



HOSPICE
MISSISSAUGA

***Why your
support matters***



This is your Moment

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.



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A Message from Our CEO and Board Chair

Dear Friends and Supporters,

At Hospice Mississauga, we believe that every individual deserves dignity, comfort, and compassion at the end of life and through times of grief. Last year alone, more than **7,500 individuals** in our community were impacted by our care or bereavement support services. The need for these vital services is only increasing due to population growth, aging, and cancer related illnesses.

We invite you to join us in shaping the future of hospice care in our city. By supporting Hospice Mississauga, you are helping us expand **in-home care services**, ensuring that more people and their families can access support where they need it most. At the same time, your generosity will play a critical role in the development of **Mississauga's first dedicated Hospice Centre** — a place of comfort and connection that will include 12 hospice palliative care beds along with community-based resources that foster healing, compassion, and belonging.

Together, we have an opportunity to build not only a centre, but a movement of compassion across Mississauga. Your gift is more than a donation — it is an investment in a community where care, dignity, connection, and choice are accessible to all.

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



“Before my wife was able to get into hospice, most of my time was spent managing her care. When she got into a hospice centre, I felt a huge weight lift off my shoulders knowing she was getting the care she needed 24/7. I finally got to spend time holding her hand and being her husband again.”

—Anonymous family member

Life without Hospice?

Without donations to cover the funding gap between the cost of care and government funding, individuals and families in communities throughout Mississauga face a very real and often painful struggle to provide an appropriate standard of care for themselves and those they love.

Without a Hospice and its programs ... **a neighbour with cancer** may spend her final weeks in isolation, in progressive physical decline and loss of cognitive clarity resulting in the inability to complete simple chores, maintain good hygiene and effectively manage her medication. She may die alone, or in a busy hospital.

A husband caring for his wife at home with a lack of community support and guidance may face impossible choices like risking their housing by taking time off work, exhausting savings, while watching her pain go unmanaged because there is no hospice support to help.

Daughters, sons, spouses, parents and even grand parents may grapple with feelings of fear, exhaustion, guilt, loss, and grief without support; putting unnecessary stress on what is already often an overwhelming experience.

Without a dedicated hospice centre emergency rooms fill with people who need comfort, not machines.

Without hospice, we all bear the cost – emotionally, socially, and financially.

Without hospice, people lose access to grief counselling and bereavement supports. Unaddressed, grief can impact an individual for years, resulting in strained family relationships, work performance, and negative affects on mental health and well-being.

Without hospice, our community loses its ability to care for one another.

Hospice care is the difference between facing death and grief alone, or *being surrounded by comfort, dignity, and support.*

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.



The Real Cost of Care

Each year, Hospice Mississauga relies on the generosity of donors to bridge the gap between government funding and the full cost of delivering our essential services and programs.
This equals about 50% of our service expenses.

Here are some ways your donations support individuals in this community.

- **\$585 supports one child** navigating the loss of a parent, sibling or loved one through our Help us Understand Grief program.
- **\$492 ensures an individual who is actively dying** receives counselling and spiritual care support from trained and certified counsellors.
- **\$226 combats isolation and loneliness** by providing one individual diagnosed with a palliative condition one session of enrollment in our Social Connections program.
- **\$44 answers a call for assistance on our 24/7 Hospice Palliative Helpline** or provides a new client assessment.
- **\$25 supports one hour of specialized** volunteer delivered services (volunteers provide more than 5,300 combined hours of care and services).



By The Numbers

2024 - 2025 service numbers

1,766 Individuals received direct care or support services from Hospice Mississauga 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 complementary
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.

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



Volunteers – The Heart of Hospice

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.

100+

Volunteers

5,300+

Hours of Care

22% have provided more than 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.

“

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!

Governance and Leadership

Your investment is in trusted hands



Jennifer Muir
Vice Chair



Sebastion Patrizio
Chair of the Board



Andreas Mourtos
Treasurer

Board of Directors

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.

Sebastion Patrizio, Board Chair; Jennifer Muir, Vice Chair; Andreas Mourtos, Treasurer

Directors: Brad Butt, Shabbir Causer, Marisa Chiu, Frank Doracin, Kasic Filaber, Ruben Goulart, Emily Kuhlmann, Chris Loreto, Michael Mazzolin, Trevor McPherson, Stephanie Messier



Graham Hill
Chief Development Officer



Kitrina Fex
Chief Executive Officer



Anna Lewyckyj
Director of Clinical Programs
& Strategic Initiatives

Hospice Executive Team

The Board 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.



Completing the Continuum of Care

*The Campaign for Mississauga's First
Hospice Centre*

Building Compassion

Hospice Mississauga's specialized palliative care Hospice Centre will be located at 2176 Speakman Drive as part of the Wellbrook Health Campus and located between two major Hospital sites.

Managed and operated by Hospice Mississauga, the Centre will be a hub for integrated palliative care teams and build capacity across the continuum of Mississauga's health system.

The building will provide 12 dedicated palliative care suites, including isolation and bariatric spaces, to ensure we can provide care for all. It will also be home to community programs and administrative services and the centre of our service to community.

Through knowledge sharing and collaboration, teams will bring innovative approaches to palliative care and partnerships to long-term care settings to steward more compassionate, culturally aware, person-centred palliative and end-of-life care for our community and the regional health system.

The cost for the building is \$26 million including the cost of construction, development and planning charges, and costs associated with running the campaign to raise the \$23 million that is not covered by government funding. In an unprecedented show of confidence, the City of Mississauga has approved a development loan to Hospice Mississauga, enabling construction to begin Fall 2025.

To date, over \$16 million has been raised in donations and pledges towards the project and land lease from caring community donors.

The Ministry of Health has committed to provide capital and proportionate *operational* funding for the care suites upon the Centre opening in 2027. This funding represents 60% of the cost of caring for and supporting the 250-350 individuals who will require in-suite care each year. Hospice Mississauga continues to rely on donations from local businesses and community members for the remaining funds required to provide professional, person-centred compassionate care and services.



City Support

In an unprecedented show of support, Mayor Carolyn Parrish and members of City Council unanimously approved a loan request presented by Hospice Mississauga's chief executive officer, Kitrina Fex, at the city of Mississauga deposition.

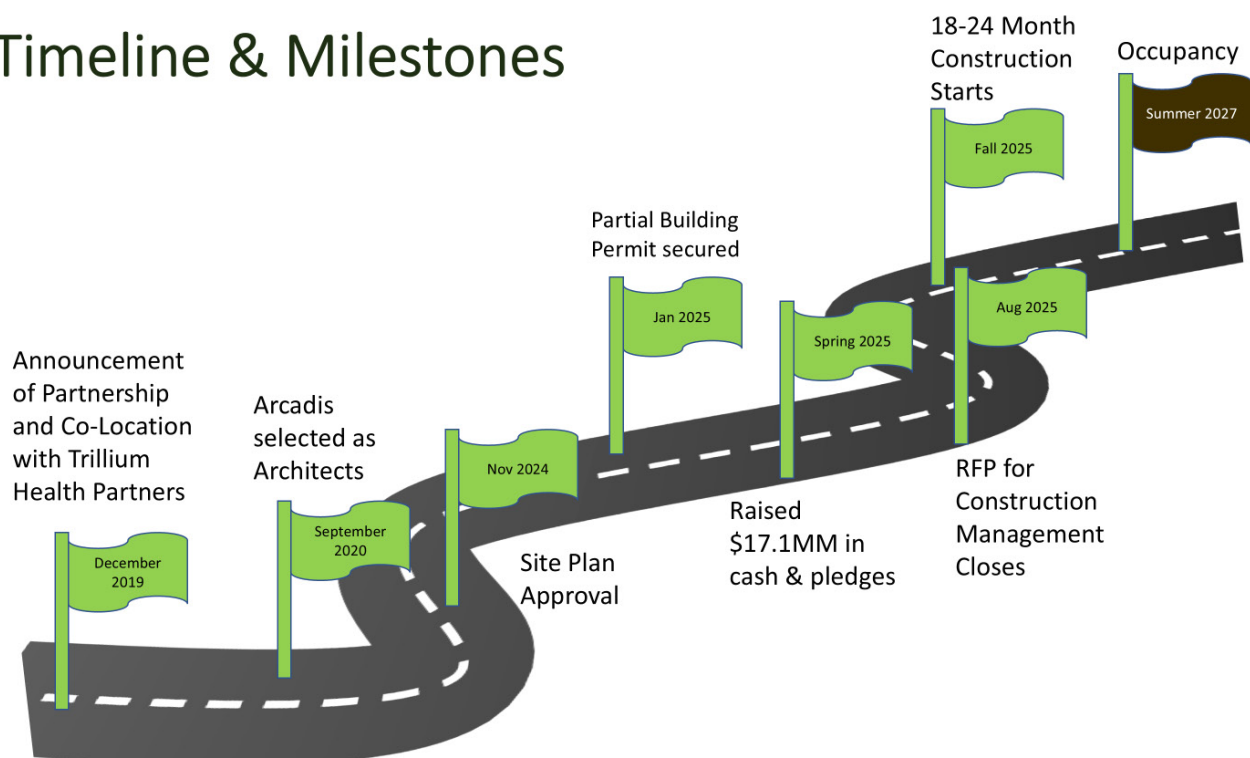


"We do this with our trust in the professional operations of Hospice Mississauga and its ongoing service to the community since 1985.

The construction loan is necessary in ensuring Hospice Mississauga can meet its short-term cash flow obligations, as they continue with their ongoing fundraising efforts to fund operating and capital requirements."

"The City is proud to support the building of Mississauga's first dedicated Hospice Centre with a loan to ensue construction can start as soon as possible."

Timeline & Milestones



Building Compassion



Fueling Compassion–The New Hospice Centre

October 2025 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

This list is current as of time of printing and we apologize for any omissions. A current list of our amazing supporters can be found at hospicemississauga.ca.

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



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.

Together Always – a Lasting Gift

Raminder (Ram) and her husband Amrit (Alex) had not left Sabrina's side since their arrival three days ago to the Hospice. The single bed for Sabrina meant it was challenging to cuddle in comfort with her daughter for long periods, but the room provided a couch and window seat that allowed them both to sleep in the room with Sabrina.

On that Sunday morning, Maya, their youngest daughter, and her husband Connor, came into the room and recognized the need for their parents to have a chance to get a break.

Maya said to them, "Mum and Dad, go get a cup of tea, take a moment together. Connor and I will stay with Sabrina, and we promise to come and get you if anything changes. You are just down the hall, don't worry".

Just down the hall was a space where they could pour a cup of tea and sit by a fireplace and share its warmth on an early February morning. They knew this was needed but worried, as parents do.

"Worrying about if you will miss the moment when your daughter takes her final breath – the moment that building new memories stops."

They took a few minutes to enjoy their tea when Maya came into the room; "Mum, Dad...it's her breathing, its changed."

They returned to Sabrina's room. Her mum cuddled with her in her bed, Maya and Connor were at the bedside, and her dad was holding her hand. Her mum whispered to her,



"Sabrina, you have had a hard journey, we all love you so much, you can go now...be brave."

It was peaceful at that moment when Sabrina took her final breath. We knew that she was where she wanted to be. She chose to live her life to the fullest by choosing a hospice centre to spend her final days.

Sabrina cared deeply for her family. They did everything together and she wanted to ensure that she left them with positive memories.

After 15 years of battling cancer, Sabrina could no longer use the stairs in her parent's home to reach



her bedroom and was receiving care and sleeping in the family room.

The family room was a special place for their family, a place of celebrations, playing games, sharing life's special moments together – including a wedding.

She did not want it to be the place her family would remember her dying.

She wanted to live every moment of her life to its fullest and help her family to do the same.

Ram remembers when she first heard from Arati, the Hospice Counsellor, that Sabrina wanted to spend her final days at a Hospice.

"When Arati told me Sabrina had chosen to spend her final days at a Hospice, I did not know what to say. I have been her nurse and her caregiver, and it was normal in our culture to die in the home. I did not realize, at that time, the gift Sabrina was giving to me, to us"

Ram quickly did some research online and was comforted to know that two hospice centres were in neighbouring cities but she was shocked and disappointed to find that there was not a dedicated hospice centre in Mississauga.

"It was challenging to know that we had to commute from our home in North-West Mississauga to South-West Toronto for care, but we knew this was her choice and it was a chance for us to all be together as a family."

–Ram



Once we arrived, we knew Sabrina had made a thoughtful choice.

Hospice centres are special places as they are more home-like and differ from a hospital environment. Hospice centres are focused not only on the pain and symptom management, but the emotional and social elements of care that provide an opportunity for creating memories.

The family was able to bring in many personal items that were meaningful to Sabrina to ensure the already home-like setting felt even more so.

Family and friends were able to visit and there were no restrictions on being able to be with Sabrina, no call bells or alarms going off, it was peaceful.

The family had time to reflect together on memories of the past and the recent marriage of Maya and Connor the month before in the family room at home. – A relationship that was introduced through Sabrina during her time working in New York after graduating University.

"Sabrina knew we were right for each other" said Maya. "Connor was Sabrina's roommate in her company sponsored accommodation in New York... she knew we would be perfect together and I really wanted her to be the maid of honour at my wedding, so we made arrangements to get married in our family room at our family home."

Sabrina was always caring for others throughout her life despite the challenges she faced after being diagnosed with Astrocytoma at the age of 17.

Two brain surgeries, three rounds of chemotherapy and radiation, genome-testing and experimental treatment were all part of her journey. Despite all this, she had a dream career and kept her focus clearly on the family and its togetherness.

"When I look back on it, Sabrina's choice of the hospice was a gift to us all. She allowed us to let go of our responsibilities as caregivers and for those final days be what we always were, family. Focused on simply being with each other, loving each other and being 100% present in the moment" shares Ram.

The family celebrated Sabrina's life by sharing her ashes with nature, sharing their resources to help support the cancer hospital that provided treatment to Sabrina, and most recently with the Hospice Centre that provided the compassionate specialized care that allowed the family to be together, fully, until the end.

Ram and her family are committed to ensuring that this experience, this opportunity for people to have this amazing care is available in Mississauga.

Ram is engaged with Hospice Mississauga as a wellness volunteer sharing her gifts of yoga and reiki with individuals and caregivers.

She continues to share her gifts forward, knowing Sabrina would be proud of her continued support of others so they can spend their time together.

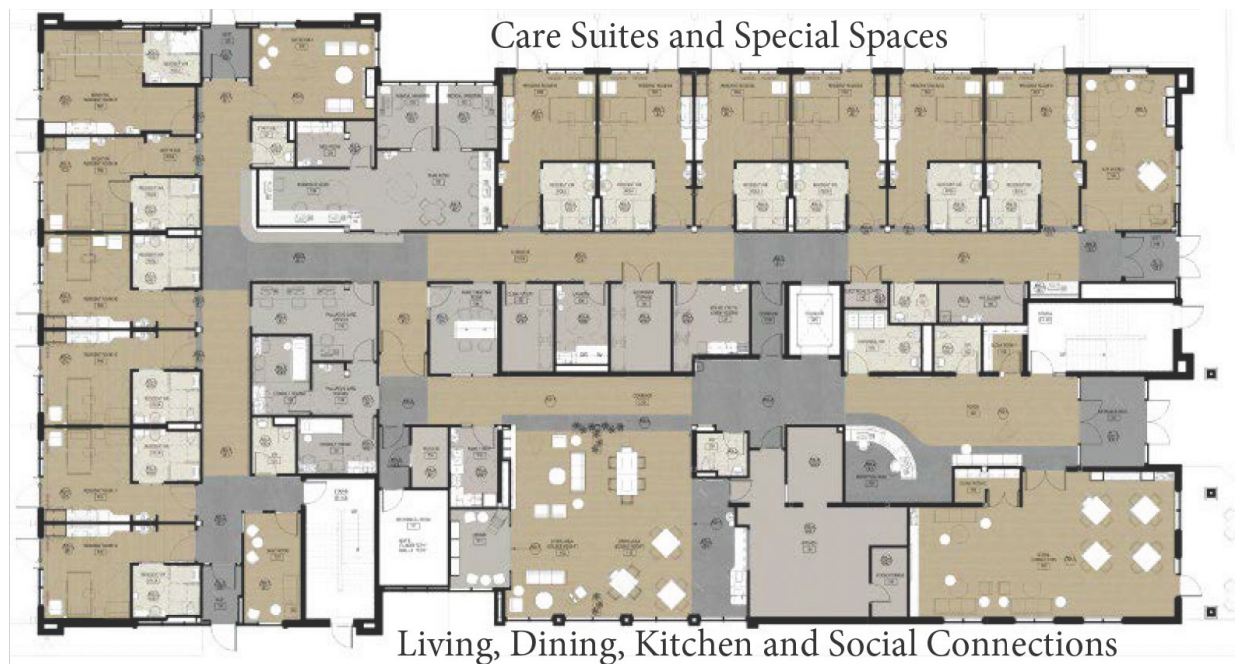
***YOUR support will bring
care closer to home for
families like Sabrina's.***

It's What's Inside That Counts

First floor layout



A welcoming foyer that immediately leads to our Social Connections space for day programming. After passing our Welcome Desk you will see the Living, Dining and Primary Kitchen spaces on your left along with the Library and Family Kitchen. Continuing down the hall you reach the important Palliative Care Clinic, Family Meeting room and care suites.



A modern, bright client care wing consisting of twelve care suites; two of which are specialized for Bariatric and isolation needs, a Nursing/ care team station, three compassion and comfort spaces that include a Quiet Room, Reflection Room and larger Sun Room for group and family gatherings.

It's What's Inside That Counts

Second floor layout

The second floor is accessible by elevator and stairs and has dedicated spaces for our Children and Youth Program (HUUG), Wellness, and Helpline offices.

Volunteers and staff are supported with dedicated spaces that allow focus and collaboration. Several large meeting rooms will allow us to host educational, and other gatherings related to hospice activities or can be made available to community partners and supporters to host meetings.

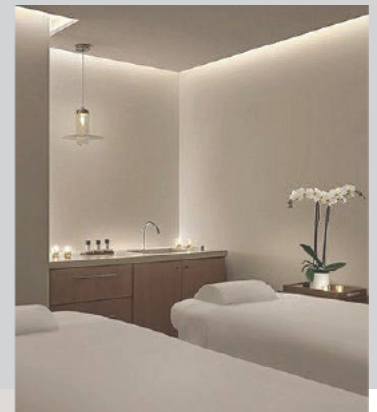
Education and collaboration is key to improved health system integration. Bringing together community partners to learn from each other is vital to improving our system for clients and families.

In addition to advancing care within the Centre, collaboration will build capacity to improve palliative care and continuously elevate best practices in care delivery for individuals with life-limiting illness no matter where they choose to die.

ADMINISTRATION AND VOLUNTEERS



Program spaces



Join the campaign



Naming the Centre

\$5 million will allow a caring donor to have their name aligned with the new Hospice Centre.

Naming a Space

Opportunities are available for spaces in the centre and the grounds ranging from \$25,000 to \$1.5 million. These include Care Suites, Program Spaces, and Administrative rooms.

Furnish A Room

From a kettle for a warming cup of tea to a soothing fireplace to a comfortable and mobile client bed. There is no shortage of ways to furnish a space to fit any budget.

Let's Continue the Conversation

Kitrina Fex kfex@hospicemississauga.ca

Graham Hill ghill@hospicemississauga.ca



HOSPICE MISSISSAUGA

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