



HOSPICE
MISSISSAUGA



Moments of Impact

April 1, 2025 to March 31, 2026

It's who we are

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-Sincerity
Responsibility - Mutual
Respect - Accountability-
Compassion*

Land Acknowledgment

Hospice Mississauga acknowledges that we work within the Treaty Lands and Territory of the Mississaugas of the Credit First Nation, covered by Treaties 13 (Toronto Purchase) and 14 (Head of the Lake Purchase). We also recognize this land as the traditional territory of the Haudenosaunee and Huron-Wendat peoples. Today, this area is home to many diverse First Nations, Inuit, and Métis peoples from across Turtle Island.

We honour the living and continuing presence, strength, and diversity of Indigenous peoples past, present, and future, who care for and steward these lands since time immemorial.

In our work, we are present for some of the most sacred moments in a person's life. We recognize that end-of-life care is deeply connected to culture, family, ceremony, and spirit.

We commit to building respectful and reciprocal relationships with Indigenous communities and to supporting care that reflects their values, traditions, and teachings. We understand that cultural safety requires ongoing reflection, accountability, and meaningful action.

Hospice Mississauga accepts this responsibility as part of our role in the healthcare system and commits to walking alongside the communities we serve in ways that honour dignity, sovereignty, and relational care.

The Creation of Our Land Acknowledgment

Hospice Mississauga has been on a journey of learning and reconciliation for several years. In 2025, we deepened this work through the development of our organization's first Land Acknowledgement and meaningful staff learning around the National Day for Truth and Reconciliation.

Building on previous learning, including workshops facilitated by the Indigenous Network, staff were invited to reflect on their relationship to the land, their understanding of Indigenous history and presence, and their individual and collective roles in reconciliation. These reflections informed a collaborative process that resulted in a Land Acknowledgement reflecting Hospice Mississauga's shared voice, values, and commitments, with Indigenous perspectives also helping to inform the final version.

This work represents another step in our ongoing journey toward reconciliation and our commitment to continued learning, listening, relationship-building, and meaningful action.

Sharing the Moments

102 volunteers shared 5,378 total hours of their time and talents to ensure care was there when needed.

1,372

In-home 1:1 client support

936

Admin support

425

Fund Development

235

Governance

1,223

Social Connections

498

Bereavement Walking Group

269

In-Office Wellness Days

115

Online Wellness Events

We Don't Just Imagine Better Care,

This past year has been one of extraordinary progress, partnership, and purpose. As we celebrate 40 years of serving Mississauga, we also celebrate the compassion, resilience, and generosity that continue to shape our organization and strengthen our community.

Every day, Hospice Mississauga walks alongside individuals and families facing serious illness, end of life, care giving, grief, and loss. Through compassionate care, counselling, wellness programs, volunteer support, and advocacy, we remain committed to ensuring no one in our community faces these journeys alone.

"Our progress reflects what is possible when a community shares a vision and comes together to make it a reality. Every milestone we celebrate belongs to the volunteers, donors, partners, staff, and supporters who believe every person deserves compassionate care."

Jennifer Muir, Board Chair

This year marked the most significant milestone in our history as construction started on The Welton Centre for Hospice Palliative Care, the first hospice centre built to serve the people of Mississauga. For four decades, Hospice Mississauga has provided care wherever people call home. The Welton Centre completes that continuum of care, creating a place where compassionate hospice care, community programs, and integrated hospice palliative care services come together under one roof.

A vision of this scale is only possible through extraordinary collaboration. We extend our sincere gratitude to the Government of Ontario for its continued investment in hospice care and to the City of Mississauga, Mayor Carolyn Parrish, Members of Council, and City staff for their leadership, partnership, and commitment.

Through the City's contribution of construction financing, a dream more than 40 years in the making is becoming a reality. We are equally grateful to our healthcare partners, foundations, corporations, service clubs, volunteers, and the thousands of individual donors whose generosity continues to build this lasting legacy of care.

We are equally grateful to the many healthcare partners....of individual donors, who have been part of our 40 year Hospice Mississauga journey, and whose generosity continues to build this lasting legacy of care.

We're Building It!

Government funding provides an essential foundation for hospice care and reflects an important investment in compassionate end of life care.

However, the full vision of Hospice Mississauga is only possible through the generosity of our community. Philanthropic support enables us to sustain our programs, expand services to meet growing needs, and fund the significant community investment required to bring The Welton Centre for Hospice Palliative Care to life.

Throughout the past year, we strengthened partnerships across our health system, expanded access to hospice palliative care, celebrated four decades of service, and continued building a future where every person can access compassionate, coordinated care close to home.

"Every story in this report reminds us why this work matters. Together, we are building more than a Hospice Centre. We are strengthening the continuum of care, ensuring compassionate support is available wherever people call home today and for generations to come."

Kitrina Fex, Chief Executive Officer

Thank you for believing in our mission and for helping ensure that no one in our community faces death, dying, or grief alone.



Kitrina Fex
Chief Executive Officer



Jennifer Muir
Board Chair

Moments of Gratitude



Volunteer Appreciation

At our Annual Volunteer Appreciation Evening, we celebrated the incredible individuals who make Hospice Mississauga's work possible and proudly recognized Ming Chong as our June Callwood Award Recipient.



June Callwood Award

Over the past 12 years, Ming has generously dedicated more than 1,500 hours of service, providing complementary therapies, playing piano for our Social Connections program, supporting fundraising events, and sharing her compassion with countless individuals and families. Inspired by her own spiritual journey, Ming continues to volunteer because she believes in bringing comfort, connection, and healing to others. Her extraordinary dedication is a testament to the profound impact volunteers have on our community.

Hospice Counselling



Thank You!!!

To the entire Hospice Mississauga team,

I want to express my sincere gratitude for the support and comfort that you have provided to my mom over the past couple of months.

Her wish was always to have her last moments be at home, and without your in-home programs, we would not have been able to fulfill her wishes.

From the bottom of my heart,

THANK YOU!

G.L.

1,672

Moments of Care

Our Hospice Counsellors are available to guide conversations around end of life with the goal of reducing anxieties and fears. They offer individual and family counselling, advocacy, education and system navigation.

Ahmed's Story

A journey through hospice care

When Ahmed's wife became seriously ill with cancer, Hospice Mississauga became a source of comfort and guidance for his entire family. A hospice counsellor helped his wife express her fears, advocated for improvements in her hospital care and restored a sense of dignity and control in her final days. Ahmed also received help preparing his three children for their mother's death and working with their schools to support them through grief. After her passing, the family continued to access children's counselling, adult grief counselling, Reiki, yoga, art and writing sessions, educational resources and guidance for difficult milestones. For Ahmed, hospice became a place to breathe, understand his grief and begin healing.

Without hospice, I don't know where my children and I would have been. I come to hospice and feel like this is home. I feel warmth, peace and that we are cared for."

Watch the full story here:



Grief & Bereavement

I cannot put into words how much your counselling sessions helped me through my mom's palliative journey. I cannot thank you enough for all your support and how much the teddy bear (Make-a-Bear) has been helping me in my grieving journey.

It will be something I will hold on to for the rest of my life.

N.S.

2,265

Moments of Support Provided

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

Moments of Togetherness

Bereavement Walking Group

Our Bereavement Walking Group provides a welcoming space where individuals can connect with others who understand the experience of grief. Through walks and social gatherings, participants build meaningful relationships, find encouragement, and support one another as they navigate their grief journeys together.



Group Bereavement

Our Group Bereavement offers a safe, compassionate space where individuals can connect with others who understand the experience of loss. Recognizing that every grief journey is unique, our groups foster meaningful connections while encouraging self-care, self-compassion, and mutual support as participants navigate healing together.



HUUG Program



Help Us Understand Grief

*“Thank you for all you have done
for my daughter.*

*She is playing with her friends
again and no longer stands alone
by the wall at recess.*

*She is no longer afraid to visit the
cemetery and talks about her
Daddy all the time.”*

865

Youthful Moments

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.

40 Moments

A dream built on moments of impact is what has taken place this year thanks to our caring staff, volunteers, donors and those who trust us to support them.

Forty years ago a dream was born at the Bennett dining room table. This past year we celebrated the thousands of lives impacted by the work started then and that continues today.

CEO Kitrina Fex on the First Day of Construction at our New Hospice Centre



Volunteer Taya Promoting Our Moments Campaign

Of Impact



Names changed, but our mission has not.



Frances H., Long Time Volunteer

40th Anniversary Gala

On November 6, 2025 more than 350 people came together to celebrate our history, our present and future of this great organization.

This launched us into the build of the first hospice centre to serve Mississauga, a dream 40 years in the making.



Wellness and Caregiver Supports



"The care Joseph receives from Hospice Mississauga has been invaluable, not just through day programs and counselling, but also through wellness events that support his mental and emotional health, as well as the well-being of the family caregivers."

1,293

Wellness

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.



More Moments of Care & Support

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

247

Social Connections

642

Care Navigation

156

24/7 Hospice Palliative Care Helpline

124

Spiritual Care

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.

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.

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.

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

Building

Construction of The Welton Centre for Hospice Palliative Care continues to move forward, bringing Mississauga closer to its first hospice centre. Once construction is complete in late 2027, the Centre will expand access to compassionate end of life care while strengthening Hospice Mississauga's ability to support individuals and families throughout every stage of their hospice palliative care journey.



The Ministry of Health has committed capital funding and ongoing operating funding for the onsite care for patients in the private hospice suites. This investment will support approximately 50 percent of the cost of caring for the 250 to 350 patients who will receive care at the Centre each year.



Government funding provides an essential foundation for this work. The continued generosity of donors, foundations, corporations, service clubs, and community members makes it possible to complete the Centre, expand our programs, and ensure compassionate care is available to everyone who needs it.

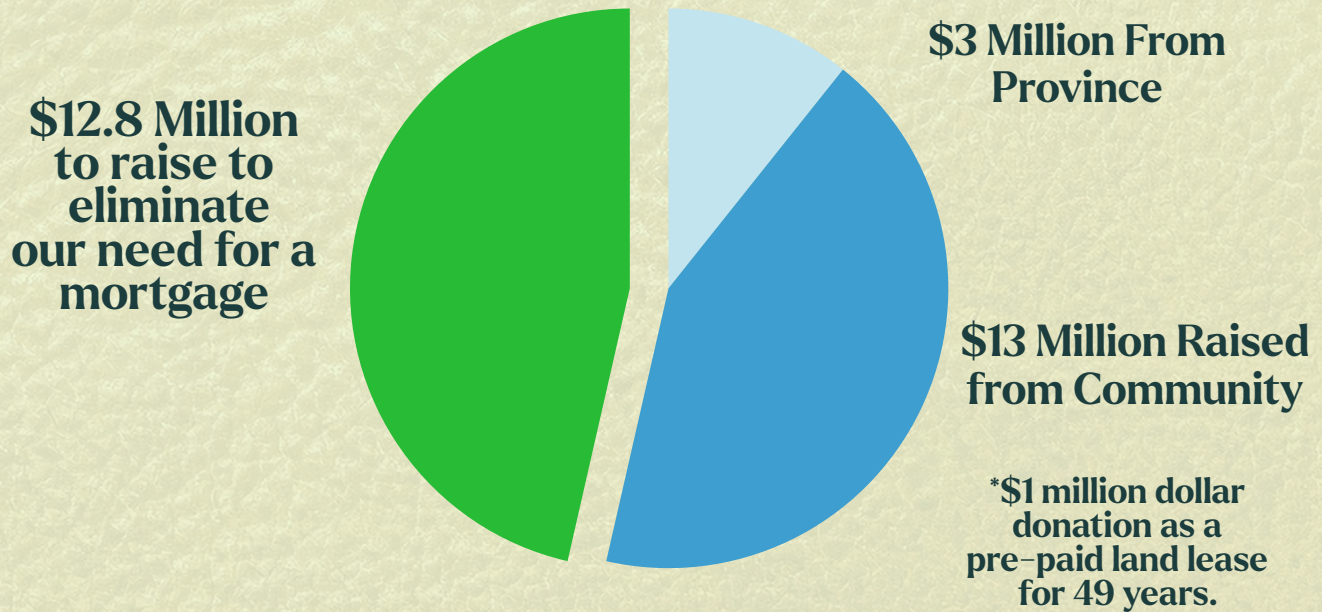
Managed and operated by Hospice Mississauga, The Centre will serve as a hub for integrated hospice palliative care, bringing together hospice care, community programs, education, and system partnerships to strengthen the continuum of care across Mississauga.

The Centre includes 12 private hospice suites, including isolation and bariatric suites, ensuring we can care for individuals with diverse needs. It will also be home to our community programs, interdisciplinary teams, and administrative offices, creating one welcoming place where care, compassion, and connection come together.

"Hospice can provide a beautiful end of life for the individual, their family, and their loved ones. It allows everyone to put aside daily concerns and focus on what matters most: spending meaningful time together. Everyone deserves to die with dignity, feeling safe, supported, and surrounded by compassion."

Dan and Maddy Welton

Compassion



Leading By Example

*John and Joan Welton Foundation
FDC Foundation
Gerry Beasley and Family
The Peter Gilgan Foundation
Lakeview Village
Caldarelli Family
The City of Mississauga
Credit Valley Golf and Country Club
D'Silva Family
The Rockett Family*

*1673361 Ontario Inc.
The Estate of Virgil Pires
Jeanette Hubbert
RBC Foundation
Turner and Porter Funeral Homes
JTJM Family Foundation*

More than 300 + 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.



Community Champions



Community Fundraising

The generosity of our community continues to inspire us. Throughout the year, local organizations, businesses, schools, and dedicated supporters hosted fundraising events that helped advance compassionate hospice care in Mississauga. From the Gordon Graydon Secondary School Alumni Group's meaningful contribution to our Furnish the Hospice campaign, to the We Party for a Cause Halloween Party and the Meadowvale Rotary Club Comedy Night, these community-led initiatives raised vital funds, increased awareness and strengthened our shared commitment to ensuring no one faces serious illness, end of life, or grief alone.



Hearts for Hospice

In February, our annual Hearts for Hospice partnership with Palma Pasta once again brought our community together in support of compassionate hospice care. With a portion of every heart-shaped pasta purchase donated to Hospice Mississauga, this beloved fundraiser is a staple in Mississauga. We are grateful to Palma Pasta and everyone who participated in making this tradition another incredible success.



Community Champions



Stepping Up for Hospice

The John Brooks Charity Walkathon brought employees together for a day of connection, community, and giving back. Through their enthusiasm and generosity, the event was a tremendous success, raising funds and awareness while demonstrating John Brooks' ongoing commitment to making a positive difference in the community. We are grateful for their longstanding partnership with us and dedication to supporting causes that matter.

Sharing it Monthly

After the loss of her husband, Clarence, in 2013, Audrey turned to Hospice Mississauga for grief counselling and compassionate support. The care she received helped her navigate one of life's most difficult experiences, leaving a lasting impact. Today, Audrey gives back as a monthly donor, increasing her gift each year because she believes in ensuring others—including children and families facing grief—have access to the same comfort, care, and support when they need it most.



Community Momentum

Annual Events

This past year saw an elevation of our community engagement with the launch of two new community events along with our 40th Anniversary Celebration. The community also rallied with many returning and new third party events which help us fill the funding gap.



Walk for Hospice

The first Walk for Hospice was a huge success with more than 200 people raising \$78,000 in its first year. Thank you to all those who joined us for this milestone moment.

Bed Race

Start your 'foot engines' as the first ever Bed Race hit the pavement with 16 teams rallying together to raise funds for Hospice. A fun afternoon was had by all with Holman taking home the inaugural trophy.



Golf Classic

The 19th edition of our signature golf event raised \$147,000 during a year of unprecedented challenges in the economy. Thank you to our supporters including the AV community.

Growing Connections in a Digital World

1.2 million views on Facebook, 220,322 views on Instagram, and 79,501 impressions on LinkedIn, have provided us inspiring ways to connect and share the work and stories of Hospice.

Leading the Conversation



Advocacy and Outreach

Throughout the year, we worked alongside the Government of Ontario, elected officials, healthcare partners, and hospice organizations to advocate for greater investment in hospice palliative care. By sharing the needs of our growing community and demonstrating the impact of hospice services, we continue to advance conversations that strengthen care today while helping shape a more sustainable future for generations to come.

Supporting Our Partners Hospice palliative care week

We are proud to support the dedicated palliative care team at Trillium Health Partners by offering restorative Reiki and Gentle Aroma Touch sessions. This collaboration provided healthcare professionals with an opportunity to recharge while also highlighting the complementary therapy services available through Hospice Mississauga. By partnering with healthcare organizations across our community, we strengthen relationships, promote wellness, and work together to enhance compassionate care for those facing serious illness and end of life.



Celebrating 40 Years



Our 40th Anniversary Gala was a memorable evening that celebrated four decades of compassionate care and the remarkable community that has made our mission possible. Together, we honoured the dedicated volunteers, staff, donors, and supporters who have shaped our past, celebrated the impact we continue to make today, and looked ahead to the future with the construction of Mississauga's first dedicated Hospice Centre. Filled with inspiring stories, heartfelt moments, and extraordinary generosity, the evening reflected the strength of our community and our shared commitment to ensuring compassionate care continues for generations to come.

Financial Stewardship

Strong financial stewardship ensures every investment advances our mission. We are committed to accountability, transparency, and the responsible management of the resources entrusted to Hospice Mississauga as we continue building a sustainable future for compassionate hospice palliative care.

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 approximately 50% of our operational funding, and 90% of the funding to build our new Hospice Centre.

The Finance Committee and Fund Development Committee of the Board of Directors oversee our fiscal management and revenue activities

Audited Financials are available at hospicemississauga.ca

HOSPICE OF MISSISSAUGA INC.
STATEMENT OF OPERATIONS AND NET ASSETS
FOR THE YEAR ENDED MARCH 31, 2026

	Operating Fund	Hospice Centre Fund	2026	2025
REVENUE				
Grants	\$ 1,347,387	\$ -	\$ 1,347,387	\$ 1,275,422
Donations	581,173	958,870	1,540,043	1,130,519
Fundraising	170,293	-	170,293	429,806
Interest and other investment income	69,891	126,170	196,061	246,623
Other income	1,153	-	1,153	10,838
	2,169,897	1,085,040	3,254,937	3,093,208
EXPENDITURES				
Amortization	11,049	-	11,049	14,584
Annual dues and licenses	64,392	15,098	79,490	67,912
Fundraising	157,696	10,000	167,696	80,304
HST expense	28,940	-	28,940	34,632
Insurance	22,958	-	22,958	19,797
Interest and bank charges	17,073	131	17,204	17,038
Meetings	8,242	2,466	10,708	18,582
Office	78,020	2,353	80,373	141,649
Other program expenses	-	-	-	7,356
Professional fees	57,292	44,323	101,615	344,495
Program administration	62,563	5,944	68,507	44,329
Public relations	40,421	98,371	138,792	83,224
Rent and utilities	139,039	-	139,039	132,588
Repairs and maintenance	2,781	-	2,781	3,702
Salaries and benefits	1,346,725	904,459	2,251,184	2,461,428
Software and data services	10,892	-	10,892	8,324
Staff development	7,569	-	7,569	11,694
Telephone	37,945	1,446	39,391	39,050
Travel	11,362	449	11,811	16,098
	2,104,959	1,085,040	3,189,999	3,546,786
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES	64,938	-	64,938	(453,578)
NET ASSETS, BEGINNING OF YEAR	1,403,520	4,426,022	5,829,542	6,283,120
NET ASSETS, END OF YEAR	\$ 1,468,458	\$ 4,426,022	\$ 5,894,480	\$ 5,829,542

Shape the next 40 moments!

Strategic Planning

By December 2026 Hospice Mississauga will have its new strategic plan in place to guide our path of service forward. Key focuses will include the opening and operation of the first hospice centre for Mississauga, integration of our community programs and services and continued advocacy for fair funding for hospice care.



Engaging Community

Building the human and financial resources is critical to our future ability to serve the growing needs of Mississaugans. Our volunteer program will need to triple in scope, our fundraising will double for operations and we continue to raise funds to pay down our building loan made possible thanks to the City of Mississauga.

Join the moment in one of our traditions like Walk for Hospice, Golf Classic or jump into a new activity like our Bed Race or Trees of Remembrance at the holidays.



Trees of Remembrance

Your company can help by sponsoring a tree during the holiday season

Connecting Community

Sharing your time and talents to help us spread the great word about Hospice Mississauga has so many benefits.

1. Increased awareness means more people know where to turn for supports
2. Greater knowledge means greater engagement and financial supports
3. More people means more power in our advocacy

There are many more ways that getting involved as a volunteer helps your community and the work of your local hospice.

Join the moment.





HOSPICE MISSISSAUGA

Together, we are transforming how our community experiences death, dying, and grief, ensuring no one faces these journeys alone.

Every gift creates comfort for someone facing the most difficult days of their life. It helps families spend precious moments together, supports children and adults through grief, and ensures compassionate care is available when it is needed most.

Join Us



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Accreditation



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