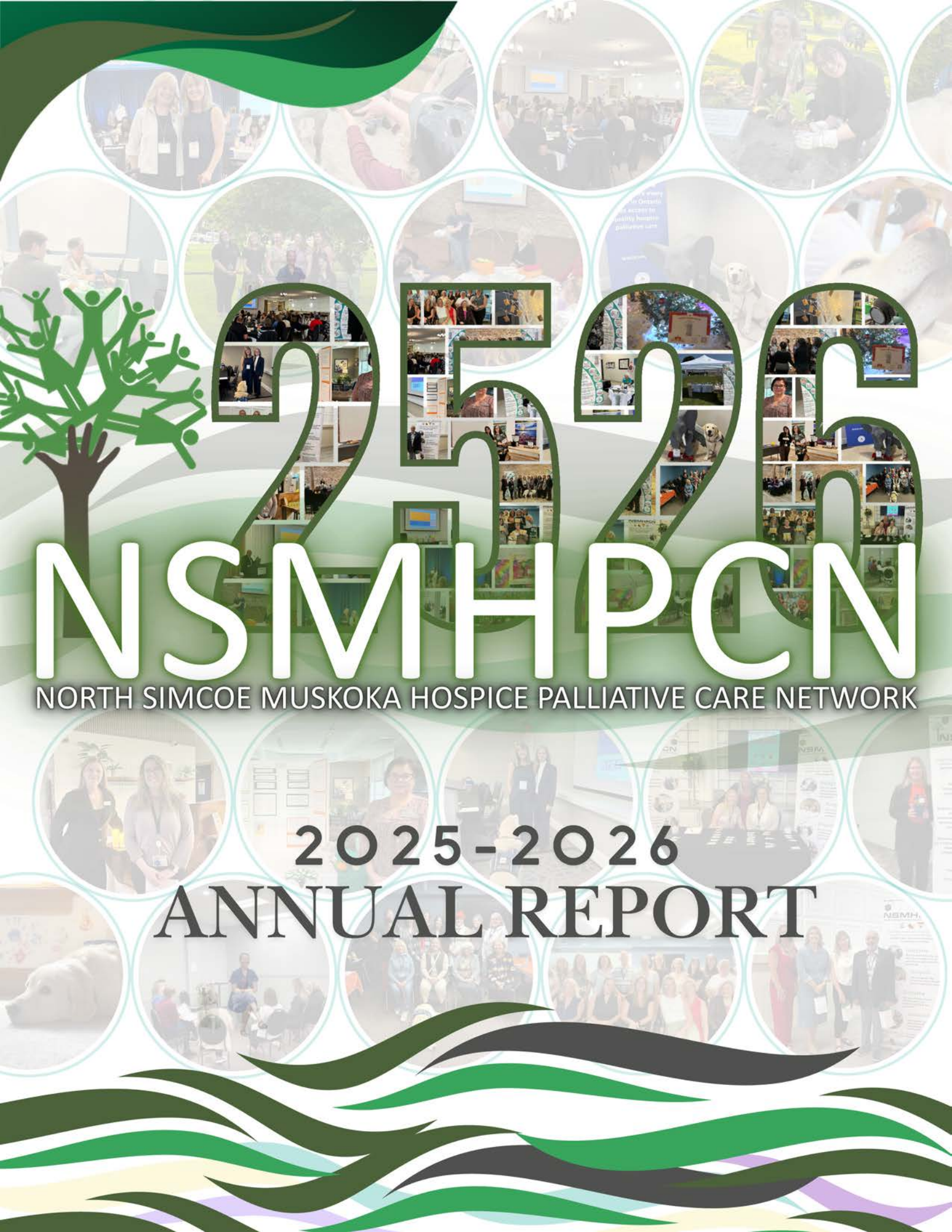




2025

NSMHPCN

NORTH SIMCOE MUSKOKA HOSPICE PALLIATIVE CARE NETWORK

2025-2026
ANNUAL REPORT

Land Acknowledgement

We respectfully acknowledge that NSMHPCN practices on the traditional territory of the Anishnaabek people, specifically the Chippewas of Rama First Nation, a member of the Chippewa Tri-Council and Three Fires Confederacy along with the Odawa and Pottawatomi Nations. This land continues to be home to many diverse First Nations, Métis, Inuit, and Urban Indigenous Peoples.

We recognize that this territory is covered by the Williams Treaties and Upper Canada Treaties, signed by our governments on behalf of the Anishinaabe and Canadian Peoples. In Muskoka, we are also on the traditional territory of the Anishnaabeg, which includes the Ojibwe, Odawa, and Potawatomi Nations (collectively known as the Three Fires Confederacy). The Huron-Wendat and Haudenosaunee Nations have also walked on this territory over time.

We offer this land acknowledgment as an expression of gratitude and appreciation to those on whose territory we gather, and as a commitment to building respectful, accountable, and continuous relationships with Indigenous nations and communities—including our Urban Indigenous neighbours.

Reconciliation in Action

NSMHPCN recognizes that reconciliation requires a continuous commitment, not just from one organization or generation. It is a persistent endeavour that needs to be embodied and practiced daily.

Our Actions Include:

- Building and sustaining productive partnerships with First Nations, Inuit, Métis, and Urban Indigenous leaders, communities, organizations, and nations based on trust, accountability, and mutual respect
- Supporting Indigenous-led health initiatives including traditional health, healing, and healers
- Working to eliminate inequities in hospice palliative care access and outcomes for all Indigenous Peoples
- Aligning with the Truth and Reconciliation Commission of Canada's Calls to Action
- Supporting the United Nations Declaration on the Rights of Indigenous Peoples
- Honouring Jordan's Principle and Joyce's Principle to support Indigenous peoples in achieving self-determination

Looking Forward

Through our FNIMUI commitment, NSMHPCN ensures a consistent, compassionate, and coordinated approach to hospice palliative care across all communities in North Simcoe Muskoka, honouring the dignity, values, and personal choices of every person we serve.

We remain committed to:

- Continued education for our team through our valued community partners.
- Building stronger relationships with all Indigenous communities across North Simcoe Muskoka.
- Cultural safety and competence in all our services.
- Truth and Reconciliation in action, not just words.

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Like the waters around us, a palliative approach to care flows through many hands and hearts, with a team working together and adapting as the journey changes to provide the best care possible.

Board of Directors

On behalf of the Board of Directors, we are pleased to present the Annual Report for the year ended March 31, 2026.

This year has been one of significant achievement and progress for our organization.

Through the dedication of our leadership team, employees, and volunteers, we successfully advanced our strategic objectives while maintaining strong financial stewardship and operational excellence.

Key accomplishments during the year included:

- Growth in stakeholder engagement and program and service delivery.
- Successful completion of major projects and strategic initiatives
- Improved financial performance and responsible resource management
- Strengthened governance practices and organizational resilience
- Enhanced community impact and stakeholder satisfaction

The Board remained actively engaged in overseeing the organization's strategy, risk management, financial performance, and governance responsibilities. Regular meetings were held throughout the year to ensure that decisions aligned with our mission, vision, and long-term goals.

Financially, the organization maintained a solid position, with revenues and resources managed prudently to support sustainable growth and future opportunities. We are grateful for the continued trust and support of our partners, donors, volunteers, and employees.

Looking ahead, the Board is confident that the organization is well-positioned to build upon its successes. We remain committed to innovation, accountability, and delivering value to the communities we serve.

We extend our sincere appreciation to everyone who contributed to the achievements of the past year. Together, we will continue to strengthen our organization and pursue excellence in the years ahead.

Yours in gratitude,
Whitney Vowels, Executive Director and The NSMHPCN Board of Directors



Bruce Bound,
CPA, CA
Chair



Deborah Duncan-Randal
Vice-Chair



Tracy Rynard,
BA, JD
Secretary



Quentin Evans
Treasurer



Pat Hehn
Director



Madelyn Lye, RN
Director



Nicole Johnstone
Director



Sue Martin
Director

Meet the Team



Laura Bates
RN, BScN, CHPCN(C)
PPSMC



Louise Brazier
Bereavement Services
Coordinator



Stefanie Collins
MSW, RSW
Community Social
Worker*



Lori Gill
RPN
Education Specialist



Nancy Good-Kennedy
RN, CHPCN(C)
PPSMC



Sidney Grocott
RSW, BSW
Community Social
Worker*



Madison Lahay
Program Assistant*



Rachel Lapensee
RN, BA, BScN, CHPCN(C)
Clinical Nurse Manager



Tracy Lavigne
RN
PPSMC



Julie Leighton
RN, BScN, CHPCN(C)
PPSMC



Ashley MacGregor
Volunteer Coordinator*



Lynda Meeks
RN, BScN, CON(C)
PPSMC



Hema Roopnarine
Executive Coordinator



Deborah Sloan
RN, BScN, CON(C)
PPSMC



Amanda Tevelde
Communications,
Fundraising and Community
Relations Specialist



Whitney Vowels
Executive Director



Trooper
COPE
Facility Dog*

*=Hospice Orillia team

Organization Overview

Mission

To support the provision of exceptional hospice palliative care and end-of-life care through partnerships, innovative programs, and knowledge exchange.

Vision

A community where the experience of hospice palliative care and end-of-life care honours each individual and their choices.

Values

We are compassionate collaborative and understanding in our approach.

EMPATHY

RESPECT

We honour and value diversity and promote inclusiveness within our communities.

INCLUSIVITY

INTEGRITY

We recognize the inherent worth of every person and their choices.

We act with honesty, strong ethical principles and in compliance with provincial standards.

Our Priorities

1

SUPPORT QUALITY PALLIATIVE CARE IN COMMUNITIES

Strengthen the ability of our communities to support holistic health and well-being through person-centred care.

2

EMBRACE HEALTH SYSTEM TRANSFORMATION

Enhance hospice palliative care and end-of-life care practices for those providing a palliative approach while improving supports for those who need it most.

3

EDUCATION AND KNOWLEDGE EXCHANGE

Provide learning opportunities through resources, education and mentorship.

Who We Serve

NSMHPCN supports the entire North Simcoe Muskoka (NSM) region, including:

- Barrie and area
- Couchiching
- Muskoka
- North Simcoe
- South Georgian Bay
- South Muskoka

The Hospice Orillia program with NSMHPCN supports the Couchiching area of NSM.



First Nations, Inuit, Métis, and Urban Indigenous Communities

NSMHPCN is dedicated to honouring all Indigenous communities—First Nations, Inuit, Métis, and Urban Indigenous—who have stewarded these lands since time immemorial. We recognize the significant historical and contemporary contributions of Indigenous Peoples to our area, including one of the oldest human developments—the Mnjikaning Fish Weirs at Mnjikaning First Nation.

Our Values in Action

- Respect: We recognize the inherent worth, wisdom, and sovereignty of all First Nations, Inuit, Métis, and Urban Indigenous Peoples.
- Empathy: We are compassionate, collaborative, and understanding in our approach to Indigenous health and healing.
- Inclusivity: We honour and value the rich diversity of First Nations, Inuit, Métis, and Urban Indigenous communities and promote inclusiveness within our communities.
- Integrity: We act with honesty and strong ethical principles in our relationships with Indigenous partners.

We are committed to building a welcoming, caring, inclusive, and accessible community for all, which includes helping the community understand, acknowledge, and take action toward real Truth and Reconciliation so that we can move forward together with respect, harmony, and dignity for all Indigenous Peoples of the past, present, and future—including Urban Indigenous community members.

Commitment to Continued Learning Through Valued Community Partners

NSMHPCN maintains an ongoing commitment to the continued education of our team through valued community partnerships. Our staff actively participate in educational opportunities to deepen their understanding of First Nations, Inuit, Métis, and Urban Indigenous cultures, histories, and approaches to hospice palliative care. With 100% staff participation in FNIMUI educational programming offered through our community partners, we remain dedicated to continuing our journey as allies to First Nations, Inuit, Métis, and Urban Indigenous Peoples.

Through this ongoing education, the Network strengthens palliative care delivery by gaining culturally inclusive tools and system navigation support that honour Indigenous traditions, healing practices, and family-centred approaches to care for First Nations, Inuit, Métis, and Urban Indigenous Peoples.

Diversity, Equity, and Inclusion

At NSMHPCN, we are deeply committed to fostering a culture of diversity, equity, and inclusion that reflects the rich diversity of our community. We ensure everyone receives compassionate, dignified care—regardless of who they are or where they come from.

Our Commitment

NSMHPCN maintains an environment free from discrimination, where all individuals are treated with respect and dignity and have equal opportunities.

Our programs, services, and opportunities are accessible to everyone, regardless of:

- Age, ancestry, colour, race, citizenship
- Ethnic origin, place of origin, creed
- Disability, family status, marital status
- Gender identity, gender expression
- Receipt of public assistance, record of offences, sex, sexual orientation

Our spaces are safe for all, with private meeting rooms available to ensure comfort and confidentiality.

Our Values in Action

- Respect: We recognize the inherent worth of every person and their choices
- Empathy: We are compassionate, collaborative, and understanding in our approach
- Inclusivity: We honour and value diversity, promoting inclusiveness within our communities
- Integrity: We act with honesty, strong ethical principles, and in compliance with provincial standards

Education and Allyship

Our staff actively engage in ongoing education to deepen their understanding of diversity, equity, and inclusion. 100% of our staff have completed professional development workshops and learning modules through community partners, equipping our team to serve diverse communities effectively.

Staff members are encouraged to act as allies for all marginalized groups. Our goal is to be the best allies we can be—a commitment we continue to fulfill through ongoing education and awareness training.

Looking Forward

Through our DE&I commitment, NSMHPCN ensures a consistent, compassionate, and coordinated approach to hospice palliative care across all communities in North Simcoe Muskoka. We recognize our work is ongoing and remain dedicated to learning, growing, and creating safer spaces where every person receives care that honours their dignity, values, and personal choices.

Key Highlights

Palliative Pain & Symptom Management Consultants

Improving Patient Outcomes by:



Continuous Professional Development

Supporting ongoing professional development through workshops, conferences, courses, and mentorship.



Interdisciplinary Training:

Promoting collaborative, team-based approaches that strengthen communication, support holistic care, and improve outcomes for individuals with life-limiting illnesses.



Certificate Programs:

Facilitating formal palliative care education programs, including Fundamentals, CAPCE, APPS, CSIC, EPM, and LEAP. These initiatives strengthen a connected palliative care system and support compassionate, person-centred care for individuals with life-limiting illnesses.



Through these initiatives, PPSMCs aim to strengthen the palliative care system, ensuring that individuals with life-limiting illnesses receive comprehensive, person centered support.

Palliative Pain and Symptom Management Consultants (PPSMCs) support health care providers across long-term care homes, retirement residences, hospitals, and community settings. Through consultation, education, mentorship, and clinical skill development, they help strengthen the delivery of compassionate, person-centred care.

PPSMCs enhance the knowledge, skills, and confidence of care teams by supporting the recognition, assessment, and management of complex symptoms. They provide guidance and mentorship to improve care delivery while ensuring it aligns with the goals, values, and preferences of patients and families.

PPSMCs Key Roles

Mentorship, Education, & Competency Development

PPSMCs provide individualized support, interdisciplinary mentorship, and targeted education through workshops, clinical skills days, and regional conferences. Guided by the Ontario Palliative Care Network (OPCN) Competency Framework, they help integrate best practices, build clinical confidence, strengthen cross-sector collaboration, and improve care for individuals with life-limiting illnesses.

Guideline Driven Quality Improvement

PPSMCs promote evidence-informed practice by supporting the implementation of Ontario Palliative Care Network clinical guidelines and standards. This work strengthens service capacity and supports consistent, high-quality palliative care across the health system.

Promoting Values-Based, Culturally Sensitive Education to Enhance Care Provision

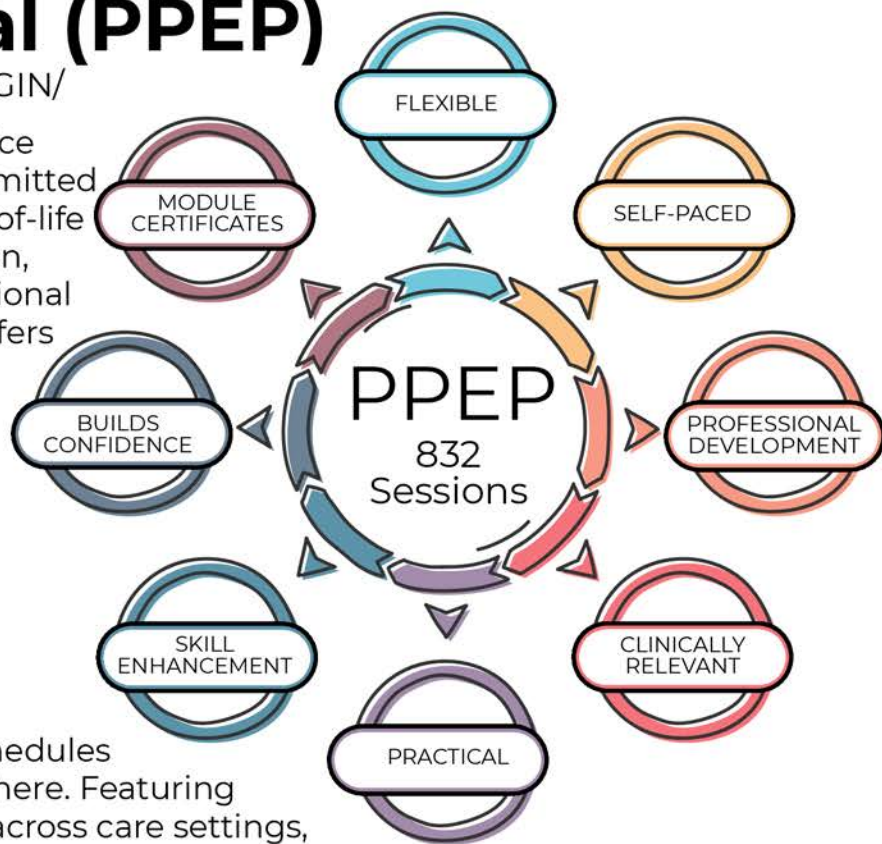
PPSMCs provide education and resources that support culturally responsive, values-based communication and care. This helps healthcare providers deliver respectful, inclusive care that reflects the diverse beliefs, traditions, and preferences of patients and families.

Professional Palliative Education Portal (PPEP)

[HTTPS://NSMHPCN.CA/PPEP-LOGIN/](https://NSMHPCN.CA/PPEP-LOGIN/)

At the North Simcoe Muskoka Hospice Palliative Care Network, we are committed to strengthening palliative and end-of-life care through education, collaboration, and knowledge sharing. The Professional Palliative Education Portal (PPEP) offers healthcare professionals convenient access to high-quality, evidence-informed resources that enhance confidence, competence, and compassionate care delivery while supporting ongoing professional development.

Our growing library of prerecorded educational videos provides flexible, self-paced learning that fits busy schedules and can be accessed anytime, anywhere. Featuring practical, clinically relevant content across care settings, PPEP supports both those new to palliative care and experienced providers seeking to deepen their expertise. Each module builds confidence in delivering palliative and end-of-life care and includes a certificate of completion for easy application into practice.



PPEP Current Modules

Three easy steps to access PPEP and enhance your palliative and end-of-life care knowledge today:

1. Scan the QR code or visit <https://nsmhpcn.ca/ppep-login/>.
2. Create an account.
3. Start learning today.



- A Palliative Approach to Care: Let's Discuss
- Advance Care Planning
- Breast Cancer
- Challenging Chats
- Chronic Renal Failure
- Colorectal Cancer
- Congestive Heart Failure
- Constipation & Diarrhea
- COPD and a Palliative Approach to Managing Dyspnea
- Edmonton Symptom Assessment System Revised (ESAS-r)
- End-of-Life Care for Alzheimer's Disease
- Ethics in Palliative Care
- Food and Fluid at End-of-Life
- Frailty and Dementia
- Frailty Scale
- Grief Happens
- Liver Disease
- Lung Cancer
- MAID
- PAIN Assessment - the Acronym Assessment
- Pain and Symptom Management Tools
- Palliative Care Emergencies
- Palliative Performance Scale (PPS)
- Wound Care

Key Highlights

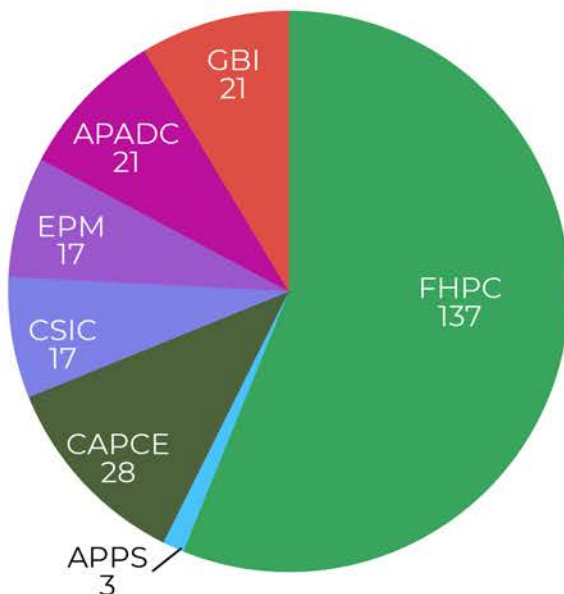
Education

The North Simcoe Muskoka Hospice Palliative Care Network delivered a wide range of workshops, certificate programs, and specialized education in 2025–2026 to strengthen palliative care knowledge and skills across the region. These offerings supported healthcare providers in delivering compassionate, person-centred care focused on comfort, dignity, quality of life, and meaningful communication. By building clinical confidence, enhancing pain and symptom management, and fostering interdisciplinary collaboration, this education contributes to more coordinated, responsive care that honours the goals, values, and preferences of patients and families.

PPSMCs continue to provide formal and informal education, mentorship, and ad hoc learning opportunities across all care settings, including long-term care, retirement residences, hospitals, hospices, community organizations, and academic environments.

Outreach also extends to community groups such as libraries, seniors' centres, art centres, and First Nations, Inuit, Métis, and Urban Indigenous (FNIMUI) communities. Participants include nurses, nurse practitioners, physicians, PSWs, allied health professionals, paramedics, volunteers, students, administrative and environmental staff, families, and the broader public.

COURSE COMPLETIONS AT A GLANCE



- APADC = Palliative Approach to Care with Dementia, 21 attendees
- APPS = Advance Palliative Practice Skills
- CAPCE = Comprehensive Advanced Palliative Care Education, 28 attendees
- CSIC = Canadian Serious Illness Conversations, 17 attendees
- EPM = Essential Pain Management, 17 attendees
- FHPC = Fundamentals of Hospice Palliative Care, 137 attendees
- GBI = Grief & Bereavement: An Introductory Course, 21 attendees

Community Presentations Include:

- A Palliative Approach to Care
- Advance Care Planning
- Challenging Conversations
- Death Cafe
- Delirium
- Disease-Specific Care
- End-of-Life Care
- Ethics
- Grief & Bereavement
- Informed Consent
- MAID
- Paediatric Grief
- Paediatric Palliative Care
- Pain Assessment & Management
- Palliative Care Tools
- Palliative Emergencies
- Palliative Sedation
- Palliative Wound Care
- Symptom Management (Cancer Care Ontario Algorithms)

Education

Fundamentals of Hospice Palliative care (FHPC)

137
ATTENDEES



This course is suitable for all health-care providers from every discipline including dietitians, physiotherapists, occupational therapists, social workers, chaplaincy, PSWs, DSWs, nurses, housekeeping, volunteers and any other domains providing palliative care.

More information: <https://nsmhpcn.ca/fundamentals-of-hpc/>

Comprehensive Advanced Palliative Care Education (CAPCE)

28
ATTENDEES



The Comprehensive Advanced Palliative Care Education (CAPCE) Program is designed to align with the Model to Guide Hospice Palliative Care: Based on National Principles and Norms of Practice (CHPCA 2002).

More information: <https://nsmhpcn.ca/education/capce/>

Essential Pain Management (EPM)

This course teaches nurses to assess, manage, and evaluate pain using pharmacological approaches in a palliative care context. Designed for those caring for adults with life-limiting illnesses, it includes four self-paced modules completed over 6–8 weeks, along with two required coaching sessions—the first now three hours in length, and the second paired with a previously optional module that is now mandatory.

17
ATTENDEES



Canadian Serious Illness Conversation (CSIC)

This program helps health care professionals develop the skills to have compassionate, effective conversations with patients, families, and caregivers facing serious illness. By focusing on person-centred values and goals, it supports clear communication and informed care decisions. Training includes a self-learning module and a facilitated session using the Serious Illness Conversation Guide from Ariadne Labs and Pallium Canada.

17
ATTENDEES



Palliative Approach to Care with Dementia (APACD)

This 2-hour workshop provides nurses and PSWs with a clinical overview of dementia, covering its pathophysiology, types, and causes. Participants will explore common symptoms, care challenges, and practical strategies for day-to-day support. The session also highlights the importance of advance care planning in dementia, tools for pain and symptom assessment, interdisciplinary approaches to care, and what to expect in end-of-life stages.

21
ATTENDEES



Grief & Bereavement: An Introductory Course (GBI)

This virtual course is designed to allow for self-reflection on our own experiences with grief, our inner and outer biases, and how they can impact us as friends, family members, peers and/or healthcare providers. Participants will explore contemporary grief theory, how to hold space for grieving people, and provide practical skills and knowledge on how to best support ourselves and others.

21
ATTENDEES



Key Highlights

Palliative Care ECHO Project



The Palliative Care ECHO Project is a national initiative to cultivate communities of practice and establish continuous professional development among health care providers across Canada who care for patients with life-limiting illness. Led by Pallium Canada and its network of Hub Partners from across Canada, the Project offers free online programs that bring together health care providers from across Canada with shared interests to foster continued knowledge exchange through interactive, case-based learning.

Over the course of five years, our participation has reached a broad audience, with 3,119 views on our YouTube sessions and 3,540 unique visitors engaging with the NSMHPCN ECHO webpage, reflecting a strong interest in accessible, community-based palliative care learning.

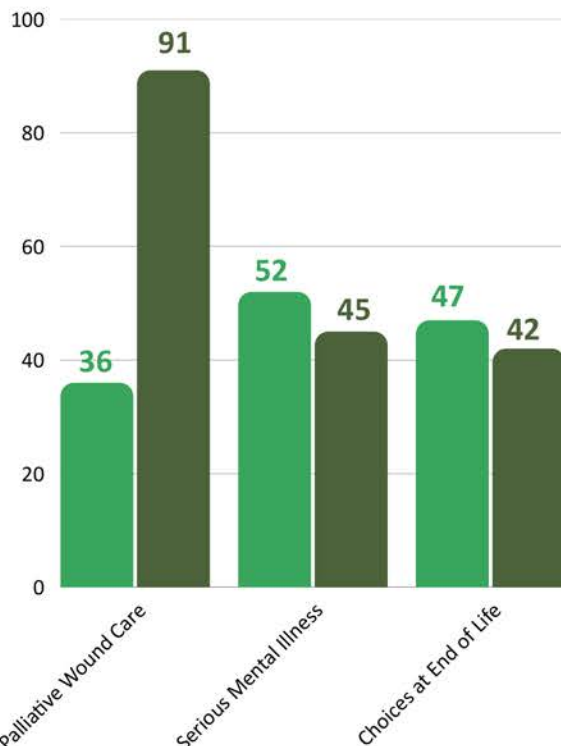
As one of the Hub Partners across Canada, we have tailored our sessions to regional priorities and community needs. We are proud of the role we have played in supporting this learning journey. We remain dedicated to sharing palliative care knowledge, tools, and resources to help build local capacity and improve care for patients and families in our community.

2025/2026 ECHO Sessions

The past year saw our team present on Palliative Wound Care, Serious Mental Illness and ECHO Choices at End of Life: Essential Partnerships for Quality of Care.

In the graph to the left you will see the first column represents the number of live views the session had compared to the number of YouTube views the session had. In total the sessions saw 313 attendees between live views and YouTube.

Attendees by Session



Beyond the Stethoscope

2,223 PLAYS

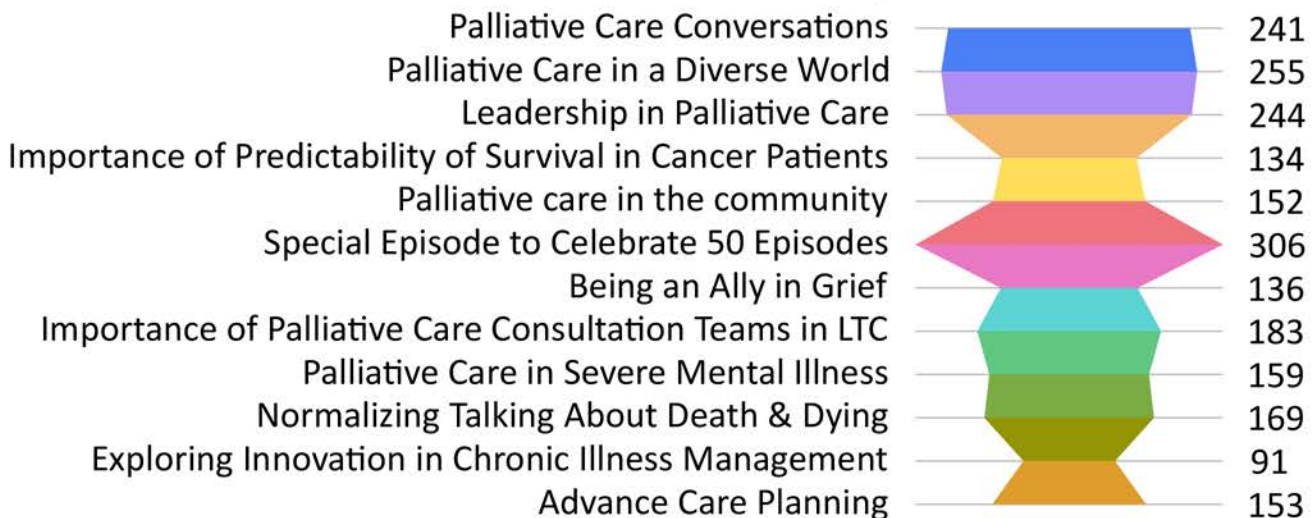
SCAN TO
LISTEN



Each month, we welcome special guests to lead thought-provoking discussions on topics that go beyond the stethoscope in the world of Hospice Palliative Care. Over the past year, the podcast has continued to grow, reaching an increasing number of listeners and expanding its impact across our community and beyond. In October, we were proud to celebrate our 50th episode—a meaningful milestone reflecting the dedication of our contributors and the strong engagement of our audience.

We explore a variety of scientific journal articles and collaborate with community partners to enrich the knowledge and practice of our listeners. To support accessibility and continued learning, transcripts are available for all episodes, along with a curated list of relevant resources. The chart below outlines the topics we've covered over the past twelve months, listed in chronological order. For more information on upcoming episodes, please visit <https://nsmhpcn.ca/podcast> or scan the QR code.

Number of Listens by Episode



Did you miss an episode?

It's ok, we've got you covered!

You can catch up on past episodes with Apple Podcasts.

<https://apple.co/4kmr22b>



Key Highlights

Clinical Conference

The 2025 NSMHPCN Clinical Conference was held on May 8 at Ferndale Banquet Hall, with a virtual option to support participation across the region. Focused on “Palliative Care for Progressive Heart Disease,” the conference brought together interdisciplinary healthcare professionals to explore compassionate, collaborative, and evidence-informed approaches to care.

The day fostered learning, reflection, and meaningful dialogue, emphasizing the importance of earlier integration of palliative care in the heart disease trajectory. Sessions highlighted disease progression, the evolving role of palliative care, symptom management strategies, and the importance of communication, shared decision-making, advance care planning, and addressing psychosocial, spiritual, and ethical needs.

Presentations also explored early identification of individuals who may benefit from palliative care, navigating transitions in illness, and providing holistic, end-of-life support for patients and their families.

Overall, the conference reinforced the value of a coordinated, interdisciplinary approach that prioritizes dignity, comfort, and quality of life throughout the care journey.

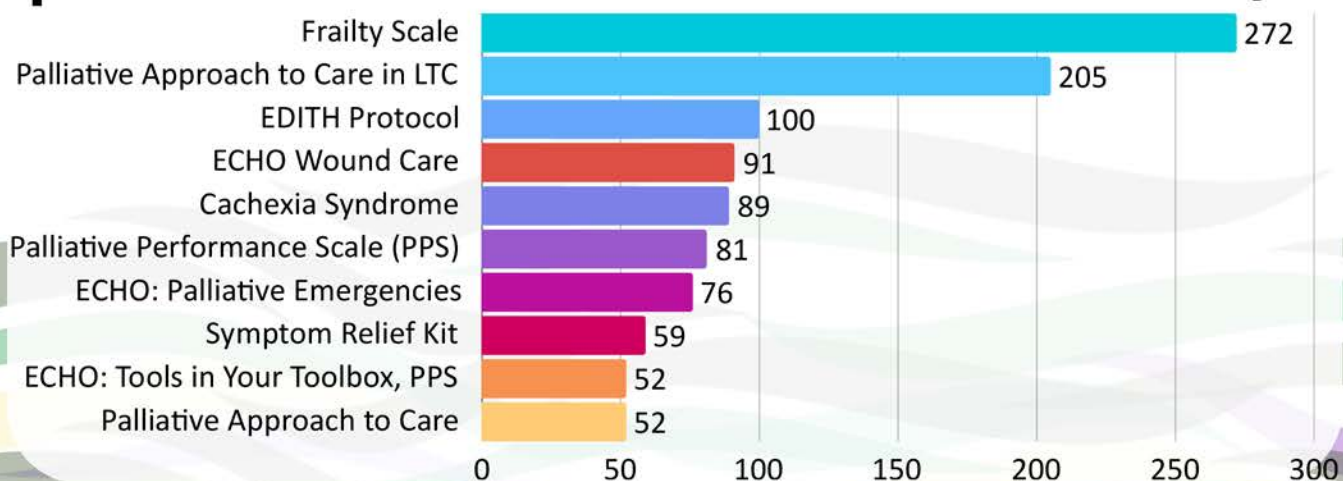


CATCH UP ON YouTube

<https://www.youtube.com/@nsmhpcn1776> or
by scanning the QR Code



Top 10 NSMHPCN YouTube Videos for 2025/2026



Key Highlights

The Waiting Room REVOLUTION



A social movement designed to put the **human** back at the centre of care.

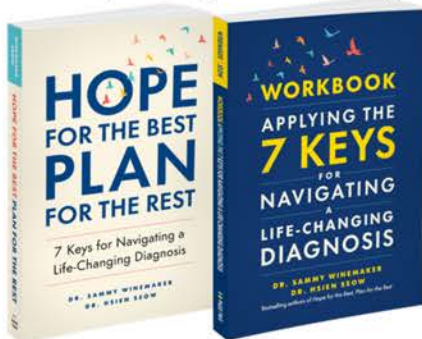
The Waiting Room Revolution was founded by Dr. Hsien Seow, a health-care researcher, and Dr. Sammy Winemaker, a palliative-care physician. Decades of caring for individuals and families revealed systemic gaps that leave many unprepared for life-changing illnesses.

In response, they launched a social movement to transform care for patients, families, and providers. The Waiting Room Revolution challenges the status quo by advocating for compassionate, transparent, and empowering care that bridges the gap between what clinicians understand and what patients are told.

At its heart are the 7 Keys, which help people feel more informed, involved, and supported.

Hospice Orillia and the NSMHPCN are proud partners, championing these principles to ensure

individuals and families feel informed, empowered, and supported every step of the way.



7 keys for navigating a life-changing illness



WALK TWO ROADS

Hope for the best and plan for the rest



ZOOM OUT

Understand the big picture of your illness



KNOW YOUR STYLE

Reflect on how you cope and face challenges



CUSTOMIZE YOUR ORDER

Tailor the care plan to your values and preferences



EXPECT RIPPLE EFFECTS

Prepare for the family's parallel journey



CONNECT THE DOTS

Play a central role in navigating the system



INVITE YOURSELF

Initiate conversations about what to expect

For more tools and resources, visit waitingroomrevolution.com

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NSMHPCN Waiting Room Revolution Ambassadors

NSMHPCN proudly supports The Waiting Room Revolution in collaboration with Hospice Orillia and Couchiching palliative care coach Nancy Merrow. Together, we delivered two workshops offering 12 hours of education for community members, caregivers, volunteers, and health professionals. We achieved 100% staff buy-in for the Ambassador program, reflecting our strong commitment. This initiative will continue growing as we empower our community.



Key Highlights

Hospice Orillia

The Hospice Orillia program of NSMHPCN offers practical, emotional, and spiritual support to those in our community coping with advanced illness, death, and bereavement.



About the Hospice Orillia logo

The door in the Hospice Orillia logo symbolizes the many doors our team visits to serve clients throughout the community. Support is provided in clients' homes or in a private office space. "Home" means wherever a person resides—including their house, apartment, long-term care facility, hospital, retirement home, or temporary housing.

In-Home Hospice Program

81

**REFERRALS
RECEIVED**

**SERVICES
ACCESSED**

339



Hospice Orillia's In-Home (Visiting) Hospice service completed its submission to HPCO's Accreditation process this fiscal year, achieving a score of 97.06% on the Accreditation Report.

In-home hospice support provides specialized care focused on comfort, symptom relief, and holistic support for individuals with life-limiting illnesses and their families. It addresses physical, psychological, social, and spiritual needs to improve quality of life during the end-of-life journey.

This fiscal year, we strengthened client-centred care and community education through partnerships and volunteer engagement. Bachelor of Social Work student Alessia Naula completed 420 hours of placement, gaining practical skills through job shadowing, case management, assessments, and one-to-one client support.

Our core In-Home Visiting service received 81 referrals in 2025/2026, serving an average of 22.75 clients monthly. Services included volunteer visits, supportive counselling, complementary therapy, and legacy projects.

We measure satisfaction through Quality of Care surveys completed after 3–4 weeks of service. In 2025/2026, 21 surveys were completed, and every client reported satisfaction with Hospice Orillia's services.

These efforts reflect our commitment to building capacity, fostering learning, and providing compassionate care throughout Orillia and Couchiching.

In-Home Hospice Program

Volunteer Visiting Services

The Visiting Volunteers at Hospice Orillia provide meaningful companionship, caregiver relief, and simple comfort measures to individuals living with a life-limiting illness.

This fiscal year, we are pleased to have welcomed five new volunteers to our Visiting Volunteer team, strengthening our ability to support the community.

Thanks to the dedication of our volunteers, 171 individual visits were provided to clients in need of care and connection.

79
sessions

81
hours

Complementary Therapy - Reiki

Through the gentle practice of Reiki, moments of calm, comfort, and connection are created for those navigating a life-limiting illness. Rooted in the concept of “universal life energy,” Reiki offers rest and stress relief in a deeply supportive and peaceful way.

This year, our dedicated volunteer has shared this gift with clients through eight individual sessions, creating quiet spaces for relaxation, reflection, and care.

15
sessions

161
hours

Footprints Project

The Footprints Projects at Hospice Orillia offer meaningful opportunities for clients living with a life-limiting illness to reflect, reminisce, and share their stories. With the compassionate support of a volunteer, these legacy projects help capture memories that can be treasured by family and friends for years to come.

Whether through heartfelt letters and cards, thoughtfully created scrapbooks, or deeply personal life story books, each project becomes a lasting expression of a life lived.

This year, volunteers have dedicated 81 hours to interviewing, transcribing, and gently guiding clients as they share their stories—ensuring their voices, memories, and messages endure.

Supportive Counselling

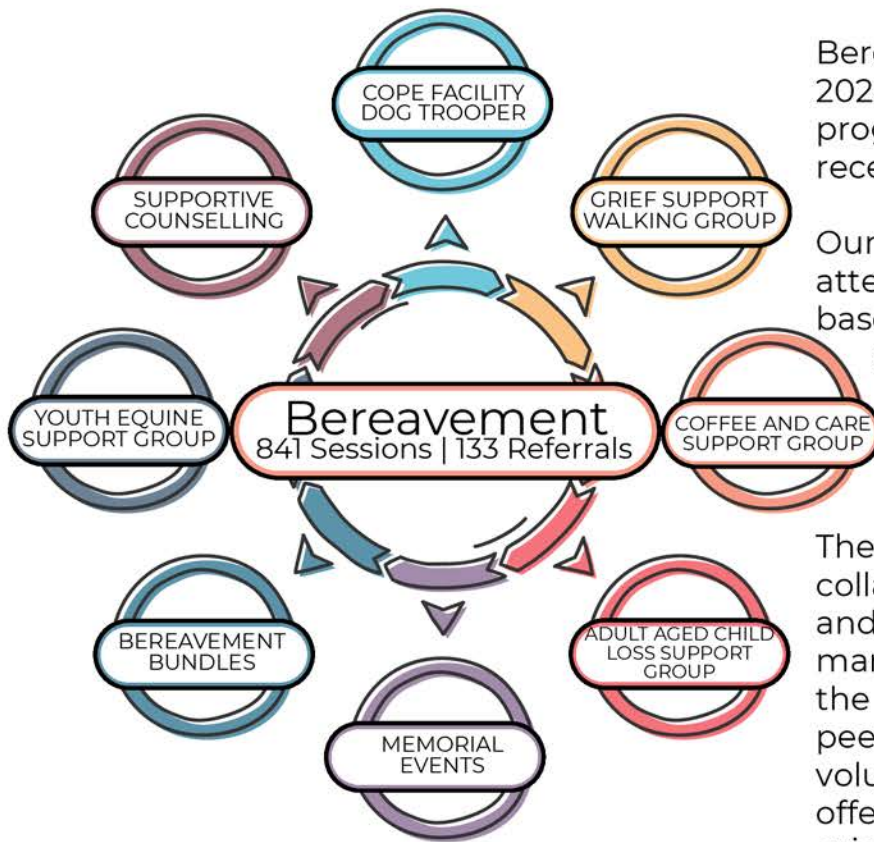
Supporting individuals living with a life-limiting illness, as well as their caregivers and family members, through compassionate counselling provided by our Registered Social Worker.

This support meets clients where they are—emotionally, spiritually, psychologically, and socially—offering a safe space to navigate complex experiences, share their stories, and find comfort along the way.

This year, a total of 161 hours have been dedicated to supportive counselling, delivered in clients' homes and at the hospice office, ensuring care is both accessible and deeply personal.

Key Highlights

Grief and Bereavement Program



Bereavement service demand grew in 2024, and our new supportive counselling program for complex grief was well received.

Our dedicated volunteers delivered well-attended groups, with offerings expanded based on community needs. From drop-in coffee and care to structured 8-week groups, participants consistently shared how meaningful it is to grow through grief among peers.

The equine therapy program, in collaboration with Rushmount Equine and Sports, served clients of all ages, with many continuing their relationship with the horses after the group ended. Our 1:1 peer supports remain invaluable, as volunteers with lived experience of loss offer a friendly ear to those navigating grief.

Supportive Counselling

In 2025–2026, Hospice Orillia continued to offer individual counselling within its Bereavement Program, delivered by a Registered Social Worker. This service responds to an ongoing and growing community need for support among individuals experiencing complex grief. The Registered Social Worker provides one-to-one counselling for up to 12 sessions per client. Over the past year, the program has delivered 335 supportive counselling sessions, and demand for this service continues to increase.

Youth Equine Support Group

The Kiwanis Club's generous support helps local youth access equine-assisted programs that build confidence, resilience, and essential life skills. Through working with horses, participants develop empathy, responsibility, and trust while strengthening social connections. Their ongoing commitment continues to nurture youth potential and enhance community well-being.



Key Highlights

Garden of Remembrance

In June we gathered at the Garden of Remembrance located in Couchiching Beach Park, in our beloved Garden. 75 participants joined us for an evening of reflection and flower planting in memory of their loved ones.

Hike for Hospice

The Hike for Hospice provided 550 community members the opportunity to hike in memory of their loved one's. The day was filled with love, laughter and an all-around sense of community.

Memorial Events

Wave of Light

The Wave of Light for those affected by perinatal loss, occurs every fall on Pregnancy and Infant Loss Awareness Day, October 15th. Our volunteers hosted 15 guests for an evening of community and reflection.

Candles of Remembrance

Our winter memorial, Candles of Remembrance, takes place ahead of the busy but sometimes lonely holiday season. 70 guests joined us in 2025 for an evening of reflection.



Bereavement Bundles

The Bereavement Bundles project provides compassionate, accessible support to youth in and around Orillia who are grieving the loss of a loved one or coping with the serious illness of someone significant in their lives. The program offers age-appropriate resources and tools that help young people navigate their grief in healthy and meaningful ways.

Adult Aged Child Loss Support Group

The Adult Child Loss Support Group continued to provide a caring and supportive environment where individuals grieving the loss of a parent could share their experiences, honour their loved ones, and find strength through connection with others who understand their journey.

Coffee and Care Grief Support Group

The weekly Coffee and Care Grief Support Group continues to bring individuals together for meaningful conversation, connection, and support at the Orillia Common Roof Building.

Grief Support Walking Group

The weekly Grief Support Walking Group returned to the Orillia Recreation Centre after a brief hiatus.

PILO NSM Pregnancy and Infant Loss Outreach of North Simcoe Muskoka (PILO NSM) is a collaborative network of volunteers. This program continues to offer support through structured six-week groups and one-on-one peer support. The network filled a gap and expanded into Muskoka for drop-in monthly groups.



Key Highlights

Specialized Grief and Bereavement Programs

Opening the Door to Grief

This specialized grief support is for individuals living with developmental and intellectual disabilities. Staff and volunteers continue to support clients in the community. We're excited to grow this program in 2026/27.

Building Bridges Behind Bars

NSMHPCN highlighted the important support that continues for incarcerated individuals and presented this project at the 2025 Hospice Palliative Care Ontario Conference.

COPE Facility Dog Trooper

Trooper continues to support the bereavement clients during intakes. He has also supported multiple education sessions and supported individuals living with intellectual disabilities. He attends memorial events and spreads his joy with the Hospice Orillia team and everyone he encounters at the Orillia Common Roof. Trooper has increased his service delivery by supporting the complex grief cases. He is happy to accompany the Social Worker upon request.

A message from Trooper

Hi friends,

It's me, Trooper 🐾—your friendly Facility Dog here at Hospice Orillia!

I can hardly believe how quickly time has flown. This past year marked a special milestone in my journey, and I continue to be so proud to be part of this incredible team. After completing my training with COPE Service Dogs, I've now spent several years working alongside the Bereavement Services program, offering comfort, companionship, and the occasional distraction when it's needed most.



Each day offers new opportunities for connection—sharing quiet moments, offering a reassuring presence, or accepting a well-earned belly rub. I've met countless courageous individuals and families, and it means the world to support them in my own

Thank you for being part of my journey. I look forward to many more visits, walks, and wagging tails ahead.

With love and tail wags,
Trooper 🐾

Volunteers

Hospice Orillia is proud to provide high-quality support to individuals and families facing life-limiting illness or loss. Our volunteers play a vital role in delivering this care. In 2025–2026, one dedicated volunteer retired, bringing our active volunteer count to 34. Recruitment remains an ongoing priority.

Volunteer Rounds

With the launch of our quarterly Volunteer Rounds sessions—both virtual and in-person—volunteers now have a dedicated space to connect, discuss real-life scenarios, ask questions, and receive program updates. These sessions strengthen volunteer confidence and enhance client support.

Volunteer Information Sessions

Hospice Orillia co-hosted four Information Sessions with Mariposa House Hospice. Attendees learned about volunteer opportunities at both organizations—including direct service (reception, kitchen support, resident visits) and organizational roles (fundraising, events, board, admin, gardening, maintenance)—plus screening, training, and the 10-step application process. Direct service volunteers complete ~30 hours of training and a one-year commitment. These well-attended sessions reflect the generous community spirit supporting hospice care in Orillia and Couchiching.

Hospice Orillia volunteers consistently go the extra mile to provide comfort and care. Over the past year:

- 195 hours were dedicated to volunteer training and development
- 544 volunteer hours were devoted to compassionate visiting and bereavement support across 362 sessions

A Heartfelt Thank You to Deborah Duncan-Randal



We are deeply grateful to Deborah Duncan-Randal for her outstanding service and unwavering commitment to our organization. As a founding member, Deborah played an instrumental role in shaping our mission, vision, and the impactful work we do today. Her dedication, wisdom, and passion for community have left an enduring legacy that continues to guide us.

Thank you, Deborah, for your years of generous leadership, thoughtful stewardship, and the countless hours you've invested in building something meaningful for our community. Your contributions have made a lasting difference, and we are honoured to have had you as part of our board of directors.

We wish you all the best in your future endeavours.



Thank You!

Community Engagement

At Hospice Orillia, community engagement is central to how we provide compassionate, person-centred care. Over the past year, we strengthened connections across our region, expanding support for individuals living with life-limiting illness, their caregivers, and those experiencing grief and bereavement.

By listening to individuals, families, and community partners, we can better respond to emerging needs and adapt our programs in meaningful ways. This ongoing dialogue helps ensure our care remains relevant, inclusive, and responsive.

Through community partnerships, public education, and local events, we continued to grow awareness of hospice palliative care. We were also pleased to join with Clinical Coach Nancy Marrow to bring the Waiting Room Revolution to the Couchiching region, helping spark important conversations about serious illness, caregiving, and quality of life.

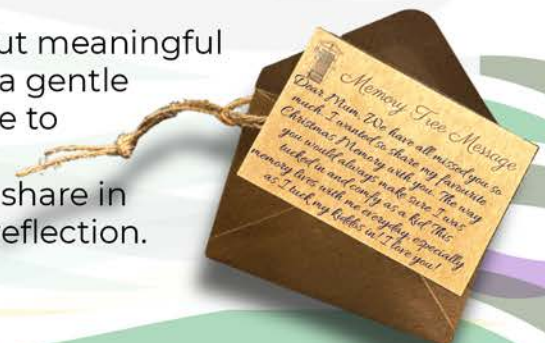
As understanding grows, so does impact. Each conversation, event, and partnership helps reduce stigma, build awareness, and connect more people to the support they need. These moments create a ripple effect of compassion, encouraging others to share, support, and advocate. ts of reflection.



Community Memory Tree

We were also pleased to launch our Memorial Tree, a new opportunity for the community to honour loved ones and reflect during the holiday season. Displayed at various locations around town, with a permanent tree at the Orillia Common Roof Building from late November through the new year, the Memorial Tree invites community members to write a message or note to a loved one and place it in a sealed envelope on the tree.

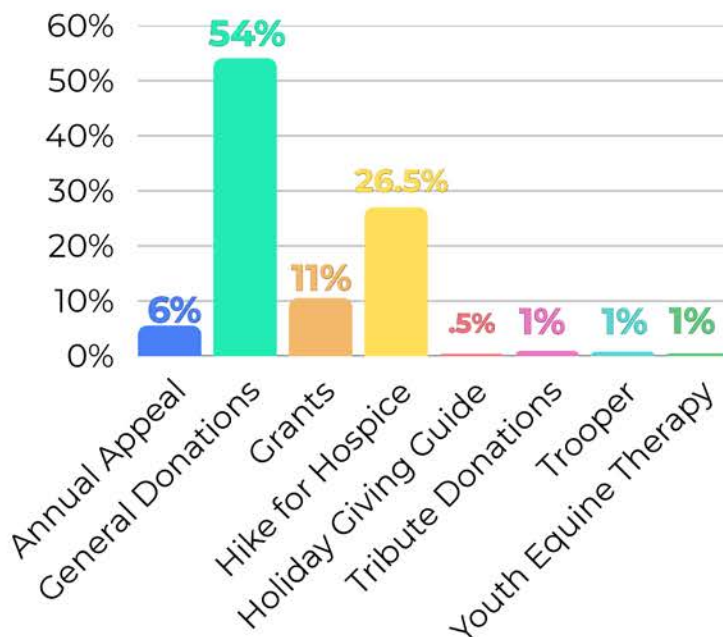
This simple but meaningful tribute offers a gentle way for people to remember, connect, and share in moments of reflection.



Fundraising

Community engagement not only strengthens connection and awareness, it also plays a vital role in sustaining Hospice Orillia's services for the future. Our funding is deeply rooted in the generosity of our community, with more than half of all support (54.73%) coming from general donations—an inspiring reflection of the everyday compassion of individuals and families in our region.

**Source of Donations
2025-2026**



Grants (10.68%) and our Annual Appeal (5.60%) provide important stability, helping us maintain and grow essential programs and services.

We are also grateful for more specialized and heartfelt contributions, including signature events like Hike for Hospice (27.00%), tribute donations, holiday giving, and programs like Youth Equine Therapy and COPE Facility Dog Trooper. Together, these efforts reflect meaningful, personal connections to hospice care and highlight the many ways our community chooses to give.

Together, these diverse sources of support ensure that Hospice Orillia can continue to provide compassionate, high-quality care at no cost to those who need it most.

Looking ahead, planned giving remains a cornerstone of long-term sustainability.

Hike for Hospice

In May 2025, Hospice Orillia and Mariposa House Hospice came together for the annual Hike for Hospice, raising more than \$83,000 in shared support and welcoming 400 participants and 43 volunteers.

Participants also honoured loved ones through a special tribute featured on event shirts.

The Hike remains a meaningful show of community support, bringing people together in remembrance, celebration, and a shared commitment to compassionate care.



Additional Resources

NSMHPCN Digital Resource Binder

Hospice Palliative Care resources at your finger tips!

[HTTPS://NSMHPCN.CA/RESOURCES/VIRTUAL-RESOURCE-PACKAGE](https://NSMHPCN.CA/RESOURCES/VIRTUAL-RESOURCE-PACKAGE)

We are pleased to share the NSMHPCN Virtual Resource Binder which includes a wealth of resources for all staff of any discipline providing palliative, or end-of-life care, to residents and families in NSM. This includes links to gold standard assessment tools and client/family handouts, regardless of where you work in NSM (Retirement and Long-Term Care Homes and acute care, and community) you have access to these resources and to the services of the Palliative Pain and Symptom Management Consultants (PPSMC's) with the NSMHPCN.

The dedicated team of PPSMC's have carefully curated the resources for you as a Hospice Palliative Care Provider.



Resource Library for Patients, Family Members and Caregivers

[HTTPS://NSMHPCN.CA/PATIENT-FAMILY-CAREGIVERS/](https://NSMHPCN.CA/PATIENT-FAMILY-CAREGIVERS/)

- Advance Care Planning
- Palliative Care Myth Busting
- Hospice Directory
- Supporting Children
- Illness Specific Resources
- Resources for Following Death



Grief & Bereavement Resource Collection

[HTTPS://NSMHPCN.CA/GRIEF-BEREAVEMENT/](https://NSMHPCN.CA/GRIEF-BEREAVEMENT/)

Resources tailored to:

- Children's Grief
- Patients & Families
- Healthcare Workers
- Pregnancy and Infant Loss
- Mental Health Resources
- Plus Educational Resources



FNIMUI Resource Collection



NSMHPCN.CA/FNIMUI-RESOURCES/

Resources include:

- Community Resource Directory
- First Nations Communities Directory
- Illness Specific Resources



Monthly Newsletter Direct to your Inbox



HOSPICE ORILLIA NSMHPCN





BEYOND THE STETHOSCOPE

A PODCAST FOCUSED ON HOSPICE PALLIATIVE CARE

Apr. 2025



Advance Care Planning

May 2025



Exploring Innovation in Chronic Illness Management

June 2025



Normalizing Talking About Death and Dying

July 2025



Palliative Care and Severe Mental Illness

Aug. 2025



Palliative Care Consultation Teams in long-term care

Sept. 2025



Being an Ally in Grief

Oct. 2025



Celebrating 50 Episodes

Nov. 2025



Palliative Care in the Community

Dec. 2025



Predicting Next-Day Survival in Imminently Dying Cancer Patients

Jan. 2026



Leadership in Palliative Care

Feb. 2026



Palliative Care in a Diverse World

Mar. 2026



Palliative Care in the Mennonite Community

Did you miss an episode?

It's ok, we've got you covered!

You can catch up on past episodes with Apple Podcasts.

<https://apple.co/4kmr22b>



Community Partners

Thank you for your support!

As an organization that supports those living within the North Simcoe Muskoka region, we honour community partnerships. Thank you to every one of our community partners.



FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Financial Position

March 31	2026	2025
Assets		
Current		
Cash (note 2)	\$ 710,063	\$ 548,481
Accounts receivable	13,749	128,469
HST receivable	10,406	11,533
Prepaid expenses	15,840	14,078
	<u>\$ 750,058</u>	<u>\$ 702,561</u>
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 107,240	\$ 174,998
Government remittances payable	39,603	35,409
Deferred revenue	21,258	6,812
	<u>168,101</u>	<u>217,219</u>
Commitment (note 4)		
Net Assets		
Unrestricted	<u>581,957</u>	<u>485,342</u>
	<u>\$ 750,058</u>	<u>\$ 702,561</u>

On behalf of the Board:



Director



Director

FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Operations and Changes in Net Assets

For the year ended March 31

2026

2025

Revenues

Ontario Health Central	\$ 2,113,261	\$ 2,238,808
Fundraising and donations	201,463	99,945
Other funding sources and other income	82,798	38,840
Other grants	27,000	17,759
Interest income	16,844	23,568
	<u>2,441,366</u>	<u>2,418,920</u>

Expenses

Buildings and grounds	68,218	67,134
Compensation	1,669,101	1,600,755
Fundraising supplies	49,324	39,488
General sundry and equipment	244,580	223,892
Supplies	11,068	14,551
	<u>2,042,291</u>	<u>1,945,820</u>

Excess of revenues over expenses before transfers	399,075	473,100
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Transfers to Hospice Muskoka, Hospice Huntsville and Mariposa House Hospice	<u>302,460</u>	<u>381,539</u>
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Excess of revenues over expenses for the year	96,615	91,561
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Net assets, beginning of year	<u>485,342</u>	<u>393,781</u>
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Net assets, end of year	<u>\$ 581,957</u>	<u>\$ 485,342</u>
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Please Note: The fundraising expenses listed above represents the funds paid out to Mariposa House Hospice as part of the Hike for Hospice initiative in addition to the cost of items purchased through grants.

FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Cash Flows

For the year ended March 31	2026	2025
Cash flows from operating activities		
Excess of revenues over expenses for the year	\$ 96,615	\$ 91,561
Changes in non-cash working capital:		
Accounts receivable	114,720	(123,175)
HST receivable	1,127	533
Prepaid expenses	(1,761)	(6,427)
Accounts payable and accrued liabilities	(67,758)	64,996
Government remittances payable	4,192	(2,016)
Deferred revenue	14,447	1,553
	<u>161,582</u>	<u>27,025</u>
Cash flows from investing activities		
Proceeds from maturity of investments	-	115,545
Net increase in cash during the year	161,582	142,570
Cash, beginning of the year	548,481	405,911
Cash, end of the year	\$ 710,063	\$ 548,481



NSMHPCN
North Simcoe Muskoka Hospice Palliative Care Network

NSMHPCN

NORTH SIMCOE MUSKOKA HOSPICE PALLIATIVE CARE NETWORK

Registered Charity #135837748RR0001

Report Created June 2026

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 **169 Front St S,
Orillia, ON L3V 4S8**



[HTTPS://NSMHPCN.CA](https://NSMHPCN.CA)



A palliative approach to care is a holistic, compassionate model of healthcare focused on relieving suffering and improving the quality of life for individuals living with a serious or life-limiting illness. It supports both the patient and their family by addressing physical, emotional, psychological, and spiritual needs.