



Completing the Continuum of Care

*The Campaign for Mississauga's First
Hospice Centre*

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.

We believe moments matter...

This is the moment our community has been working toward for more than 40 years.

Each year, thousands of families turn to Hospice Mississauga during some of life's most difficult moments. Last year alone, more than 7,500 individuals received care, comfort, and bereavement support through our programs. As our community continues to grow, disease rates rise, and our neighbours age, the need for these services will only increase.

This is the moment to ensure we will be there to help.

Construction has begun on the Welton Centre for Hospice Palliative Care – the first dedicated hospice centre that will complete the continuum of compassionate end-of-life care in Mississauga.

Hospice care is an essential part of our healthcare system, but capital funding from the Ministry of Health is capped at \$3 million per 12-bed hospice project. For the \$28 million Welton Centre, the remaining funds must be raised through community philanthropy and local leadership.

With construction now underway, \$13 million remains to be raised to complete the campaign and reduce reliance on loan-backed financing from the City of Mississauga.

When it opens in late 2027, the Welton Centre will be a place where families find comfort, where grief is supported, and where individuals experience the end of life with dignity, compassion, and choice.

Because at the end of life, it is the moments of comfort, dignity, and connection that matter most.

Join us and be a part of the care and compassion that makes moments matter.

Kitrina Fex

Chief Executive Officer

Jennifer Muir

Board Chair

Frank Doracin

Hospice Centre Campaign Chair





“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 counseling 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.***

Moments of Care and Support

The number of visits or moments of support that our team provided to individuals over the past fiscal year

Hospice Counselling

1,672

Holistic end-of-life care, helping reduce fear and anxiety and live well throughout the journey.

Grief and Bereavement

1,185

Grief supported through connection, compassionate conversations, and coping strategies.

Spiritual Care

124

Explored existential and spiritual questions, through practices such as listening, rituals, prayer, guided reflection or connections with faith leaders.

Help Us Understand Grief (HUUG)

865

Age-appropriate grief support to children and youth navigating the death of a family member or a life-limiting illness, helping them build resilience through counselling and connection.

Social Connections

247

Sessions provided a welcoming space for individuals with life-limiting illnesses to reduce isolation, build well-being, and connect through shared experiences and meaningful activities.

Wellness

1,293

Wellness and complementary therapies provided, supporting the physical and emotional well-being of individuals facing life-limiting illnesses, caregivers, and the bereaved through gentle, comfort-focused care.

Volunteer Services Program

785

Volunteer hours providing compassionate companionship, respite, wellness, and program support, helping enhance quality of life for clients and families across our community.

24/7 Hospice Palliative Care Helpline

156

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

Care Navigation

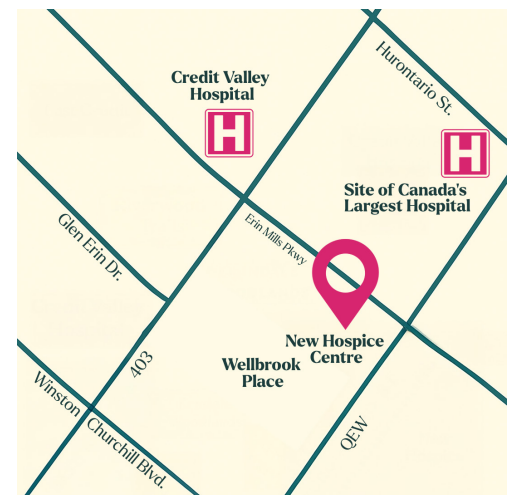
642

Our Care Navigator supported individuals and families referred to Hospice Mississauga, conducting initial assessments and guiding clients to timely access to appropriate hospice services, including our key programs.



About the Welton Centre for Hospice Palliative Care

- 12 suites in a beautiful home-like setting
- Staffed 24/7 by nurses, physicians, and personal support workers, the Centre will welcome any member of our community in need of end-of-life care
- Expanded space for our existing and future community-based hospice programs
- Expected opening is Winter 2027 and we are actively engaged in fundraising and operational readiness
- Located at 2176 Speakman Drive (QEW and Erin Mills Pkwy)
- The new Centre is being built on lands leased to us by Trillium Health Partners. We are grateful to have a fully paid, 49 year lease thanks to the Beasley Family.



Building Compassion in Action



Fueling Compassion—From Groundbreaking to Foundation

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.

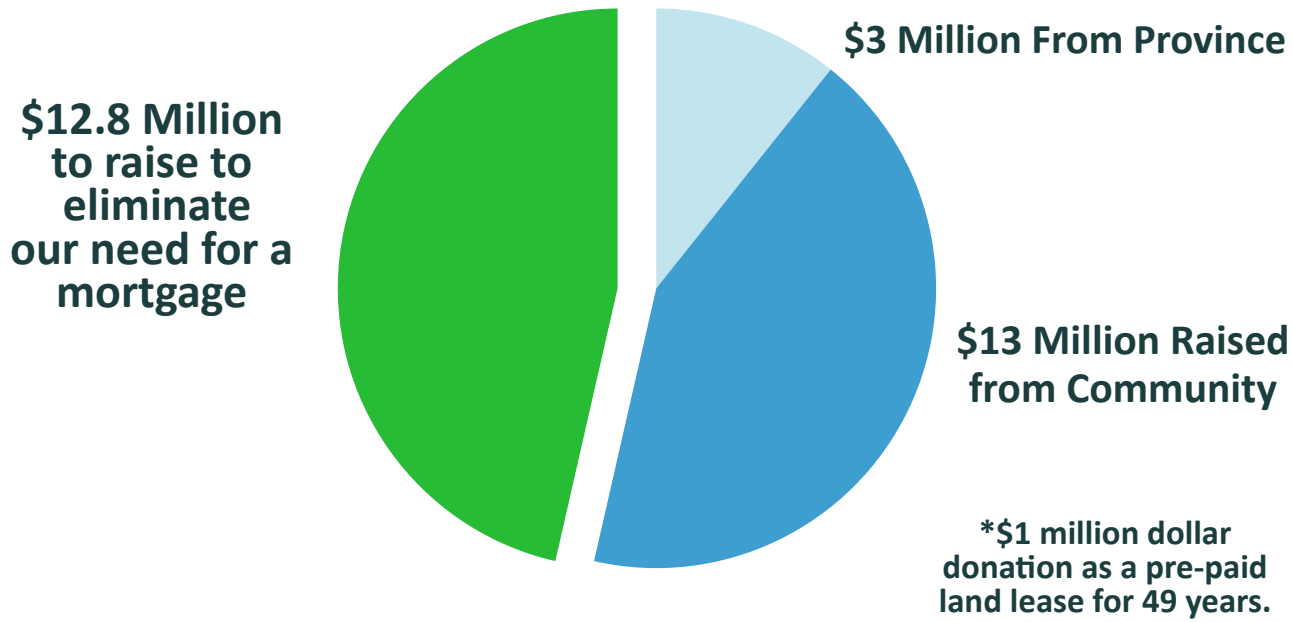
Managed and operated by Hospice Mississauga, the Centre will be a hub for integrated palliative care teams and build capacity across the continuum of Mississauga's health system.

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.

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.



Help Complete the Campaign



Leading By Example

John and Joan Welton Foundation

1673361 Ontario Inc.

FDC Foundation

The Estate of Virgil Pires

Gerry Beasley

Jeanette Hubbert

The Peter Gilgan Foundation

RBC Foundation

Lakeview Village

Turner and Porter Funeral Homes

Caldarelli Family

JTJM Family Foundation

The City of Mississauga

More than 250 + individuals and caring groups

Credit Valley Cares Initiative

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.

D'Silva Family

The Rockett Family

Your City is Supporting

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."

The City of Mississauga has also donated \$1.1 million to the campaign directly and through the Election Surplus Fund.





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.”

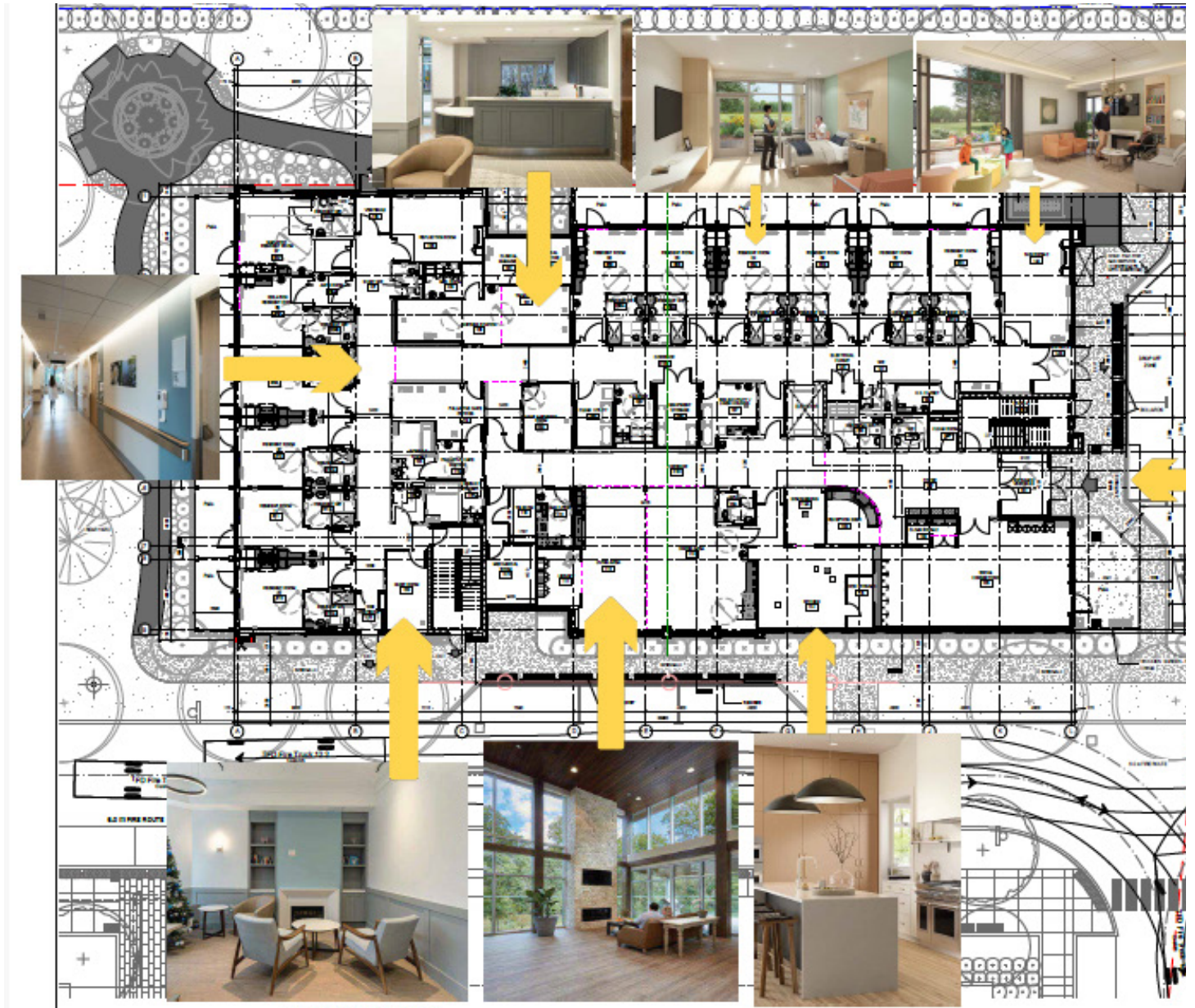
In addition to the comfort and inherent solace hospice care provides, the practical capacity and financial sense hospice centre care makes is also top of their minds. Knowing that a hospice stay costs a third of a hospital stay and that for every person cared for in a hospice centre others have improved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

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

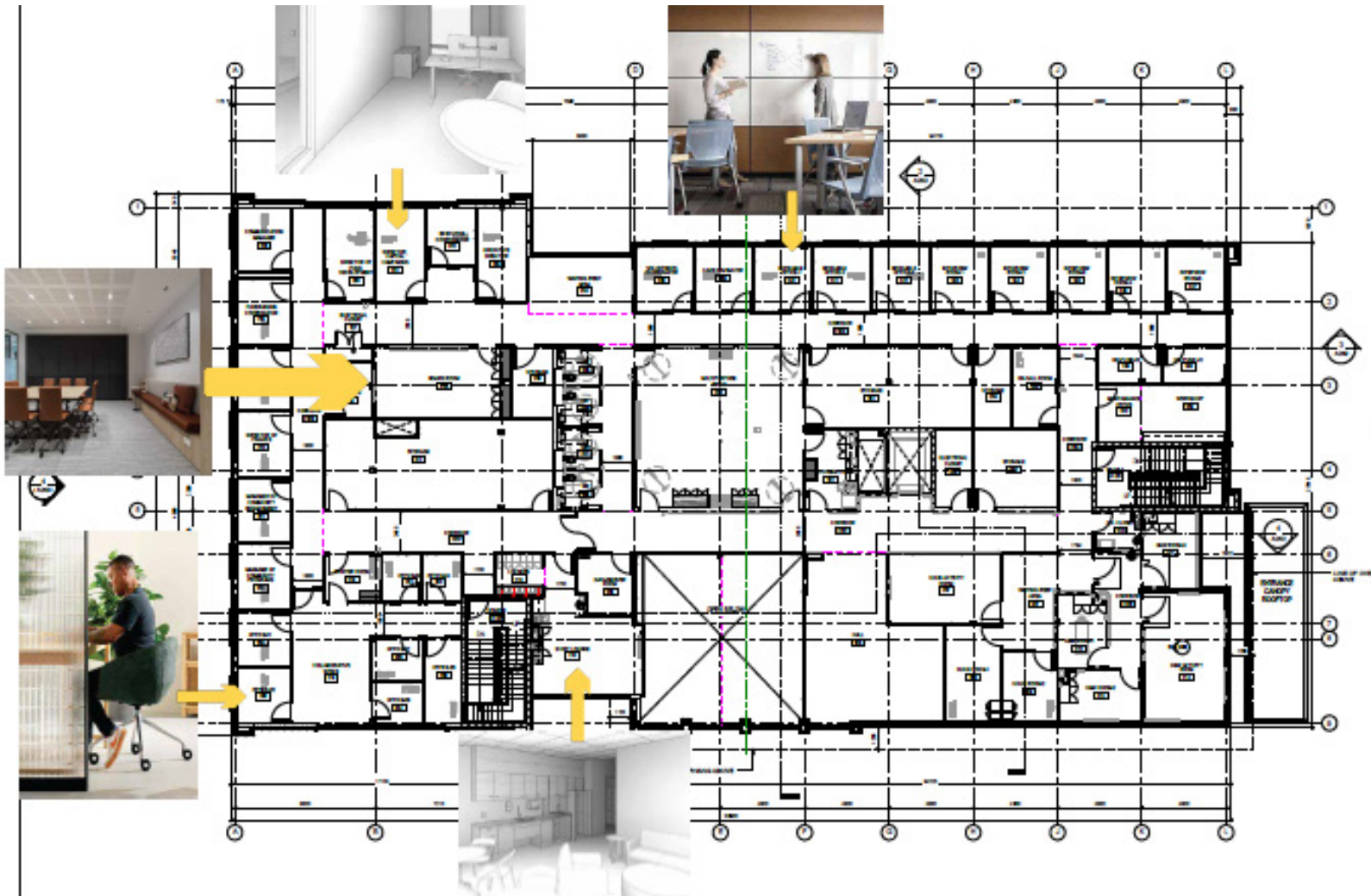
Second floor layout

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.



Join the Campaign

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.

Naming a space in the Centre or on the grounds is a special opportunity with flexible payment terms and giving levels starting from \$5,000 per year. There are still opportunities to align your service club, company, or tribute/memorialize a loved one in the new Hospice Centre.

hospicemississauga.ca

Furnish A Room

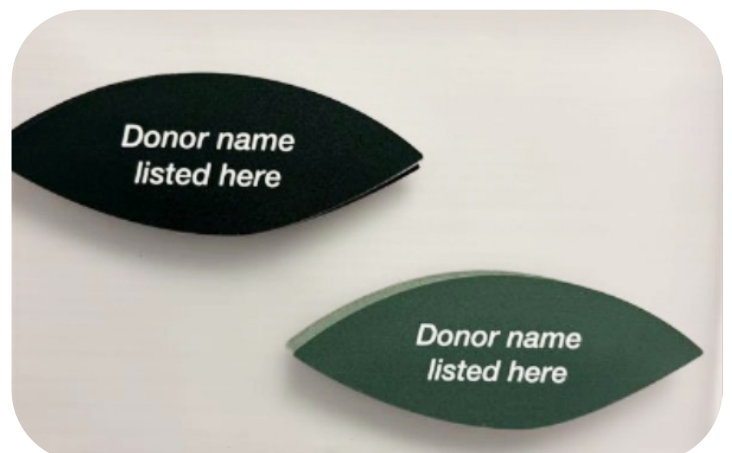
From a kettle for a warming cup of tea to a soothing fireplace to a comfortable and mobile client bed. There is no shortage of ways to furnish a space to fit any budget.

From purchasing a kettle to an investment by a service club of a washer or dryer perhaps a donation from a caring company of a television, fireplace, or even a specialized cuddle bed, opportunities exist at every price point.

hospicemississauga.ca

Buy a Leaf of Remembrance

A lasting and personalized tribute in our Centre that honours loved ones.
Permanent recognition available for \$1,500 or \$62.50/month over 24 months.
Email giving@hospicemississauga.ca



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.



HOSPICE MISSISSAUGA

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Join The Moment

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