



HPCO

Hospice Palliative Care Ontario

Annual Report 2023-2024



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 Peoples.
- 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.
- Providing free access to the “[Providing Culturally Safe Care with an Indigenous Lens](#)” course.
- 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 health care 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 supports 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.



There is a large misconception that hospices are extremely sad. In truth, there is far more joy and peace in a hospice than I have experienced anywhere else.

— Vanessa, Hospice Volunteer

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.



Accredited
IMAGINE
CANADA

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

Message from the Chair of the Board and President & CEO

As we reflect on the 2023-2024 year, we are reminded of the importance of, and interest in accessible education and training programs for those working in hospice and palliative care. This year, 2,174 individuals completed HPCO's online volunteer training, over 650 individuals participated in educational offerings offered by HPCO, and 1,021 people completed the PACE for PSWs program. We look forward to continuing to offer our members relevant and compelling learning opportunities in the coming year.

In June 2023 HPCO hosted our annual conference with the theme of *Now is the Time*. Nearly 800 attendees helped to illustrate that *Now is the Time* to act on issues like equitable access to care, systemic racism, and person-centred care for all. Over 91% of delegates reported feeling inspired by the program and stated that their experience would help them initiate change in their practices.

At the June conference, Deputy Premier and Minister of Health Sylvia Jones announced that the government would invest up to \$147.4 million over three years to expand hospice palliative care services across the province and improve support for hospice residences, including grief and bereavement services, Advance Care Planning, and an expansion of specialized perinatal palliative care programs. We are grateful to the Minister for her enthusiastic and ongoing support of hospice palliative care in Ontario.

The HPCO Board of Directors continues its commitment to education on diversity, inclusion, and anti-racism. In 2023, directors and staff completed a multi-year learning program, and in early 2024, it established a refreshed and ongoing education plan to continue its learning

On behalf of the HPCO and its Board of Directors, we wish to thank all those involved in providing exceptional care to the people of Ontario.

Sincerely,

Jennifer and Rick



Jennifer Wilson
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.



Ontario Charitable Gaming Association

Ecclesiastical Insurance

Supporting:

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

HPCO's Sponsors

Thanks to our corporate and foundation sponsors for generously supporting HPCO's work towards a future where every person in Ontario has equitable access to quality hospice palliative care.

We are also deeply grateful to all of our individual donors to contribute to our mission and the training of hospice volunteers.

HPCO's Business Partners

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



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OASSIS
BENEFIT PLANS  FOR NOT-FOR-PROFITS



SHERATON
Parkway Toronto North Hotel

stratim

Advocacy Highlights

Advocacy

To fully fund clinical costs in existing and developing hospice residences



Improved funding for In-Home Visiting Hospice Services



Funding for hospice-based grief and bereavement services



Plan for up to 500 new hospice beds by 2030



Result

Government committed \$65 million over two-years starting in 2023-2024

Advocacy continues

Government commitment of \$10 million starting in 2023-2024

84 New Adult Beds and 12 Pediatric Beds announced in Budget 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; an improved funding model for in-home hospice programs; and additional investments in grief and bereavement supports.

Hospices in Ontario



140 hospices programs in Ontario

- 85 In-Home Hospice Services support over 25,000 annually
- 89 Hospice Residences with 534 beds support over 9,000 patients annually
 - 45% of hospice residences are in rural communities
 - 25 new hospice residences with 213 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 2023-2024 there were:

- Over 15,000 direct service hospice volunteers
- Over 10,000 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 on a three-year cycle 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 2023-2024 fiscal year, bringing the total number of accredited hospices to 35:

Beth Donovan Hospice

Home Hospice North Lanark

Hospice Care Ottawa

Hospice Huntsville

Hospice Muskoka

Huron Hospice

Lisaard & Innisfree Hospice

McNally House Hospice

North Perth Community Hospice



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

97% Felt the service had a positive impact

100% Report that all their psychosocial needs were met

Clients receiving bereavement services

90% Were satisfied with the service

89% 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 June 2023 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

- **1,021** learners enrolled in the Palliative Care Education for Personal Support Workers (PACE for PSWs) Program.
- **898 users** enrolled in the Person-Centred Decision-Making education course.
- **20,000** visits to the Caregiver Support Education.
- **16,694** Advance Care Planning Guides distributed across Ontario.
- **13** webinars provided with more than 650 participants.
- **Held one** full-day Person-Centred Decision-Making skills building workshop for clinicians.

Hospice Volunteer Training

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

- **81** hospices used HPCO's online hospice volunteer training.
- **2,174** volunteers trained in 2023-2024.
- **15,501** 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

Now is the Time

HPCO'S ANNUAL CONFERENCE



June 11 - 13
2023

The June 2023 conference saw over 700 delegates attend five keynote presentations and over 100 workshops, oral papers, and poster presentations.

91% of attendees said the education and information received at conference will help them initiate positive change in their practice

99% said the conference met (59%) or exceeded (47%) their expectations

The conference was opened by Giima Stacey LaForme, Chief of the Mississaugas of the Credit First Nation, welcome delegates to the Treaty Lands and Traditional Territory of the Mississaugas of the Credit.

Thank You to Our Conference Sponsors



Saint Elizabeth
Foundation



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Pleasant
Group



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

Content is aligned with provincial and national palliative care competencies.



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

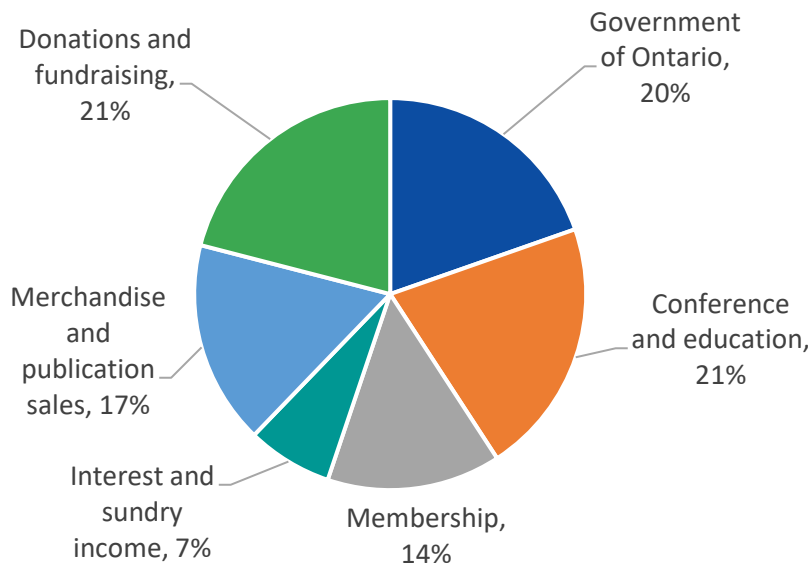
HPCO strives to be a good steward of funds received from grants, donations, member services, membership fees and the annual conference.

Total staff compensation across all programs in 2023-2024 was \$565,611. Total expenditure on management and administration was \$361,031, and expenditure on fundraising was \$19,991.

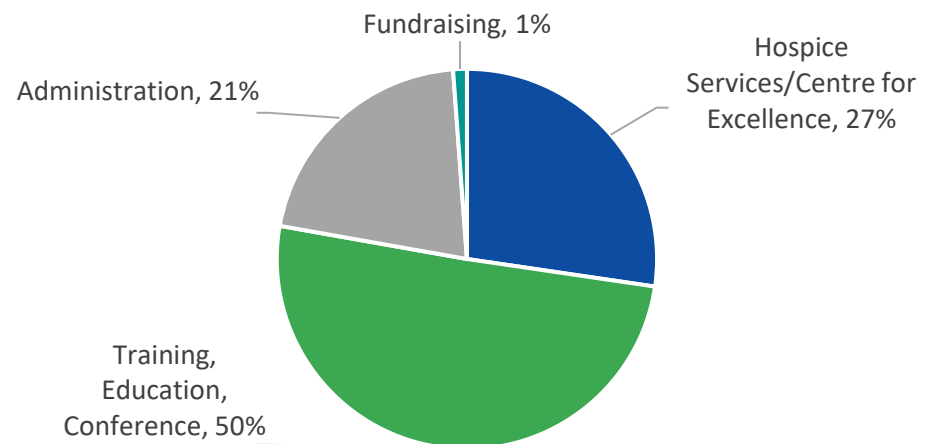
HPCO Audited Financial Statements are available at hpcoco.ca.

Charity Information Returns are available on Canada Revenue Agency website.

Where our Money Came From



How our Money Was Spent



Board of Directors



Jennifer Wilson
Chair
Executive (Chair)
Nominating
Governance



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



Rod Malcolm
Past-Director
Executive
Nominating (Chair)



Paul Hazzard
Treasurer
Executive
Finance (Chair)



Carol Derbyshire
Director
Finance



Nazira Jaffer
Director
Audit & Risk



Nancy Lefebvre
Director
Governance



Len Lifchus
Director
Finance



Johanna Lim
Director
Audit & Risk (Chair)



Janette Panhuis
Director
Audit & Risk



Angela Rea-
Mahoney
Director
Finance

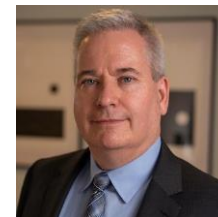


Maria Rugg
Director
Governance



Lisa Sullivan
Director
Governance

Staff Leadership Team



Rick Firth
President and
Chief Executive Officer



Christine Gordon
Director, Centre for
Excellence in Hospice Care



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