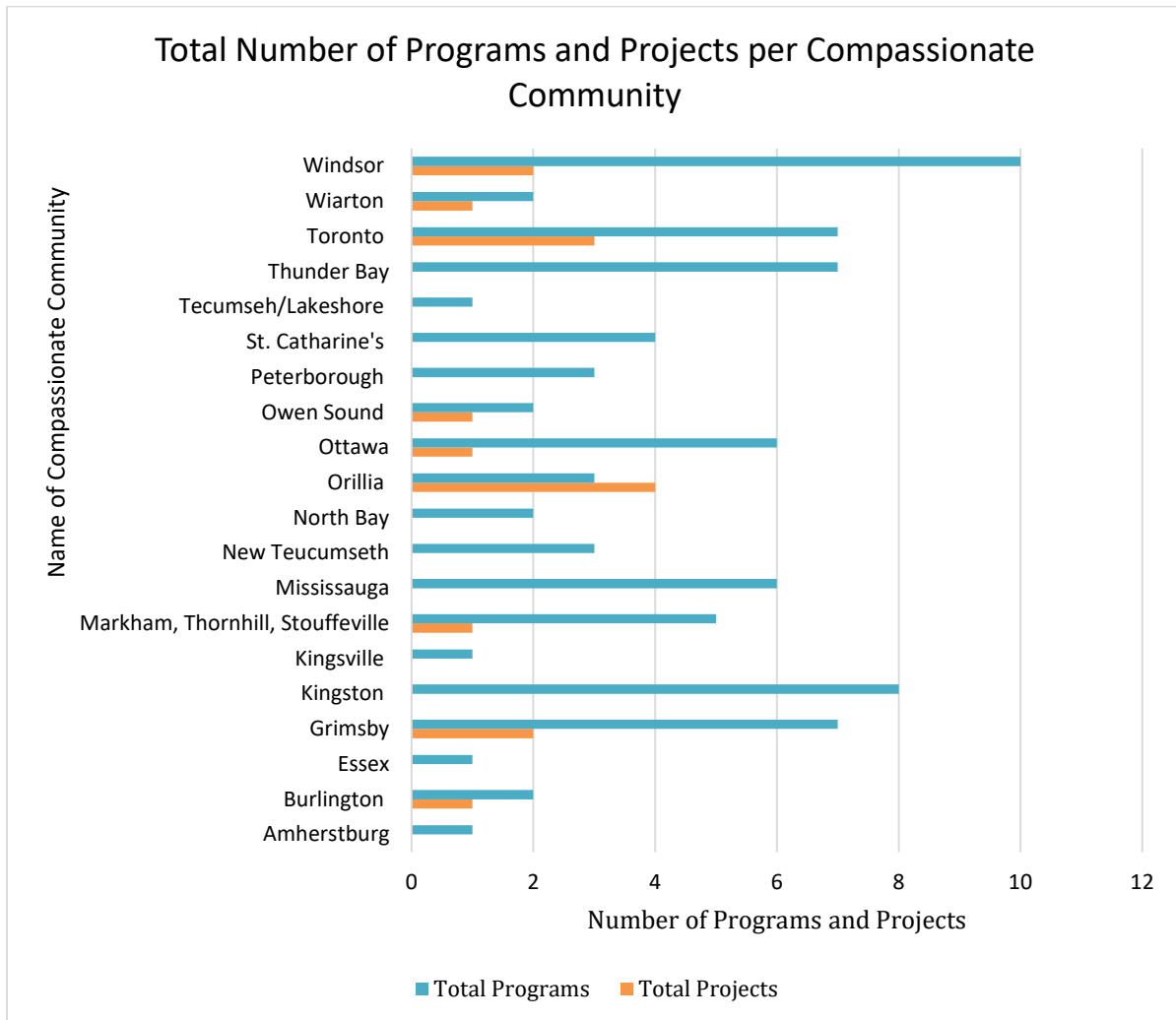


Figure. The total number of projects and programs offered at each Compassionate Community.

Funding and Sustainability

Compassionate communities have had to be creative in acquiring resources and funding and provide activities, programs and projects. The majority of existing compassionate community programs are offered through a local hospice organization and funded through in-kind support or local fund-raising efforts. Projects may be grant or research funded, but on a time-limited basis with no guarantees of sustainability. A number of charitable foundations have also generously supported compassionate community efforts. Leadership of compassionate communities tends to be offered in-kind (through existing hospice leadership) or through

community volunteers. As such, the sustainability of compassionate community efforts is always a risk, and structures to support quality, growth and spread, are limited.

WHERE ARE COMPASSIONATE COMMUNITIES LOCATED?

The following geographies were identified as being part of Ontario’s emerging compassionate communities movement: Amherstburg; Burlington; Essex; Grimsby; Kingston; Kingsville; Kitchener; Markham, Stouffville, Thornhill; Mississauga; New Tecumseth; North Bay; Orillia; Ottawa; Owen Sound; Peterborough; St. Catharine’s; Tecumseh/Lakeshore; Thunder Bay; Toronto; Vaughan; Warton and Windsor. Some provincial level activities – notably, Ontario’s Paramedic Services and the provincial Pregnancy and Infant Loss Network (PAIL) at Sunnybrook Health Sciences Centre - fit our criteria and have also been profiled as compassionate community action in this scan.

Of note, there is a great deal of fluidity regarding the size, scale and geographic boundaries of the compassionate community initiatives currently underway. Initiatives that are led by local hospices tend to serve the same catchment areas as the hospice itself. Mostly, initiatives are located within a single urban city, with city sizes ranging from small to large. However, many programs and projects are emergent and are not equitably available across all parts of the city.

Some initiatives – most notably Windsor - have been designed for growth and replication and are starting to spread and spin-off into linked initiatives across the surrounding townships across Essex county, with some plans underway to continue to spread and scale as a regional and/or provincial level initiative. The initiative in Markham has similar plans to eventually spread to additional towns in York region.

In terms of regional distribution across Ontario, 50% of the Compassionate Communities are in the Western region, 23% in the Central region, 14% in the Eastern region, 9% in the Northern region and 4% in the Toronto region (Figure 5).

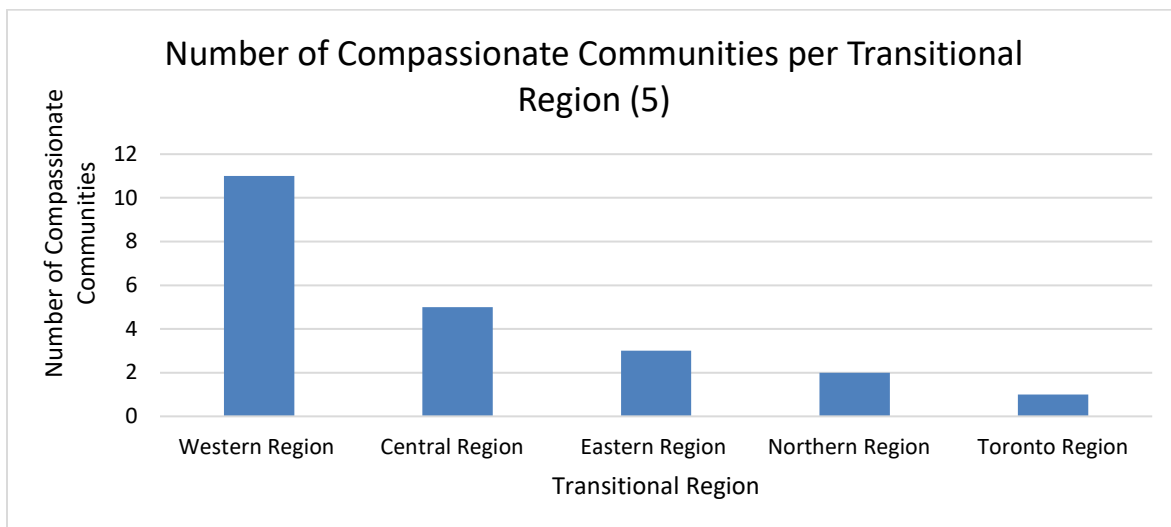


Figure. The number of Compassionate Communities categorized based on the five transitional regions.

WHO IS INVOLVED?

Community Leadership

Various types of leadership organizations exist. Notably, in 81% of Compassionate Communities, only one organization is leading the compassionate community action – in most but not all cases, leadership comes through the hospice agency. In Toronto, 5 different organizations are separately involved in leadership roles, leading different aspects of community action. In 3 communities, Windsor, Ottawa and Kingston, a community coalition is involved in a leadership role. In both Ottawa and Kingston, the community coalition and the local hospice agency are separately involved in leadership roles, leading different aspects of community action.

The Compassionate Communities were also classified into two groups: charter-led communities and non-charter-led communities. Charter-led communities are communities who have affirmed the Charter of Compassion or the Compassionate Cities Charter or have created their own compassionate charter in order to establish overarching community governance structures that set priorities and provide input on design and implementation. Based on the data analysis, approximately 36% of Compassionate Communities are charter-led, 88% of which have affirmed the Compassionate City Charter (CCC) and 12% which have developed their own charter. The remaining 64% are non-charter-led communities. While the Compassionate Community of London, Ontario is not currently a Compassionate Community Community of Practice (CC CoP) project member at HPCO, they have affirmed the International Charter of Compassion.

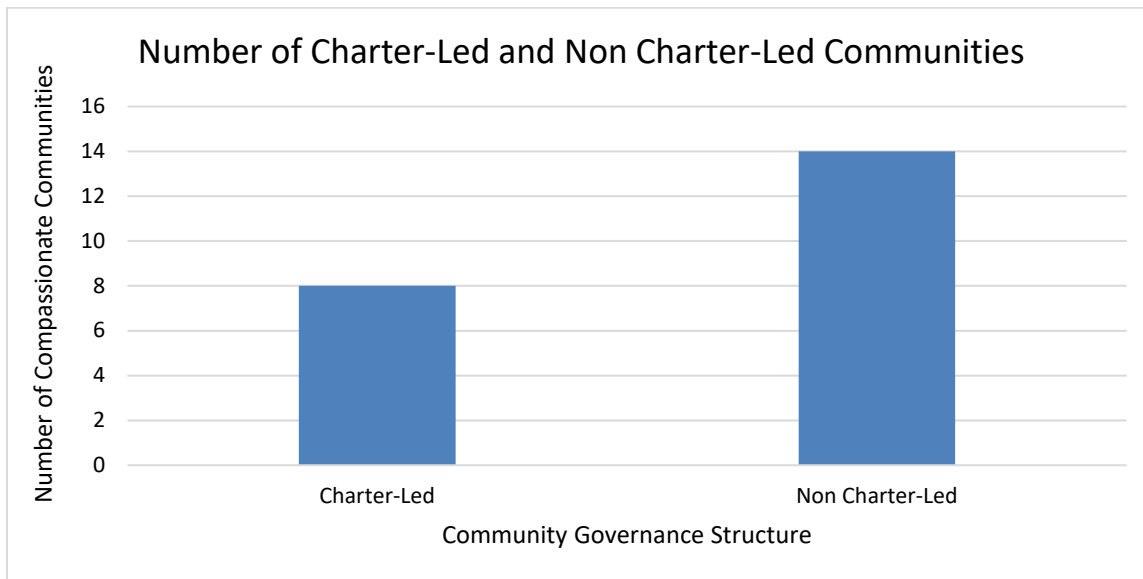


Figure. The number of Charter-led and Non-Charter-led Compassionate Communities

Types of Partnerships and Sectors Involved

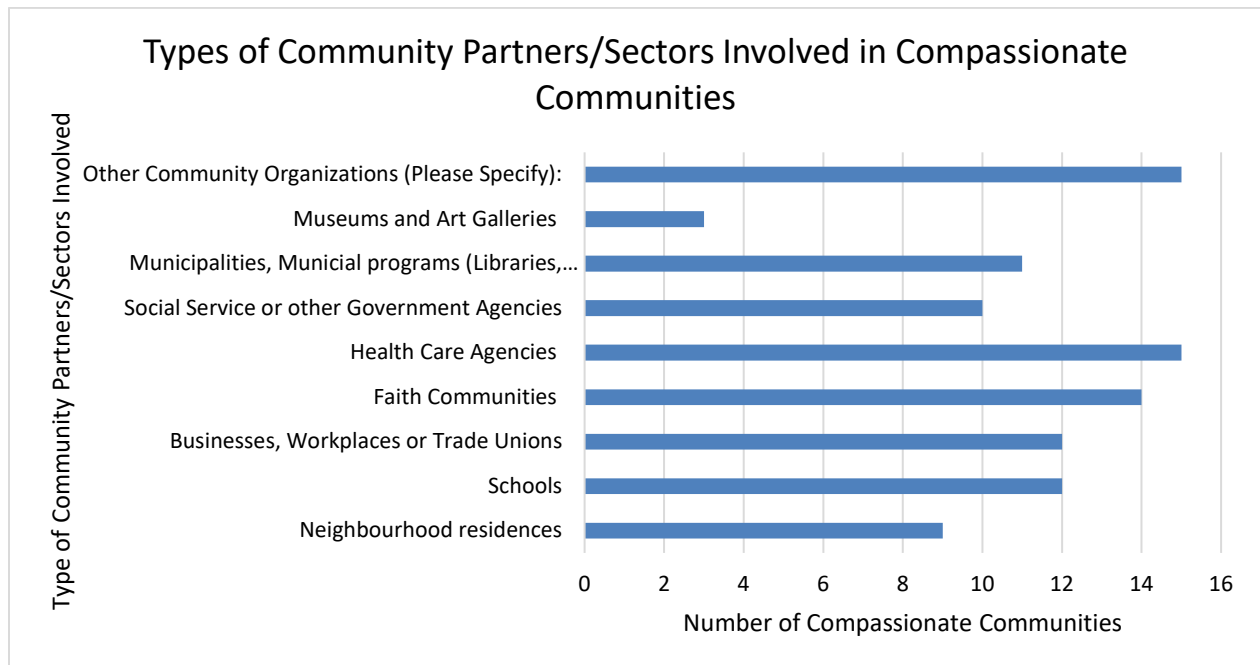


Figure. Types of community partners and sectors involved

Neighbourhood and Community Partners

Approximately 50% of compassionate community initiatives partner with neighbourhoods and buildings/residences such as West Neighbourhood House in Toronto and Family Home in Peterborough.

In addition, 55% partner with social service or government agencies and 61% partner with municipalities or municipal programs including the Ottawa Public Library and Toronto Public Library System. 83% reported creating partnerships with other community organizations. These community organization include but are not limited to Pallium Canada, the Canadian Frailty Network, Toronto HIV/AIDS Network, The Council on Aging and Bereaved Families of Ontario.

Partnerships with Schools

67% of compassionate community initiatives partner with schools such as Brock University, McMaster University, Lakehead University and St. Lawrence College, Of the activities that focus on providing spaces and places for public awareness and dialogue, 13% are offered in schools. These activities include: Mississauga's Compassionate Schools program, Thunder Bay's Talking about Death Doesn't Suck School Initiative, Grimsby's Death Positive School Curriculum and Kids Can Cope: PA Day activity and Markham, Stouffville and Thornhill's Compassionate Schools programs.

Partnerships with Faith Communities

78% involve faith communities such as the Unionville Presbyterian Church, Kingsville Community Church, Toronto's C3 Community Church, Ottawa's Faith Communities program, and Orillia's Dying Matters Workshop and Spiritual Care Committee Project.

Partnerships with Workplaces

67% partner with businesses, workplace or trade unions. Of the activities that focus on providing education and training, 33% of activities offer workplace training activities including Toronto's Virtual Education Sessions, Burlington's Workplace Bereavement Project, Grimsby's Grief in the Workplace activity and Thunder Bay's Workplace Toolkit

Arts and Film

17% of Compassionate Communities partner with museum and art galleries. Several communities including Thunder Bay, Grimsby, and Peterborough identified arts-based methods and music as beneficial for promoting communication and fostering trust among activity participants. Of the activities that focus on providing spaces and places for public awareness and dialogue, 8% offer reading and film based activities including Ottawa's viewing of the Blue Roses documentary, Grimsby's Death Something to Talk About Reading Initiative and Film Series, Toronto's public viewing of a film about the burden of caregiving.

Research

Some communities are involved in unique, time-limited projects. For example, Ottawa's Healthy End of Life Project (HELP) applies a Community-based Participatory Action Research (CBPAR) model and case study design to study individuals attitudes towards death, dying, grief and bereavement at two community health centres and two faith communities and to conduct asset-mapping in order to co-designing programs that meet the community's needs. At the core of the study, HELP Ottawa aims to ensure sustainability by identifying champions from within communities that can continue the implementation of the programs once the research project is over.

The made-in-Ontario *Catalyzing Community Connection (CCC)* program piloted in WECCC is a long-term voluntary population health research program under the oversight of the University of Windsor REB. This program is unique in that it addresses the needs of adults and families from healthy aging to end of life; can measure quality within community, home, palliative and residential care sectors; promotes age-friendly community development and social innovation; and provides a pathway for long-term population level surveillance and quality of life research – all at the same time and at nominal cost. On-going research, program evaluation, and quality improvement efforts are planned to rigorously evaluate effectiveness and impact. A research group involving the universities of Windsor, Western, Toronto, McMaster; the Ottawa Hospital Research Institute and Bridgepoint Research Collaboratory is involved in evaluating this model and in on-going social and technology innovation. Early results are significant and are in the

process of being published. CCC has proven itself as an efficient, flexible and scalable model that measurably improves quality of life for individuals and families.

Volunteers

The most common education and training activity among Compassionate Communities is volunteer training programs (42%) including: Markham, Stouffville and Thornhill’s Shared Program for Training Compassionate Community Volunteers; Toronto’s Shared Volunteer Support Program SVSP for G5 and the HIV/AIDS Network Multi-Agency Training Partnership; Windsor’s Sharing my Journey 1:1 Support, Sharing my Journey Vulnerable Persons activities. In addition, Mississauga’s Compassionate Community noted that involving volunteers with lived experiences to facilitate their activities is extremely valuable and enables participants to feel more engaged and empowered.

WHO IS BEING SERVED?

Target Population

88% of Compassionate Communities target the broader public, 69% target children and youth and 56% target populations in other categories including people with disabilities and people with chronic disease, seniors (65+) and older seniors, immigrants and LGBTQ2 communities.

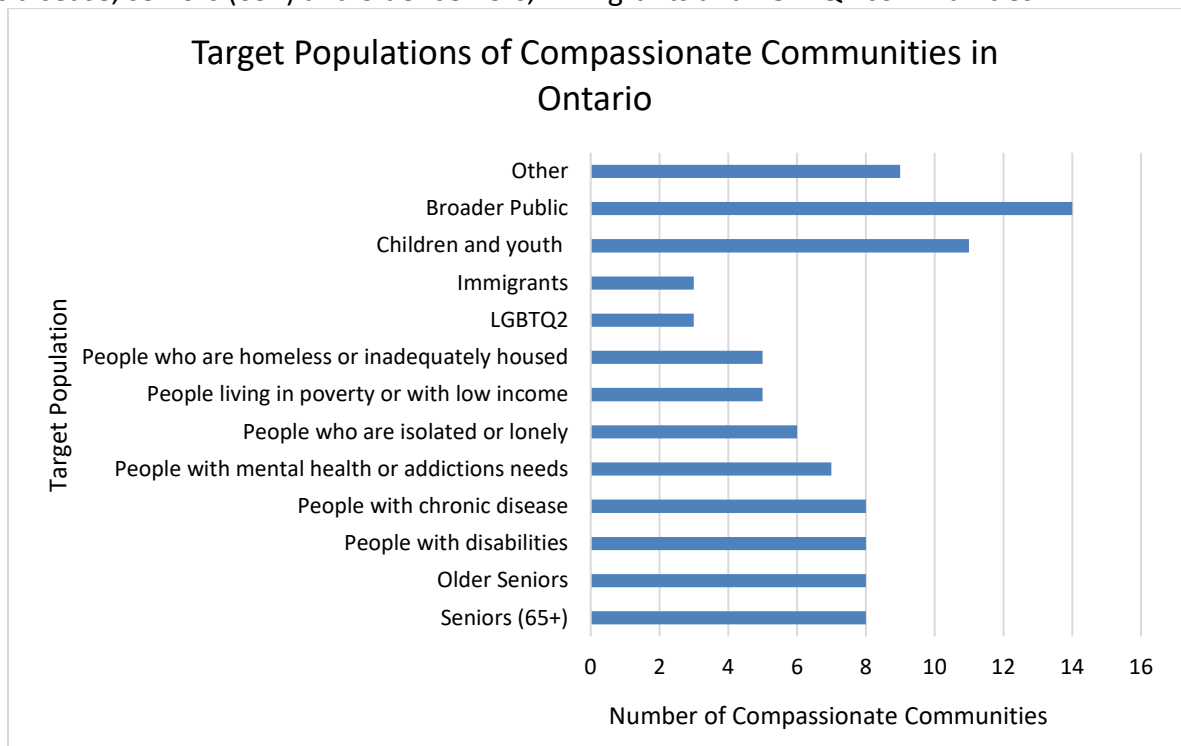


Figure. The number of Compassionate Communities that target various subpopulations.

Further details regarding services to some key target populations are as follows:

Underserved Populations

Of the Compassionate Communities that focus on providing direct service delivery specific to end of life, Orillia provides three activities that target underserved populations through the Prison Grief and Bereavement Project, Opening Closed Doors activity and the Pregnancy and Infant Loss Network activity. Of note, the Prison Grief and Bereavement Project is the only activity within this environmental scan that provides people in prison with access to grief and bereavement supports. The Opening Closed Doors pilot project is another unique activity that provides specialized and equitable support to individuals with intellectual disabilities who historically have had their grief symptoms overlooked.

Families and Caregivers

33% of Compassionate Communities stated that they target families as a subpopulation including Ottawa's ACP Sessions and Conversations activity, Peterborough's Community Events activity and Orillia's Pregnancy and Infant Loss Network activity. Caregivers are also a targeted subpopulation including Ottawa's ACP Sessions and Conversation activity, Toronto's public viewing of a film about the burden of caregiving and Mississauga's Caregivers Time Out activity. Of note, the Caregivers Timeout Program invites community members who are caring for an adult with a life-limiting illness to a gather in a space place in order to discuss their needs, relieve stress and avoid compassion fatigue. The PAIL Network targets children or youth, families who have experienced pregnancy or infant loss and health or service professionals.

Working Professionals

56% of Compassionate Communities state that they target working professionals including clergy members, teaching assistants (TAs), school teachers, and health care providers (HCPs). For example, St. Catharine's offers a TA workshop at Brock University that advocates for students coming with death, dying and grief.

Participation Data

Over half of Compassionate Communities (N=14) provided some level of participation data. Participation data should be current up to early 2020. The most common forms of participant data provided included number of sessions, events, workshops or groups held and number of participants engaged. However, we acknowledge that data in this area may be under-reported. We will be working to improve the availability and reporting of data specific to CC initiatives in the future.

Community	Participation Data
1. Kingston	To date, 1,500 participants have been engaged and 45 sessions, events, workshops or groups have been held.
2. Kitchener	The Hospice of Waterloo Region works with the University of Waterloo to offer the Absent Friend Film Festival, an event which aims to raise awareness

	of hospice and palliative care and has engaged approximately 200 participants to date.
3. Mississauga	To date, the Dorothy Ley Hospice's Education and Outreach program has held 24 sessions and engaged 700 participants, while Heart House Hospice's Compassionate Schools program has engaged 600 students across Peel and Halton.
4. New Tecumseth	Since 2017, Matthews House Hospice has hosted a series of Die-alouges, a Compassionate Communities Week which involves 28 local vendors and a Death Café targeted towards students in grade 7-12
5. Orillia	To date, 503 participants have been engaged and 115 sessions, events, workshops or groups have been held such as bereavement support groups
6. Ottawa	To date, Compassionate Ottawa has engaged 613 participants and has held 54 sessions, events, workshops or groups such as ACP and workplace workshops. Ottawa Paramedic Services' Community Paramedicine program promotes patient advocacy for vulnerable peoples and has engaged over 3000 participants in the last 2 years
7. Owen Sound	Notably, the Residential Hospice of Grey Bruce offers a Bereavement Café and the #GetTheScoop Awareness Campaign which engaged 300 participants and 22 restaurants in 2018.
8. Peterborough	Notably, the Campy Kerry Society offers expressive art activities including the virtual Synergy Compassionate Community Choir which has engaged 230 participants across 10 sessions.
9. St. Catharines	Beginning in 2017, Compassionate Brock University have now trained 51 teaching assistants who have gained a better understanding of how to refer students to the appropriate grief and bereavement resources within the community.
10. Thunder Bay	Hospice Northwest's ACP: Don't Duck the Conversation activity has held 10 sessions involving a total of 150 participants.
11. Toronto	The Philip Aziz Centre for Hospice Care offers several activities that have engaged 3, 115 participants to date. In addition, Compassionate Toronto has engaged 206 participants through 5 sessions, groups or workshops including a virtual education series and ACP workshop series.
12. Warton	Bruce Peninsula Hospice's Stepping Stones Survey received 97 responses in 2018.
13. Windsor	WECCC has engaged 5,000+ individuals since 2017. For example, in 2019 WECCC reached almost 3,000 citizens, including 1,000 community residents engaged in ACP discussions; 1,000 community residents attending Importance of Being Connected workshops; 500 vulnerable and isolated individuals receiving 1:1 support through Community Connections and Sharing My Journey programs; and 300 students and community volunteers trained.
14. Pregnancy and Infant Loss	The PAIL Network offers a Peer Support Program within 26 communities across Ontario which engages 800 families each year and involves 100 volunteers.

EFFECTIVENESS AND IMPACT

“There is tremendous, positive interest in the Compassionate Community movement in Kingston” (Florence Campbell, Compassionate Communities Kingston Canada, June 2020).

“As a result of the Death Positive School Curriculum, creating partnerships with teachers and schools has become easier and now teachers reach out to us to facilitate this activity” (Amanda Black, McNally House Hospice, August 2020).

“We have contributed to the development of a multi-age training that is utilized by approximately 11 Aids Services Organizations (ASO) in Toronto and has provided greater education and understanding about marginalized people to the PAC staff and volunteers” (Amanda Maragos, the Philip Aziz Centre for Hospice Care, July 2020).

Acceptance and uptake of activities was repeatedly cited as evidence of effectiveness. Ten Compassionate Communities across Ontario highlighted their positive results and high rates of acceptance and uptake. Many Communities including St. Catharine’s Grimsby, Orillia and Toronto stated that their activities increased engagement in their respective organizations and noted high retention rates of students interns and volunteers. Participants also indicated that they would use the material learned in the presentations in their leadership role within their school board. In addition, Compassionate Ottawa’s workplaces activity received wide acceptance among employers in the community and Burlington’s monthly column has many committed readers. Moreover, Thunder Bay’s Die-alogues activity initiated the development of a community planning project, North Bay’s Seniors Helping Seniors program developed into their current education and training cycle.

WECCC has developed a model for expected economic impact and return on investment for communities introducing broad, intersectoral community connection programs. There is some evidence to suggest that this program will help reduce unnecessary health care utilization and expenditures. It is estimated that health systems spend \$1,600 MORE each year for each socially isolated older adult than if that person were connected. In Ontario, this represents \$960M in potentially avoidable costs annually that could be redirected to other health care priorities.(6) The results from a similar program in Frome, UK indicate the potential for person-directed connection programs to reduce unplanned emergency department visits and health care costs at a population level between 15 to 20%. (7)

ENGAGEMENT TOOLS AND LEARNING RESOURCES

Most CC initiatives indicated that they have developed new tools and resources with their community partners to advance the various compassionate activities underway. The following is a list of tools and resources that were identified. Tools and resources may be shared across different initiatives upon request – see appendix 4 to contact CC Leads for more information.

Compassionate Community	Organization	Resources
Burlington	Carpenter House	N/A
Grimsby	McNally House Hospice	<ul style="list-style-type: none"> • Book and Film Series list from the Death Something to Talk About activity • How-To-Guide from the Community Art Project • Death Positive School Curriculum survey • Faith Communities Engagement Survey • The Grief in the Workplace Activity: The Journey Through Grief, Best and Worst Things to Say, Compassionate Care Benefits, presentation • How-To-Guide from the Community Memorial Suppers • Children’s Grief Craft and Story Time activity guides and booklist • Kids Can Cope: PA Day activity plan
Kingston	Compassionate Communities Kingston Canada (CCKC)	<ul style="list-style-type: none"> • CHPCA song “SAY” https://www.advancecareplanning.ca/acp-media/tara-shannon-releases-new-single-say-partnership-acp-canada/ • ACP Public Service Announcement; one-minute video https://www.advancecareplanning.ca/acp-media/who-will-speak-for-you/ • “Gini’s Story” An Enlightening Conversation About Dying (Video) https://vimeo.com/290724415 • CCKC General Slide Presentation (PowerPoint)
	Hospice Kingston	<ul style="list-style-type: none"> • Tele-Hospice Activity Manual
Kitchener	Hospice of Waterloo Region	TBD
Markham, Stouffville and Thornhill	Evergreen Hospice	<ul style="list-style-type: none"> • Communications Hub • Neighbours Community Connection Training Program
Mississauga	The Dorothy Ley Hospice	N/A
	Heart House Hospice	<ul style="list-style-type: none"> • Compassionate Schools Program post card, curriculum and handbooks <p>TIP SHEETS & VIDEOS</p> <ul style="list-style-type: none"> • Running A Grief Group • What's Your Worry: Worry Monsters Video and Tip Sheet • Ways for Families to Stay Connected • Mental Health Wellness Tips for Managing Isolation • Planning and Preparing for Caregivers

Compassionate Community	Organization	Resources
		<ul style="list-style-type: none"> • Planning for Conversation for Caregivers • Talking About and Planning for Illness and Dying • What You Should Know Before You Need a Ventilator • Your Loved One Is Ill or Dying and You Cannot Be with Them • Meaningful Ideas for Funerals during COVID-19 • A Checklist of What to Do When Someone Has Died • Video: Guided Meditation, "Grounding" • Video: Poetry Writing with Charlotte Safieh • Video: Guided Meditation with Sonia Madan (May 28) • Video: Guided Meditation with Sonia Madan (June 8) • Video: Creative Writing Workshop • Video: Sound Bath with Elvira Hopper • Video: Nutrition Hour - Benefits of Bone Broth • Video: Meditation and Tapping • Video: Mediation: Love & Light • Video: Nutrition: Mindful Eating • Video: Guided Meditation - Falling Leaves
New Tecumseth	Matthews House Hospice	TBD
North Bay	The Sisters of St. Joseph's of Sault Ste. Marie	<ul style="list-style-type: none"> • Workshops and volunteer training resources related to the Seniors Helping Seniors activity.
Orillia	Hospice Orillia	<ul style="list-style-type: none"> • Instructions on how to create "Death Jeopardy Game" • Blank survey and survey results • PILO Brochure (PDF) • Bereavement Service Intake Form (Word Doc.) • Consent for Service Form (Word Doc.)
Ottawa	Compassionate Ottawa	<ul style="list-style-type: none"> • Faith Communities activity evaluation tool and course outline • Schools – Dying, Death, Loss and Grief: Building a Shared Language for School Communities activity modules • ACP Practical Guide to Conversations (English) https://compassionateottawa.ca/wp-content/uploads/2020/06/Conversations-The-Heart-of-Advance-Care-Planning.pdf • ACP Practical Guide to Conversations (French) https://compassionateottawa.ca/wp-content/uploads/2020/06/Conversations-Le-coeur-de-la-PPS.pdf

Compassionate Community	Organization	Resources
Owen Sound	Residential Hospice of Grey Bruce	<ul style="list-style-type: none"> • 2018-2019 Community Report • Bereavement Café engagement tools
Peterborough	Camp Kerry Society	<ul style="list-style-type: none"> • Evaluation tools related to the Synergy Compassionate Community Choirs (virtual) activity
St. Catharine's	Compassionate Brock University	<ul style="list-style-type: none"> • TA Workshop resources • Postcard examples • Thrive Week PowerPoint
Thunder Bay	Hospice Northwest	<ul style="list-style-type: none"> • Don't Duck the Conversation: ACP Guide available on Hospice Northwest's website. file:///Users/victoriapalmer/Downloads/Dont-Duck-PDF-CompletedOnlineDEC2016%20(1).pdf • Die-alogues Guide PDF and the Die-alogues starter kit is available on Hospice Northwest's website. https://www.hospicenorthwest.ca/wp-content/uploads/2015/10/diealogue-guide.pdf • Pictures of crafts made for The Journey Home Program
Toronto	The Philip Aziz Centre for Hospice Care	<ul style="list-style-type: none"> • SVSP for G5 volunteer training guide • Toronto HIV/AIDS Network Multi-Agency Training schedule and palliative care resources • PAC/EH's Sick Kids Events Team module
	Health Commons Solutions Lab	<ul style="list-style-type: none"> • Neighbours survey • Neighbours Toolkit https://www.healthcommons.ca
	Hospice Toronto	<ul style="list-style-type: none"> • Toronto Creating Compassionate Communities (CCC) flyer
	Neshama Hospice	N/A
	Compassionate Toronto	<ul style="list-style-type: none"> • ACP Workshop Series presentation
Vaughan	Hospice Vaughan	TBD
Warton	Bruce Peninsula Hospice	<ul style="list-style-type: none"> • Stepping Stones Guide (PDF) • Stepping Stones Seminar Series (PDF) • Stepping Stones Survey (PDF)

Compassionate Community	Organization	Resources
		<ul style="list-style-type: none"> • Up and Away Facilitators Guide (PDF) • Up and Away (PowerPoint presentation)
Windsor	Windsor-Essex Compassion Care Community	<ul style="list-style-type: none"> • Program Curriculum, Tools and Resources: Importance of Being Connected • Program Curriculum, Tools and Resources: Community Connections and Sharing My Journey • Neighbours survey platform • Compassionate Community registry platform • Other digital tools in development
Related Provincial Activities Supporting the Compassionate Communities Movement	The PAIL Network: Sunnybrook Health Sciences Centre	<ul style="list-style-type: none"> • The Provincial Needs Assessment Report available on the PAIL website https://pailnetwork.sunnybrook.ca/assessments-research/2017-needs-assessment/ • The Pregnancy and Infant Loss – Families’ Experiences Survey available on the PAIL website https://pailnetwork.sunnybrook.ca/assessments-research/pregnancy-loss-support-survey-results/ and published in the BMC Pregnancy and Childbirth Journal https://link.springer.com/content/pdf/10.1186/s12884-019-2270-2.pdf • #PinwheelsforPAIL Awareness Campaign Tool-kit available on the PAIL website • Peer Support Program volunteer training guide and curriculum • Professional Resources available on the PAIL website https://pailnetwork.sunnybrook.ca/resources/
	Ottawa Paramedic Service	<ul style="list-style-type: none"> • Community Paramedicine engagement tools

DISCUSSION: KEY TAKE-AWAYS AND LESSONS LEARNED

Community and Participant Involvement

While all Compassionate Communities prioritize community engagement, Ottawa, Grimsby and Warton mentioned the importance of involving community members in the development and planning of activities. Notably, before launching their Advance Care Planning program, Compassionate Ottawa had discussions with leaders and members of faith communities to identify their unique needs and ensure the program is culturally appropriate. Moreover, the HELP Ottawa research project applies a Community Based Participatory Action Research (CBPAR)

approach by involving all stakeholders throughout the process and identifying champions from within communities that can continue the implementation of the program once the research project is over. Through their activity offerings, Warton and Grimsby's Compassionate Communities also learned to remain open and responsive to community needs.

Barriers: COVID-19 Pandemic

In light of the COVID-19 pandemic Kingston's Compassionate Community has leveraged technology to offer their Sunshine Calls and Tele-Hospice program which has significantly increased reach and engagement particularly for those who are isolated and lonely. Similarly, Peterborough and Toronto's Compassionate Community have used virtual platforms to host a compassionate community choir and education sessions for health care providers. Conversely, Compassionate Ottawa explained that the COVID-19 pandemic has posed challenges in the facilitation of their Advance Care Planning activity and are striving to ensure that the necessary information is delivered to those who need it most.

Potential for innovation

Ontario's compassionate community movement has demonstrated that its flexible approach leads to high potential for innovation. The HELP program in Ottawa is being introduced to Canada based on a successful, evidence-based program from La Trobe, Australia. WECCC's Community Connector program was based on evidence and models first demonstrated in Frome, UK, and is now spreading to additional communities across Ontario. Warton's Up and Away project is being adapted in other communities.

NEXT STEPS MOVING FORWARD

Policy and advocacy

- Advocating for the need to increase accessible hospice palliative care and compassionate community programs that support diversity, inclusivity and equity.

Knowledge Exchange

- The compilation of engagement tools and learning resources associated with various activities will facilitate greater knowledge exchange across Compassionate Communities in Ontario.

Building more connected communities through outreach

- Increase stakeholder engagement across communities in Ontario
- Potentially increase numbers of CC CoP project members
- Connect with the Age Friendly Initiatives in Ontario regarding social isolation and senior's mental health as well as the COVID "Caremongering" Groups formed during the pandemic.

Funding

- Collect quantitative and qualitative impact to support arguments for sustainable funding

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Appendix 1: Definitions

Term	Definition
Canadian Definition of a Compassionate Community	<p>A Compassionate Community (CC) demonstrates the following:</p> <ul style="list-style-type: none"> • Community members take an active role in supporting people affected by health challenges, caregiving, death and grief. • Community members recognize that serious health challenges, caregiving, dying and grieving experiences are a part of everyone’s journey through life, that they can happen at any time, and that care for one another through these experiences is not a task solely for health and social care professionals, but everyone can participate. • Compassionate communities work towards equity, celebrate diversity and are inclusive of all. • Community partners play important roles in both planning and providing support. • Activities are located primarily in community, non-clinical environments.
Charter-led Communities	<p>Charter-led communities are communities who have affirmed the Compassionate Cities Charter or other community charter. Community partner organizations are involved in co-leadership, planning and delivery and have established overarching community governance structures or processes that set priorities, coordinate actions, and provide input on design and implementation of compassionate community activities, projects, programs.</p>
Activity	<p>These are the specific projects, programs and actions underway within compassionate communities. Examples of activities include: connecting people to support, raising awareness about life and end of life issues, and building supportive networks in the community. Activities can either be program-based or project-based.</p> <ul style="list-style-type: none"> • Project: Projects are time-limited, exploratory activities that are intended to study how best to achieve outcomes and are developed in response to a community need, problem or issue. Ideally, projects take into account the assets in the community, building on the strengths of its people, institutions, organizations, informal groups and associations • Program: Programs are activities of on-going duration to effect positive change in clients, communities and/or organizations, depending on the goal. A program is a plan of action, that may include a variety of services, events or other actions, that have been demonstrated to be acceptable, relevant and effective in achieving its purpose. Many successful programs first began as a time-limited or pilot project.

Appendix 2: Approach and Methodology

Data Collection

Members of HPCO's Compassionate Communities Community of Practice (CC CoP) contributed information that was used to compile this scan. The consolidated data was analyzed through both thematic and comparative analysis.

Data collection began with gathering public information from the compassionate communities' organizations website. Following this, a first round of semi-structured phone interviews (N=19) were conducted by three student interns, James Rebello, Vivian Huang and Amanda Lee Gomes in 2019. A second round of semi-structured interviews was conducted between June – August 2020 using Zoom by two student interns, Victoria Palmer and Olivia Taylor. All compassionate community organizations (N=27) listed on the HPCO website (www.hpcoco.ca) were invited to participate through an initial email. The organizations that completed an interview in the first round were also sent a draft of their individual environmental scan template via email and through SharePoint. A follow up email was sent to communities that did not respond to the initial email. In total, 24 organizations provided informed written consent to participate in the environmental scan, indicating a response rate of approximately 89%. After consent was obtained, an interview lasting between 60-90 minutes was conducted via Zoom and recorded for data analysis purposes. The interviewers sought each participant's view on the Compassionate Communities movement and were asked about both the community governance structure and the specific activities offered, including projects and programs. Interviewees were also asked to identify the partners involved, target population, stage of development, focus, implementation, effectiveness and maintenance of the activities. Finally, they were asked to provide any existing participation or evaluation data, tools or learning resources and results to date for each of the activities. Interviews were audio-recorded on Zoom, transcribed and reviewed by the student interns Victoria Palmer and Olivia Taylor to ensure the information was complete. In order to ensure the accuracy of transcription, each transcript will be sent via email to the respective participants. In doing so, participants will be given the opportunity to edit or remove any material from the document.

Limitations

- While we obtained a response rate of 89%, we experienced some delays in receiving participation data, engagement tools and learning resources from participants which could be due to the COVID-19 pandemic. As a result, some of our data is incomplete.
- In addition, some organizations were unable to provide accurate participation and evaluation data due to limited organizational capacity and resources.
- Upon sending interview templates to the participants to fill in missing information post-interview, their responses varied in accuracy (i.e. some participants selected more than one type of activity focus).
- Since our sample size was limited to CC CoP members, this report is not representative of all compassionate communities action across Ontario.

Appendix 3: Key Informant Interviews

Participant Name	Organization	Interview Date
Florence Campbell	Compassionate Kingston	June 12, 2020
Hayley Miloff	HELP Ottawa	June 16, 2020
Cherie Kok	Hospice Northwest Thunder Bay	June 16, 2020
Robert Kamen	Neshama Hospice	June 18, 2020
Lisa Campbell	Residential Hospice of Grey Bruce	June 24, 2020
Bonnie MacLellan	Sisters of St. Joseph of Sault St. Marie	June 25, 2020
Amanda Maragos	Philip Aziz Centre for Hospice Care	June 25, 2020
Paula Campbell and Jena Davarajah	Compassionate Ottawa	July 2, 2020
Louise Brazier and Stefanie Collins	Hospice Orillia	July 15, 2020
Dipti Purbhoo	The Dorothy Ley Hospice	July 17, 2020
Nancy Forgrave	Bruce Peninsula Hospice	July 20, 2020
Allen Prowse	Hospice Kingston	July 22, 2020
Amanda Foubert	Ottawa Paramedic Service	July 23, 2020
Sonia Gaudry	Health Commons	July 27, 2020
Shelley Hermer	Camp Kerry Society Ontario	July 27, 2020

Participant Name	Organization	Interview Date
Hannah Rongits	Compassionate Brock University	July 31, 2020
Maria Rugg	Compassionate Toronto	August 7, 2020
Michelle Lafontaine	PAIL Network	August 7, 2020
Amanda Black	McNally House Hospice	August 4, 2020

Appendix 4: Compassionate Communities in Ontario Details

Compassionate Communities	Lead agencies/groups involved	Area Served/Reach	Address	Description	Activities
1. Amherstburg	Amherstburg Community Services	TBD	TBD	Amherstburg is a township in Essex county. Compassionate Amherstburg is emerging as a secondary hub for the spread and adoption of the WECCC model in rural areas.	Program: See Windsor description
2. Burlington	Carpenter House	Burlington and the surrounding area	2250 Parkway Dr, Burlington, ON L7P 1T1 +1 905-631-9994 www.thecarpenterhouse.com	Burlington is a charter-led community that seeks to strengthen community partnerships and build capacity in the community. For example, the Carpenter House is committed to creating an open dialogue and an environment where individuals feel more supported and comfortable talking about death, dying, grief and bereavement. The Carpenter House offers the Workplace Bereavement Project, a unique activity that seeks to improve education and training among workplace managers.	Programs: Monthly Column, 100% Certainty Project Projects: Workplace Bereavement Project
3. Essex	Community Support Centre of Essex	TBD	TBD	Essex is a township in Essex county. Compassionate Essex is emerging as a secondary hub for the spread and adoption of the WECCC model in rural areas.	Programs: See Windsor description
4. Grimsby	McNally House Hospice	West Niagara (Grimsby, Lincoln and North Lincoln)	148 Central Av, Grimsby, ON L3M 4Z3 +1 905-309-4013 www.mcnallyhousehospice.com	Grimsby aims to normalize conversations about caregiving, death, and grieving in hopes of creating an environment where everyone knows the process of supporting each other and has the tools	Programs: Community Partnership Engagement Program, Death

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
				<p>to do so. Notably, McNally House Hospice aims to strengthen community capacity in order to fill the gaps that the medical system cannot address. McNally House Hospice offers several activities that target children or youth including, the Death Positive School Curriculum, Children’s Grief Craft and Story Time and the Kids Can Cope: PA Day.</p>	<p>Something to Talk About (Reading Initiative and Film Series), Death Positive School Curriculum, Grief in Workplace, Community Memorial Suppers, Children’s Grief Craft and Story Time, Kids Can Cope: PA Day Program. Projects: Community Art Project, Faith Community Engagement Surveys</p>
5. Kingston	Compassionate Communities Kingston Canada (CCKC)	City of Kingston and surrounding South Frontenac County	1307-85 Ontario St, Kingston, ON K7L 5V7 https://compassionatekingston.ca/	Kingston focuses on changing two social norms by (1) shifting the culture from one in which individuals instinctively decline help from friends and personal community networks to one in which people feel comfortable in asking for and accepting help and (2) shifting the culture from one in which people don’t feel confident in offering help if their offers are declined to one in which the community feels confident and capable	Programs: Community Partnership Engagement Program, Advance Care Planning (ACP), Developing our communities’ social network infrastructures,

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
				of offering and providing help. In light of the COVID-19 pandemic the Compassionate Communities of Kingston Canada (CCKC) has created the Sunshine Calls program to improve the social networks of those who are isolated or lonely.	Community Engagement Meetings, Sunshine Calls Program
	Hospice Kingston	City of Kingston and surrounding South Frontenac County	36 Barrie St, Kingston, ON K7L 3J7 +1 613-542-5013 hospicekingston.ca		Programs: Butterfly Release, Bereavement Services of Kingston, Tele-Hospice Program.
6. Kingsville	Kingsville Community Centre	TBD	TBD	Kingsville is a township in Essex county. Kingsville Community Centre is sponsored and supported by the Kingsville Community Church to offer community wellness programs and compassionate community care for the elderly. Compassionate Kingsville is emerging as a secondary hub for the spread and adoption of the WECCC model in rural areas.	Program: See Windsor description
7. London	City of London	TBD	TBD	London is designated World Health Organization Age-Friendly City since 2010 and is a signatory to the International Charter of Compassion.	Programs: NeighbourGood London; Compassionate Choir Program
8. Kitchener	Hospice of Waterloo Region		298 Lawrence Ave, Kitchener, ON N2M 1Y4	Kitchener seeks to foster community involvement, educate community members on end of life care and improve	Programs: Community Partnership

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
			+1 519-743-4114 www.hospicewaterloo.ca	death literacy. The Hospice of Waterloo Region began developing community partnerships in 2015 and continues to leverage arts-based methods in order to create an open dialogue surrounding death, dying, grief and loss. For example, the Hospice of Waterloo Region works with the University of Waterloo to offer the Absent Friend Film Festival, an event which aims to raise awareness of hospice and palliative care.	Engagement, Absent Friend Film Festival, ACP Sessions Projects: You Only Die Once Film Festival
9. Markham, Stouffville and Thornhill	Evergreen Hospice	Markham, Stouffville and Thornhill (Website shows service are on website does not include Vaughan)	Suite 201, 5762 ON-7, Markham, ON L3P 1A8 +1 416-499-2185 www.evzcares.org	Compassionate Markham, Stouffville and Thornhill is a Charter-led community sponsored by Evergreen Hospice. Its focus is on creating broad community partnerships and addressing social isolation to the natural end of life. Currently, they are: developing and testing a new community connector volunteer program; training volunteers in faith communities and community agencies about caring for people with serious illness; building compassionate schools that engage seniors in residences and nearby community centres; and supporting faith communities who are opening their doors to build community wellness hubs.	Projects: Public Awareness and Information, Volunteer Training – Shared Program for Training Compassionate Community Volunteers, Supporting People Through More Opportunities for Social Participation, Compassionate Schools, Recognition and Celebration Research: Neighbours: Partnering

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
					Community Agencies and Research to Improve Health Outcomes
10. Mississauga	The Dorothy Ley Hospice	West Toronto, Etobicoke and Mississauga Halton region	220 Sherway Dr, Etobicoke, ON M9C 5N6 +1 416-626-0116 www.dlhospice.org	Mississauga seeks to normalize conversations about caregiving, death, and grieving and is committed to creating meaningful partnership that will leverage community assets. The Dorothy Ley Hospice and Heart House Hospice recognizes the gaps in formal healthcare services and aims to promote knowledge exchange and improve seniors' access to necessary supports, resources and services.	Programs: Community Partnership Engagement, Caregivers Time Out, Education and Outreach Program
	Heart House Hospice	Mississauga, Brampton, Halton	855 Matheson Blvd E, Mississauga, ON L4W 4L6 +1 905-712-8119 hearhousehospice.com		Programs: Compassionate Schools, Part of Compassionate Communities Peel with Region of Peel & SHIP (Services and Housing in the Province), Palliative Care Community Partnerships

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
11. New Tecumseth	Matthews House Hospice	Five municipalities of South Simcoe (New Tecumseth, Bradford West Gwillimbury, Adjala T osorontio, Essa Township, and Innisfil)	131 Wellington St E, Alliston, ON L9R 1G7 +1 705-435-7218 www.matthewshousehospice.ca	New Tecumseth aims to increase public awareness and engagement, normalize a palliative approach to care and involve municipalities in the education of its community members.	Programs: Community Partnership Engagement, The Compassionate Communities Week , Death Café
12. North Bay	The Sisters of St. Joseph of Sault Ste. Marie	North Bay	2025 Main St W, North Bay, ON P1B 8G5 +1 705-474-3800 www.csjssm.ca	North Bay is committed to establishing partners for palliative care that support individuals into their transition to eternal life. Since 2015, The Sisters of St. Joseph’s of Sault Ste. Marie has partnered with the Near North Palliative Care Network (NNPCN) to provide the Seniors Helping Seniors program. With this program North Bay provides education and training workshops to the public on the universe of ageing, end of life, palliative care, death, ageing well and grief and bereavement.	Program: Community Partnerships Engagement, Seniors Helping Seniors
13. Orillia	Hospice Orillia	Barrie and area, Couchiching (Orillia and Area), Muskoka and Area, North Simcoe, South Georgian Bay	169 Front St S, Orillia, ON L3V 4S8 +1 705-325-0505 www.hospiceorillia.ca	Orillia seeks to increase public awareness and normalize a palliative approach to care. Within this community, Hospice Orillia seeks to provide bereavement support to underserved, marginalized and hard to reach populations including people in prison, people with intellectual disabilities and families experiencing pregnancy and infant loss.	Programs: Community Partnership Engagement, Dying Matters Workshop, Pregnancy and Infant Loss Network (PILO), Projects: Prison Grief and Bereavement

Compassionate Communities	Lead agencies/groups involved	Area Served/Reach	Address	Description	Activities
					Project, Opening Closed Doors, Spiritual Care Committee, Compassionate Connections
14. Ottawa	Compassionate Ottawa	<p>Ottawa area including both rural and urban settings</p> <p>Four Sites: Centretown Community Health Centre, South-East Ottawa Community Health Centre, Orleans United Church and Christ Church Bells Corners</p>	<p>Compassionate Ottawa: 103-1247 Kilborn Pl, Ottawa, ON K1H 6K9 +1 613-232-4025 compassionateottawa.ca</p> <p>HELP Ottawa: 1115 Dunton Tower, 1125 Colonel by Dr. Ottawa, ON, Canada K1S 5B6 https://compassionateottawa.ca/help-ottawa/#:~:text=Healthy%20End%20of%20Life%20Project,community%20as%20long%20as%20possible.</p>	<p>Ottawa is a charter-led community that has endorsed the compassionate city charter (CCC) and aims to achieve a new social model of community care for those dealing with death, dying and grieving while also normalizing conversations on this subject.</p> <p>Of note, Compassionate Ottawa sponsors the Healthy End of Life Project (HELP) Ottawa, a research project which works with two community health centres and two faith communities to build, implement and evaluate local sustainable initiatives in order to create meaningful change along with more confident, competent caregiving networks.</p>	<p>Programs: Faith Communities, Schools – Dying, Death, Loss, Grief: Building a Shared language for school communities, Workplaces Program, ACP Sessions and Conversations, Caring, Sharing and Preparing: Let’s talk about later life, Growing Public Awareness and Engagement</p> <p>Projects Healthy End of Life project (HELP) Ottawa¹</p>

¹ HELP Ottawa is a ground breaking, community-based initiative to support people with advanced age, frailty, chronic and/or life-limiting illness to live at home or in the community as long as possible. Designed to create a collaborative end of life culture, this three-year project will focus on strengthening family, community and organizational capacity while enhancing and strengthening links between health services, community programs, neighbourhoods and the broader community. Drawing on the HELP approach, first developed at La Trobe University in Melbourne,

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
15. Owen Sound	Residential Hospice of Grey Bruce	Area of Grey and Bruce and the residents and families of Chapman House	1725 10th St E, Owen Sound, ON N4K 0G5 +1 519-370-7239 greybrucehospice.com	Owen sound seeks to collaborate with local community organizations to provide high quality hospice palliative care and bereavement supports with the help of trained volunteers.	Programs: Community Partnership Engagement, Bereavement Café, Projects: #GetTheScoop Awareness Campaign
16. Peterborough	Camp Kerry Society		17 Merino Rd, Peterborough, ON K9J 6M8 https://campkerrysociety.org/camp-kerry-ontario/	Peterborough believes that community-based programming is the key to sustainable change and focuses on providing bereavement supports to families and children who are coping with the loss of a loved one. Notably, the Campy Kerry Society offers expressive art activities including the virtual Synergy Compassionate Community Choir.	Program: Community Partnership Engagement, Synergy Compassionate Community Choirs (Virtual), Community Events
17. St. Catharines	Compassionate Brock	Brock University Campus and surrounding St. Catharines area	1812 Sir Isaac Brock Way, St. Catharines, ON L2S 3A1 +1 905-688-5550 brocku.ca	Beginning in 2017, Compassionate Brock University seeks to create an open dialogue where students feel safe talking about their experiences with death, dying, caregiving, and grief. They have now trained 51 teaching assistants who have gained a better understanding of how to refer students to the appropriate	Programs: TA Workshop, Resource Toolkit on Brock and Community, Grief Circle

Australia, HELP Ottawa will work with 4 communities – two community health centres and two faith communities to build, implement and evaluate local sustainable initiatives to create meaningful change

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
				grief and bereavement resources within the community.	
18. Tecumseh/ Lakeshore	Community Support Centre of Essex	TBD	TBD	Tecumseh and Lakeshore are townships in Essex county. These are emerging as a secondary hub for the spread and adoption of the WECCC model in rural areas.	Program: See Windsor description
19. Thunder Bay	Hospice Northwest	Hospice Northwest serves the City and District of Thunder Bay with satellite offices in the communities of Geraldton/Longlac , Terrace Bay/Schreiber, Marathon, Manitouwadge , Nipigon.	63 Carrie St, Thunder Bay, ON P7A 4J2 +1 807-626-5570 www.hospicenorthwest.ca	Thunder Bay seeks to change the narrative around death, dying, loss and grief in the community with a specific focus on workplaces and schools. Notably, Hospice Northwest is developing a Workplace Toolkit which can be adapted to any business with the goal of helping employers navigate the challenging times of grief and/or loss within the workplace. In addition, Hospice Northwest's offers ACP: Don't Duck the Conversation activity	Programs: Community Partnership Engagement, ACP – Don't Duck the Conversation, Dialogues Community Initiative, Memory Boxes Program, Workplace Toolkit, Talking about Death Doesn't Suck School Initiative, The Journey Home Program
20. Toronto	Compassionate Toronto (Temmy Latner Centre for Palliative Care)		60 Murray St 4th Floor, Toronto, ON M5T 3L9 +1 416-586-4800 www.tlcpc.org	Toronto's Compassionate Community involved five organizations that seek to demystify death and dying and are committed to creating a self-sustaining community, where hospices and palliative care organizations are only providing minor supports.	Programs: Community Partnership Engagement, Projects:

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
	Health Commons Solutions Lab	Toronto – Parkdale, Riverdale, St. Jamestown	1 Bridgepoint Dr, Toronto, ON M4M 2B5 +1 416-461-8252 www.bridgepointhealth.ca		Projects: Neighbours
	Hospice Toronto	Toronto – St. Jamestown	55 Eglinton Ave E #502, Toronto, ON M4P 1G8 +1 416-364-1666 www.hospicetoronto.ca		Programs: Toronto Creating Caring Communities (CCC)
	Philip Aziz Centre for Hospice Care	Toronto	558 Gerrard St E, Toronto, ON M4M 1X8 +1 416-363-9196 www.philipazizcentre.ca		Programs: Shared Volunteer Support Program (SVSP) for G5, The Toronto HIV/AIDS Network Multi-Agency Training Partnership, Social Work/Gerontology Student Placement with St. Clair College, Sick Kids Hospital Grief and Bereavement Events Team (PAC/EH's Sick Kids Events Team)
	Neshama Hospice		336 Spadina Rd #302, Toronto, ON M5R 2V8		

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
			(416) 930-0607 https://neshamahospice.com/		
21. Vaughan	Hospice Vaughan	TBD	31 Woodbridge Ave, Woodbridge, ON L4L 2S6 +1 905-850-6266 www.hospicevaughan.com	TBD	Programs: Projects:
22. Warton	Bruce Peninsula Hospice	The municipality of Northern Bruce Peninsula, the Town of South Bruce Peninsula and the adjacent area of Georgian Bluffs	369 Mary St, Warton, ON N0H 2T0 +1 519-534-1260 www.bphospice.ca	Warton seeks to create an open dialogue where community members are more comfortable having personal conversations about grief, dying and advance care planning. Notably, the Bruce Peninsula Hospice aims to educate the community on living well and normalize conversations surrounding caregiving, death, dying, and grief. In addition, Bruce Peninsula Hospice's Stepping Stones Survey received 97 responses in 2018.	Program: Community Partnership Engagement, Stepping Stones Survey Projects: Up and Away
23. Windsor	Windsor-Essex Compassion Care Community Assumption Cares	TBD	6038 Empress St, Windsor, ON N8T 1B5 +1 519-974-2581 ext. 2420 www.weccc.ca	The Windsor-Essex Compassion Care Community (WECCC) is an evidence-based model and set of tools to improve the quality of life, health and wellness of many vulnerable and aging populations by identifying upstream and downstream social and other risks to physical and mental health and addressing them from both within and outside government systems.	Program: Public Education: Importance of Being Connected; Community Connections Volunteer Program; Tools to support wellness within marginalized

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
				WECCC is supported by a coalition of more than 65+ agencies and associations from education, health care, social services, municipal, cultural, faith, business, non-profit, volunteer and informal sectors.	<p>groups and faith-based hubs; Advance Care Planning (ACP); Linkage (as needed) to palliative care education, bereavement support, telephone reassurance and friendly visiting, wellness programs, neighbours helping neighbours, etc.</p> <p>Research: Population Health Impact and Effectiveness</p>
24. The Pregnancy and Infant Loss (PAIL) Network	Sunnybrook Health Sciences Centre	Communities across the province of Ontario	101A Mary St. West Whitby, ON L1N 2R4 888-303-7245 https://pailnetwork.sunnybrook.ca/	The Pregnancy and Infant Loss (PAIL) Network: Sunnybrook Health Sciences Centre offers a Peer Support Program within 26 communities across Ontario.	<p>Programs: Community Partnership Engagement, Butterfly Release and Family Picnic, #PinwheelsforPAIL Awareness Campaign, Pregnancy and Infant Loss Awareness Day,</p>

Compassionate Communities	Lead agencies/ groups involved	Area Served/Reach	Address	Description	Activities
					Peer Support Program, Circles of Support Program, Health Care Provider Education: Compassionate Care Workshop Projects: Provincial Needs Assessment, Pregnancy and Infant Loss – Families’ Experiences Survey
25. Compassionate Community Paramedicine	Ottawa Paramedic Service (Key informant)	Communities across the province of Ontario	2495 Don Reid Dr, Ottawa, ON K1H 1E2 +1 613-580-4771	Ontario paramedics are committed to providing equitable access to hospice and palliative care services and supports by targeting marginalized and underserved populations. For example, Ottawa Paramedic Services’ Community Paramedicine program promotes patient advocacy for vulnerable peoples and has engaged over 3000 participants in the last 2 years	Programs: Community Paramedicine Projects: Paramedics in Palliative Care Pilot Project