



HOSPICE
MISSISSAUGA

April 1, 2024 – March 31, 2025

Impact Report

Vision, Mission, Values

Our Vision

To lead, provide, partner and inspire excellent hospice palliative care in our community

Our Mission

To provide compassion, support and advocacy that lessens the distress of serious illness and loss to individuals, families and the community

Our Values

*Integrity — Caring — Honesty
Responsibility — Mutual Respect — Accountability
Sincerity — Compassion*

Our Strategic Pillars

Facilitating the Dialogue

Promoting opportunities for discussion and public awareness about living well with illness, dying, death, grief and loss

Achieving Excellence

Continuing our journey as a Centre of Excellence in care through an ongoing commitment to quality improvement, evidence-based practice, and responsible resource utilization.

Embracing Growth

Adding and enhancing services and resources to support access in the community.

Developing a Compassionate Community

Supporting individuals, families, and the community through the phases of living and dying.

Investing in People & Partnerships

Fostering a culture that inspires volunteers and staff to be the best they can be and to partner with other system providers to ensure the best possible experience for persons served.

Table of Contents

*Message from the CEO and
Chair of the Board*

Programs and Services

By the Numbers

Volunteer Appreciation

*Fundraising and
The Capital Campaign*

Financial Highlights

Looking Ahead



Leadership and Governance

Hospice Mississauga operates under the oversight of a volunteer Board of Directors composed of dedicated business professionals who contribute their time and expertise to support Hospice Mississauga's mission. With diverse backgrounds in fields such as finance, healthcare, and law the Board ensures strong governance, financial stewardship, and strategic direction.

Its leadership supports the executive team in delivering high-quality care and services to individuals and families facing life-limiting illness or loss. Through collaboration and community focus, the Board helps guide innovation, sustainability, and compassionate service across all programs, strengthening Hospice Mississauga's impact in the communities it serves.

Board of Directors

Hospice Mississauga is governed by compassionate and skilled individuals who share their time to ensure we are delivering on our vision and mission.

During the 2024-25 fiscal year the following individuals from the community shared their skills as a members of the Board of Directors.

Current: Sebastion Patrizio, Jennifer Muir, Andreas Mourtos, Ruben Goulart, Sandro Iannicca, Kasia Filaber, Brad Butt, Michael Mazzolin, Frank Doracin, Emily Kuhlmann
Former: Asha Gupta, Doris DeAngelis, Sarah Pillai, Judy Fountain

Dear Friends & Supporters

Reflecting on the accomplishments of Hospice Mississauga throughout the fiscal year 2024-2025 fills us with profound gratitude and pride.

Through collaboration our staff, volunteers, donors, and allies in healthcare and government came together to support Hospice Mississauga to deliver on our mission: To provide compassionate, quality care and fostering dignity for individuals and families facing life-limiting illness, grief, and bereavement.

Together, we provided care and support to 1,766 individuals who were supported in our last fiscal year, impacting the lives of more than 7,500 people.

With an aging and increasing population combined with rising rates of cancer, we expect a continued increase in demand for services. Which is why we are working to improve how services are accessed. Our collaborations including the Integrated Care program with allied hospices, advocacy initiatives, presentations at Hospice conferences and our own work on improving quality metrics and indicators demonstrates our commitment and leadership in the sector.

This past year was marked by significant milestones, including the announcement of government funding for two additional beds for the soon to be built hospice centre, and hosting a successful groundbreaking ceremony – a vision realized through immense dedication and generous support from donors, supporters, and local and provincial governments. This exciting project symbolizes our collective commitment to expanding care and building a compassionate community.

Community engagement and fundraising events raised essential funds and awareness of the supports that hospice provides and strengthened our bond with communities throughout the city.

As in every year, fiscal responsibility continues to be a cornerstone of our organization, made possible by the growing support from local businesses and long-standing relationships within our community. Generosity of donors remains pivotal in ensuring vital programs reach those who need them most. Without the donations and the unwavering support we receive from individuals, Hospice Mississauga and the community would not be where it is today.

We were honoured to recognize an exceptional volunteer with a June Callwood Award. We are fortunate to have Nusrat Ahmad as a volunteer and appreciate the tireless effort and immense dedication she and all the incredible volunteers at Hospice Mississauga bring to our organization. The impact they have on the lives of individuals throughout Mississauga is extraordinary.

Of course we could not do any of this work without our talented and compassionate staff and leadership and over sight of our Board of Directors—thank you all for each moment you share with us.

Together, we are transforming how our community experiences aging, illness, and grief—one life, one family at a time.

Thank you for your unique and individual contributions. It is a true privilege to do this work with you.

With gratitude,

Kitrina Fex
Chief Executive Officer

Sebastion Patrizio
Chair, Board of Directors



The Facts Matter

Where Will You Turn?

We asked Ontario residents about the who, how, and where they would turn for information about hospice care. Here's what we learned:

88%

believe that hospice palliative care is an essential part of health care

71%

would turn to their primary physician for guidance, 31% would turn to a local hospice centre.

56%

are confident they have the knowledge, resources & ability to care for a dying loved one.

42%

said they could devote time for care based on their current schedule.

40%

under 55 years of age said they would NOT be ready to take on a caregiver role, compared to 29% of those above 55 years of age.

32%

under 55 years of age said they lacked confidence that their loved ones would be able to provide care for them, compared to 25% of those above 55 years of age.

Based on results from the April 4-7, 2025 Leger Omnibus Survey with n=1002 Ontarians aged 18+ +/-3.1%

70% of those we support have a cancer related illness and most clients are under 60 years of age.

Hospice care is equitable care as it is provided at no-cost to everyone. This is important as many clients self-report as being low-income.

To learn about compassionate care, bereavement, counselling, and wellness services visit hospicemississauga.ca

Programs & Services

Hospice Counselling

Hospice Counsellors provide holistic support through end-of-life discussions, helping reduce fear and anxiety while empowering individuals and families to live well.

Grief and Bereavement Support

Our professional staff and volunteers support individuals and families coping with grief through meaningful conversations, connection, and offering coping strategies.

Spiritual Care

Spiritual care professionals help explore existential and spiritual questions. Through practices such as listening, rituals, prayer, guided reflection or connections with faith leaders.

This program supports diverse expressions of spirituality, ranging from religious practices to personal values and beliefs.

24/7 Hospice Palliative Care Helpline

The 24/7 Hospice Palliative Helpline connects individuals, families, and healthcare professionals with hospice professionals to provide emotional and clinical support, resources, and counselling.

Wellness

Wellness services supports the physical and emotional well-being of individuals facing life-limiting illnesses, caregivers, and the bereaved by offering a gentle, non-invasive approach to comfort care.

“
I don't have much family or friends that live close by so I felt very isolated during this time. My mental health would have suffered much more without support from Hospice Mississauga.
- Bereavement Client
”

Social Connections

On a weekly basis, Social Connections provides a welcoming environment for individuals with life-limiting illnesses to reduce isolation and promote well-being. It brings individuals together through group activities, shared experiences, and meaningful conversations

Help Us Understand Grief (HUUG)

Our HUUG Program ensures children and youth receive age-appropriate support while navigating grief or a life-limiting illness.

Established in 2015 at Hospice Mississauga, HUUG provides individual counseling, group activities, and legacy projects to help young people build resilience.

Volunteer Services Program

Hospice Mississauga's dedicated volunteers provide in-home companionship respite and complementary therapies. They also assist with client support groups and events.



Words of Gratitude

Dear Hospice Mississauga,

Melissa's professional approach, sincerity and attitude made my wife, who was always extremely conservative, open up to Melissa after a few minutes of her first visit. She (Ahmed's wife) burst into tears and shared with Melissa her pains, anxiety and worries regarding some of the practices of the medical care team. Melissa's responses and reaction caused a change in approach by the care team, which brought a lot of comfort to my wife.

A second incident happened and when Melissa knew that my late wife needed to talk to her, she adjusted her schedule and came to see my wife immediately, the following day in spite of the unfriendly weather. The impact of her visit and the actions we took based on her advice brought a lot of comfort to my late wife and myself only a few days before she passed away.

I worked in human development for decades and I can identify those who work and serve from their hearts and extend beyond limits to support their purpose's beneficiaries. Melissa is definitely one of them.

While I may have expressed myself better if I were not in grief, I am sure that I do not have to go into details about Melissa's professionalism, attitude, highly effective communication skills, proactive actions, diplomacy and sincerity.

The above is to thank Melissa on behalf of my late wife, myself, our children and all those who were helped by her.

Thanks to Hospice for having great human professionals working to help and support people and bring in some light while they are going through the darkest times in their lives.

I have the same gratitude to all those I have dealt with in Hospice Mississauga including Jacki, Tanja and Carmene."

Thank you to Melissa, Jacki, Tanja, and Carmene for the extraordinary care you provided. Your kindness and professionalism shine through in every word of this message.

And thank you to each and every one of you, for showing up each day with compassion, for walking with people during some of the most difficult moments of their lives, and for creating a culture of care and humanity that truly matters.

- Ahmed D., beneficiary of Hospice Mississauga's services



Impact by The Numbers

1,766 Individuals were supported in our last fiscal year impacting the lives of more than 7,500 people.

1,766

Individuals supported

7,500+

Lives impacted

802

Individuals received
end-of-life care support

604

Individuals received
support to help them
manage their grief

360

Children and youth supported
by HUUG counsellors as they
navigated the death of a family
member

1,098

Wellness and complimentary
therapy sessions were provided to
hospice clients and caregivers.

40

Social Connections sessions provided
enrichment opportunities for clients and
over 100 hours of respite for caregivers

5,378

Number of volunteer hours donated to providing in-home companionship and respite, in-home wellness sessions, supporting our Social Connections program, contributing to in-office and community wellness events, leading our bereavement walking group, and providing governance, administration and fundraising event support.

112

Total number of
volunteers

28

Volunteer training
sessions

1,586+

Volunteer and
caregiver attendance in
education events (93)

186

Helpline calls for assistance and information were answered in under an hour, helping people with their urgent need for support, information and referral to hospice and other medical services.



Photo: Esther and Keith D'Silva

Faith, Family, and a Vision for Community Care in Mississauga

For Esther and Keith D'Silva, giving is an expression of their identity. Raised in Goan Catholic families that emphasized service, generosity, and deep-rooted community values, both were taught that with abundance comes great responsibility.

Raised to appreciate that when you have been given much, much is expected in return, it is not unusual to hear both Keith and Esther, reference Luke 12:48 — a verse that has shaped their lives and continues to guide how they interact with the world — just as it did their parents before them.

Thoughtful and deliberate in their shared commitment to giving back, it is clear by their actions that caring for others, especially in times of need, is one of the most meaningful ways they live out their faith. Their decision to support hospice care seems like a natural extension of what they were raised to do.

When introduced to Hospice Mississauga at a community fundraiser nearly a decade ago, the D'Silvas, like many, were overwhelmed in disbelief when they learned that the city they call home lacked a hospice centre. Compelled to lend their support, they leaned into supporting in-home care and the services the Hospice Mississauga team provides. When they learned of an opportunity to take action and be part of building the FIRST hospice centre in the city, the D'Silva's did not hesitate to step forward.

“We hope this Hospice Centre becomes a place where people find strength, warmth, and support. That’s what our faith and family have always taught us.”

Their decision to support Hospice Mississauga came from a place of experience and empathy. When Keith's mother required end-of-life care, hospice

services allowed her to remain in the comfort of her home — where she wanted to spend her final days. Community hospice care and support made that possible and brought their family comfort at a time when they needed it most.

That experience solidified their belief in the importance of making hospice care accessible to others. After experiencing what hospice care can bring to a family and the difference surrounding loved ones with support grounded in compassion can make, they wanted others to know it is available when they need it.

“Giving back isn’t just about writing a cheque. It’s about finding something that matters to you and doing what you can to help.”

In addition to the comfort and inherent solace hospice care provides, the practical capacity and financial sense hospice centre care makes is also top of their minds. Knowing that a hospice stay costs a third of a hospital stay and that for every person cared for in a hospice centre others have improved access to hospital and emergency room beds for treatment adds to their conviction.

Beyond showing their support through financial contributions — they are determined to raise awareness. As those who have experienced loss know, people often don't know what hospice care is until they need it. Esther and Keith are helping to change that, one conversation, one speaking engagement and one article, like this one, at a time.

For Esther and Keith, giving is a shared journey — one that reflects their values of faith, family, and a profound sense of duty to the community. Their hope is that their contribution helps build a legacy of care that will ripple through Mississauga for generations to come.

Volunteer Appreciation

**80+
Volunteers**

**5,300 hours of
volunteer service**

**22% have donated
>10 years of service**



In 2024/25, volunteers provided thousands of hours of service, supporting clients in their homes, working on our palliative social program, and being part of our bereavement walking group. The selfless contributions of our volunteers provide valuable support to our clients, caregivers and families, all while creating a network of care that defines who we are.

“

We will all experience loss and death. Learning about it and helping others makes it less scary. Helping others makes my day.

-Hospice Mississauga Volunteer

”



Nusrat Ahmed
June Callwood Award Recipient

Congratulations Nusrat!

Fueling our Mission

The ability to provide care to the community is reliant on funding from people and caring groups that understand the value of hospice care.

Hospice Mississauga relies on the community for 50% of our operational funding, and 90% of the funding to build our new Hospice Centre will come from caring donors.

Every dollar matters and it is why we are so thankful for everyone who shares what they can with us. Your trust and support fuels our ability to be there when a neighbour needs us.

In this fiscal year, we were fortunate to continue to build trust and inspire more people to invest in Hospice Mississauga and our shared mission of delivering quality end-of-life care for everyone.

Special events like our Golf For Hospice continued to provide an enjoyable day of fun and fundraising for the Hospice and we would like to thank donors for raising more than \$200,000 from this historic event.

Bingo! Thanks to our participation with the Mississauga Community Gaming Association and Rama Gaming House our volunteers supported the raising of almost \$100,000 to support our vital hospice counselling programs for all ages.

Individuals and caring companies inspired us with their generosity through our 30+ monthly donors whose consistency allows us to plan and have security around funding needs, Companies like John Brooks who step up each year with their walk-a-thon to raise thousands of dollars for your local hospice care.

Our own staff and volunteers invest in our cause as well and inspire their family and friends to do the same. The 2024 Healing Cycle Team raised more than \$32,000, an inspiring achievement lead by our caring staff and volunteers.

Finally we could not do what we do without our amazing service clubs, third party and partnership events that happen each year. Tasty initiatives like Hearts for Hospice by Palma Pasta help raise awareness and funds.



Building Compassion



Fueling Compassion–The New Hospice Centre

October welcomed hundreds of people to our Field of Dreams event for a chance to tour the build site and see renderings of the new Hospice Centre. This was followed by our official ground breaking ceremony in November at which provincial, regional, and local leadership along with many volunteers, staff and families served by Hospice Mississauga came together.

This milestone event lead into our holiday season that was inspired by a \$2 million dollar campaign match thanks to the FDC Foundation. Together our caring donors and community raised the matching funds and more.

Caring donors continue to step forward and invest in this vital next step in our ability to provide the full continuum of care.



Special thanks to the following for their commitment and investment in this project.

City of Mississauga
Welton Family Foundation
Gerry Beasley
FDC Foundation
Lakeview Village Community Partners
Joe Calderelli
D'Silva Family
Credit Valley Cares Initiative
The Rockett Family
RBC Foundation
The Estate of Virgil Pires
1673361 Ontario Inc.
JTJM Family Foundation



More than 250 individuals and caring groups

Financial Highlights

Financial Overview: Building the Future of Care

In the 2024–2025 fiscal year, Hospice Mississauga worked tirelessly to ensure we have adequate funding for our operations and also continue the momentum of raising the needed funds for the new Hospice Centre. Hospice Mississauga relies on the community for 50% of our operational funding, and 90% of the funding to build our new Hospice Centre will come from caring donors.

We have chosen to run an integrated campaign for both operating and capital so much of the raised revenue this year are considered deferred revenue until the building is started construction. This amount is over \$2 million dollars but is not reflected in our statement of operations. While the statement shows a deficit, this amount is due to the inability to recognize this revenue this year.

Expenses related to the raising of capital funds are accounted for however leaving our statement of operations showing a deficit for this year. This is a temporary situation that will amend once the building project is complete in 2027.

Finances have oversight by a Finance Committee and Fund Development Committee of the Board of Directors.

HOSPICE OF MISSISSAUGA INC. STATEMENT OF OPERATIONS AND NET ASSETS FOR THE YEAR ENDED MARCH 31, 2025

	Operating Fund	Hospice Centre Fund	2025	2024
REVENUE				
Grants	\$ 1,237,022	\$ -	\$ 1,237,022	\$ 1,306,967
Donations	702,510	488,009	1,190,519	672,382
Fundraising	278,588	151,218	429,806	589,622
Interest and other investment income	63,849	182,774	246,623	250,177
Other income	10,838	-	10,838	3,433
	2,292,807	822,001	3,114,808	2,822,581
EXPENDITURES				
Amortization	14,584	-	14,584	29,295
Annual dues and licenses	62,771	5,141	67,912	65,590
Fundraising	83,047	21,300	104,347	70,252
HST expense	35,974	-	35,974	-
Insurance	19,797	-	19,797	17,435
Interest and bank charges	14,942	2,096	17,038	12,669
Meetings	5,882	12,700	18,582	6,138
Office	97,800	43,849	141,649	102,860
Other program expenses	7,315	41	7,356	8,666
Professional fees	149,430	205,065	354,495	288,860
Program administration	43,874	455	44,329	32,051
Public relations	24,736	58,488	83,224	28,704
Rent and utilities	132,588	-	132,588	134,532
Repairs and maintenance	3,702	-	3,702	16,957
Salaries and benefits	1,991,080	470,348	2,461,428	1,891,911
Software and data services	8,324	-	8,324	18,865
Staff development	11,152	542	11,694	16,018
Telephone	37,642	1,408	39,050	29,622
Travel	15,530	568	16,098	14,597
	2,760,170	822,001	3,582,171	2,785,022
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES	(467,363)	-	(467,363)	37,559
NET ASSETS, BEGINNING OF YEAR	1,857,098	4,926,022	6,783,120	6,745,561
NET ASSETS, END OF YEAR	\$ 1,389,735	\$ 4,926,022	\$ 6,315,757	\$ 6,783,120

Full Financial Statement is available online at
<https://hospicemississauga.ca/reports-and-resources/>

Choice and Compassion

Where would you spend your final days?

If you're like most Canadians, you would prefer to pass away at home in comfortable, familiar surroundings with your loved ones by your side.

But say you are at home, and your condition worsens. What are your choices?

Your loved ones now become your around-the-clock caregivers, barely having time to sit with you or even hold your hand.

They are not health care professionals, so eventually they have no choice but to bring you to the hospital — the last place the majority of Mississauga residents say they wish to be when we die.



"Joan got to die exactly the way she wanted to. And I got to be there with her."

- David Butler, former Hospice Mississauga client whose partner Joan passed away in a hospice centre

"We are so proud to step forward as major donors to the Building Compassion campaign for Hospice Mississauga.

The Welton Family Care suites will change end-of-life care for all of us and those we love.

Please join us in making this possible for everyone in our community."

- Dan and Madeline Welton

Creating moments – the year ahead

We are Rooted in Compassion.

Built by the community, for the community, we are committed to delivering compassionate, person-centered care that enriches the lives of individuals, provides comfort, nurtures hope, champions choice, and supports dignity in life – and death.

The year ahead is filled with optimism and a celebration of what was, is and will be.

November 6, 2025 marks our 40th anniversary of service to the community. We look forward to celebrating our history, the people, activities and achievements that were made possible.

We continue to be present, here and now, as we continue to listen, and adapt our current programs to meet the every evolving needs of people who reach out to us for support. We do the best with the resources entrusted to us to meet the growing needs of our city and region.

Our dedicated team of professionals and trained volunteers walk alongside each client, ensuring that no one journeys through life-limiting illness or loss alone.

We remain inspired by the strength of our community and the trust placed in us.

This inspiration will fuel us during the long days and much work to finally bring to life a 40-year dream...the building of the first dedicated Hospice Centre in Mississauga.

With each hand held and each life honoured, we have witnessed the profound impact of hospice care.

Soon we will complete the continuum of care with the opening of our specialized care suites and new home of our community programs. A major moment of relief for those individuals who have had to travel outside of Mississauga to receive this type of care over the last 40 years.

With each hand held and each life honoured, we have witnessed the profound impact of hospice care.

Thank you for your continued trust in us and the work we do creating meaningful moments for so many.





HOSPICE MISSISSAUGA

Stay Up to Date on the Latest Happenings



facebook.com/hospicemississauga



@hospicemississauga



[/hospicemississauga](https://hospicemississauga)



youtube.com/@HospiceMississauga



Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



hospicemississauga.ca

1-855 Matheson Blvd E, Mississauga, ON L4W 4L6 | (905) 712-8119 | info@hospicemississauga.ca

Charitable Registration Number: 132155011 RR 0001