



NSMHP CN Annual Report

2024-2025

Rooted in
Compassion.

Growing
Together.





We were deeply touched to receive a collection of handwritten notes from a Grade 3 class, lovingly created for the clients of Hospice Orillia, a program of the North Simcoe Muskoka Hospice Palliative Care Network. Each note, filled with colourful drawings, kind words, and heartfelt messages, is a powerful reminder that compassion knows no age.

Filled with kind words, colourful drawings, and heartfelt messages of encouragement, these notes are a powerful reminder that compassion and support aren't bound by age. Whether you're nine or ninety, we all have the ability to make someone feel seen, valued, and cared for.

This gesture is just one example of how our programs connect hearts, reminding us that a caring community is built one act of kindness at a time.



Table of Contents



- 4 Reflecting on Our Journey:
*A Message from our Executive Director and The Board of Directors***
- 5 Our Team**
- 6 Organizational Overview**
- 7 Our Priorities**
 - Key Highlights**
- 8 Palliative Pain and Symptom Management Consultants**
- 9 Professional Palliative Education Portal (PPEP)**
- 10 Education**
- 12 Palliative Care ECHO Project**
- 13 Beyond the Stethoscope**
- 14 Conferences**
- 15 Hospice Orillia - In Home Hospice Program**
- 17 Grief & Bereavement**
- 19 Specialized Grief & Bereavement**
- 21 Hospice Orillia Volunteers**
- 22 Community Engagement**
- 24 Additional Resources**
- 26 Community Partners**
- 27 Financial Statements**



<https://nsmhpcn.ca>

Reflecting on Our Journey

Much of the work completed by the NSMHPCN team in 2024/2025 laid a strong foundation to support our continued growth as health service leaders in palliative care. We look forward to collaborating with community members and partner agencies to ensure that all residents of North Simcoe Muskoka have the opportunity for a good death.

For many, palliative care is a calling—one that demands empathy, resilience, and an unwavering commitment to dignity and compassion. Our staff and volunteers continue to provide comfort and support not only to those nearing end of life, but also to their families and loved ones during profoundly difficult times.

Our commitment to improving palliative care services in North Simcoe Muskoka is deeply rooted in collaboration with local agencies and organizations.

One of our key areas of focus this year has been partnering with long-term care (LTC) facilities across the region to enhance their capacity to palliate patients. By working collaboratively, our team is empowering LTC staff to deliver compassionate end-of-life care and support to both residents and their families—helping ensure individuals can die comfortably in their own home.

Thanks to the generosity of our community—through both volunteer time and much-needed donations—we continue to explore innovative ways to deliver our programs, both in-person and virtually, all while maintaining fiscal responsibility.

None of this would be possible without the tireless dedication of our staff and volunteers. Their compassion, professionalism, and commitment have shaped everything we've accomplished in the 2024/2025 year.

To everyone who has supported our work—whether through partnership, funding, time, or trust—thank you. Your continued belief in our mission makes it possible for us to walk alongside those facing some of life's most vulnerable moments with dignity, compassion, and care. We look forward to continuing our work in 2025/2026.

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, B.A., J.D.
Secretary



Quentin Evans
Treasurer



Rosemary Peterson
Director



Madelyn Lye, RN
Director



Nicole Johnstone
Director



Ryan Walsh
Director

meet the team



Kathlene Bartlett
RN, BScN, CHPCN(C)
PPSMC, Indigenous
Portfolio Navigator



Laura Bates
RN, BScN, CHPCN(C)
PPSMC Mentorship and
Education Portfolio



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*



Sherry Hubbert
RN
PPSMC ***



Madison Lahay
Program Assistant*



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



Tracy Lavigne
RN
PPSMC



Julie Leighton-Phelps
RN, BScN, CHPCN(C)
PPSMC



Ashley MacGregor
Volunteer Coordinator*



Cathy McKeown
RN, CHPCN(C)
PPSMC ***



Lynda Meeks
RN, BScN, CON(C)
PPSMC Mentorship and
Education Portfolio



Hema Roopnarine
Executive Coordinator



Deborah Sloan
RN, BScN, CON(C)
PPSMC



Amanda Tevelde
Communications, Fundraising
and Community Relations
Specialist



Whitney Vowels
Executive Director



Trooper
Facility Dog*

*Hospice Orillia Program, *** Recently Retired



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 honors each individual and their choices.

Values

Empathy - We are compassionate collaborative and understanding in our approach

Respect - We recognize the inherent worth of every person and their choices

Inclusivity - We honour and value diversity and promote inclusiveness within our communities

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

Our Priorities

Priority 1: 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.



Priority 2: Support Quality Palliative Care in Communities

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

Priority 3: Education and Knowledge Exchange

Provide learning opportunities through resources, education and mentorship.

Who We Serve

NSMHPN 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 of NSMHPN supports the Couchiching area of NSM.



Key Highlights

PALLIATIVE PAIN AND SYMPTOM MANAGEMENT CONSULTANTS

Palliative Pain and Symptom Management Consultants (PPSMCs) provide advanced hospice palliative care support across a variety of healthcare settings, including long-term care homes, retirement residences, hospitals, and community-based environments. They assist primary care providers through consultation, education, and clinical skill development, enhancing their capacity to deliver high-quality, person-centred care.

This role adds significant value by empowering health service providers with the knowledge and confidence to manage complex symptoms, whilst they support patients and families with compassionate, timely care in alignment with their values and goals.

PPSMCs Key Roles

Mentorship, Education, & Competency Building

Through tailored one-on-one support, interdisciplinary mentorship, and the delivery of high-impact educational initiatives—including workshops, clinical skills days, and regional conferences, PPSMCs promotes the integration of palliative care best practices. This work is grounded in the Ontario Palliative Care Network (OPCN) Competency Framework and is aimed at enhancing clinical confidence, fostering system-wide collaboration, and improving the quality of care for individuals with life-limiting illnesses.

Guideline Driven Quality Improvement

Adheres to the Ontario Palliative Care Network's clinical guidelines and best practice standards to strengthen service capacity, ensure consistent, evidence-based care, and enhance the quality of palliative care delivery across the health system.

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

They deliver culturally responsive education and resources that support respectful, values-based communication and care aligned with the diverse beliefs and preferences of patients and families.

Improving Patient Outcomes by:



Continuous Professional Development:

offering ongoing PD opportunities through workshops, conferences and courses.



Interdisciplinary Training:

Demonstrates the value of collaborative, team-based approaches in improving patient outcomes, communication, and holistic support for individuals with life-limiting illnesses.



Certificate Programs:

Facilitators of formal palliative educational courses such as Fundamentals, CAPCE, APPS, CSIC, EPM, and LEAP



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



Professional Palliative Education Portal (PPEP)

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

In alignment with our commitment to advancing high-quality hospice palliative and end-of-life care through strategic partnerships, innovative initiatives, and knowledge sharing, we have developed a repository of educational videos. These resources are designed to support organizations in providing ongoing palliative care education for their teams.

All resources here are pre-recorded and offered on an a la carte basis. Upon completion of each module, participants will receive a certificate.

To view the full list of available topics, please scan the QR code or visit <https://nsmhpcn.ca/PPEP-Login>.



Key Highlights

EDUCATION

The North Simcoe Muskoka Hospice Palliative Care Network offers an extensive range of workshops and specialized courses. Listed below are the courses provided in the past fiscal year, along with the corresponding attendance figures.

Palliative care education plays a vital role in preparing health care providers to deliver compassionate, person-centred care that prioritizes comfort, dignity, and quality of life for individuals with life-limiting illnesses.

For health professionals, this training enhances clinical skills, increases confidence in handling complex needs, and promotes teamwork across disciplines—fostering a more collaborative and supportive care environment.

For patients, it means receiving care that honours their wishes, strengthens communication with care teams, and ensures better coordination throughout their journey—leading to improved experiences and more meaningful outcomes.

FHPC = Fundamentals of Hospice Palliative Care, 102 attendees

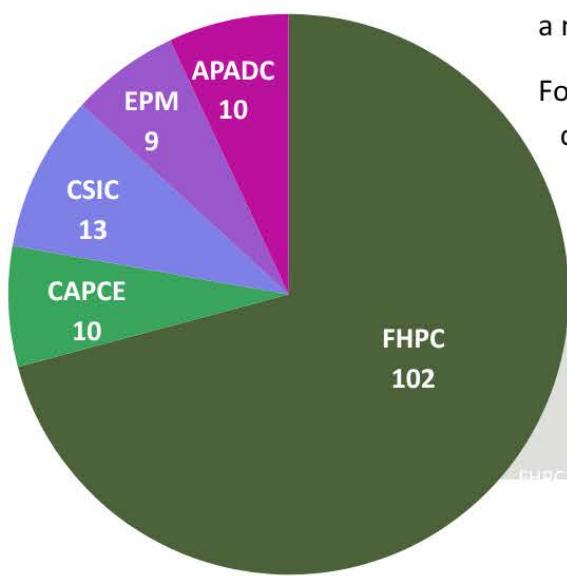
EPM = Essential Pain Management, 9 attendees

CAPCE = Comprehensive Advanced Palliative Care Education, 10 attendees

CSIC = Canadian Serious Illness Conversations, 13 attendees

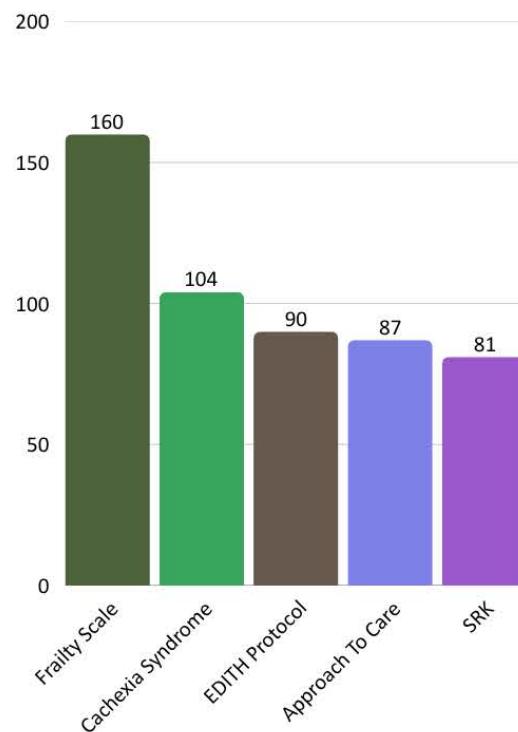
APADC = Palliative Approach to Care with Dementia, 10 attendees

COURSE COMPLETIONS AT A GLANCE



The PPSMCs continue to offer informal, ad hoc education to a variety of organizations and disciplines across the entire region. The types of organizations include long term care homes, visiting nursing organizations, retirement homes, hospitals, residential hospices, paramedic and nursing students, and a variety community groups from the general public (art centers, libraries, seniors groups, OCR tenants, and First Nations community groups). The disciplines being reached by this education include nursing (RN/RPN), nurse practitioners, doctors, PSWs/HSWs, allied health professionals, volunteers, families of residents of long term care/retirement homes, and administrative/environmental service workers, along with members of the general public. Topics include a palliative approach to care, pain and symptom assessment and management, end-of-life care, advance care planning, palliative care for clients with dementia, palliative care tools and their use, palliative sedation, MAID, how to have conversations about difficult/emotional topics, and grief and bereavement.

Top 5 NSMHPCN YouTube Videos



Key Highlights

Fundamentals of Hospice Palliative care (FHPC)

102
ATTENDEES



This course is suitable for all health-care providers from every discipline including dieticians, 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)

10
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 online course focuses on the Pharmacological Management of Pain, providing nurses with foundational skills in pain assessment, management, and evaluation from a palliative care perspective. Designed for all nursing classes caring for adults with life-limiting illnesses, the course includes four modules completed over 6–8 weeks of independent study, followed by a mandatory 90-minute online coaching session. An optional advanced module (AMP) with a 3-hour coaching session is also available.

9

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-centered 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.

13
ATTENDEES



Palliative Approach to Care with Dementia (APACD)

This new 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.

10
ATTENDEES



New hot tip each month, this past year included:

- Advance Care Planning
- Challenging Conversations
- Dementia
- Disease Trajectories
- Delirium
- Food and Fluids at End of Life
- Palliative Care in People with Intellectual Disabilities
- A Palliative Approach to Care
- Grief and Bereavement through the Holidays
- Palliative Care in Chronic Diseases
- Care for the Caregiver
- Leadership in Palliative

Key Highlights

PALLIATIVE CARE ECHO PROJECT

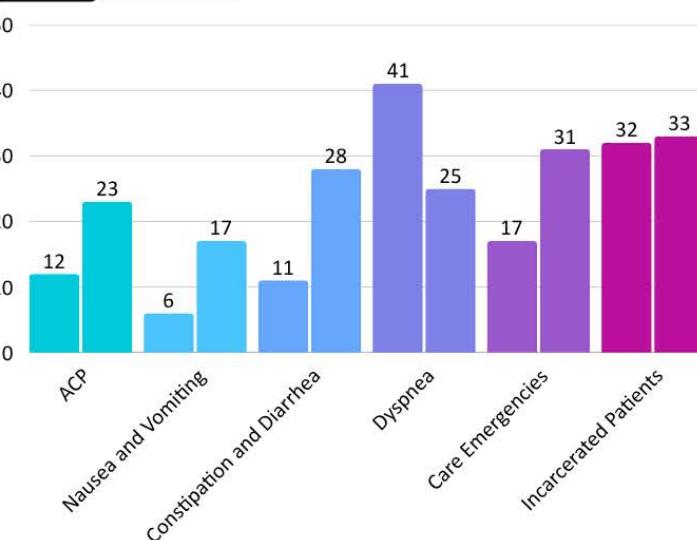
Palliative Care ECHO Project
nsmhpcn.ca/echo



The Palliative Care ECHO Project began as a five-year national initiative aimed at fostering communities of practice and supporting ongoing professional development for health care providers who care for individuals with life-limiting illnesses. Built on the ECHO model—an innovative online learning methodology that uses technology, training, structure, and guided mentoring—the project empowers professionals to connect, share, and grow together.

Through this approach, communities of practice are strengthened by relationships with peers and enhanced competencies through continuous knowledge transfer.

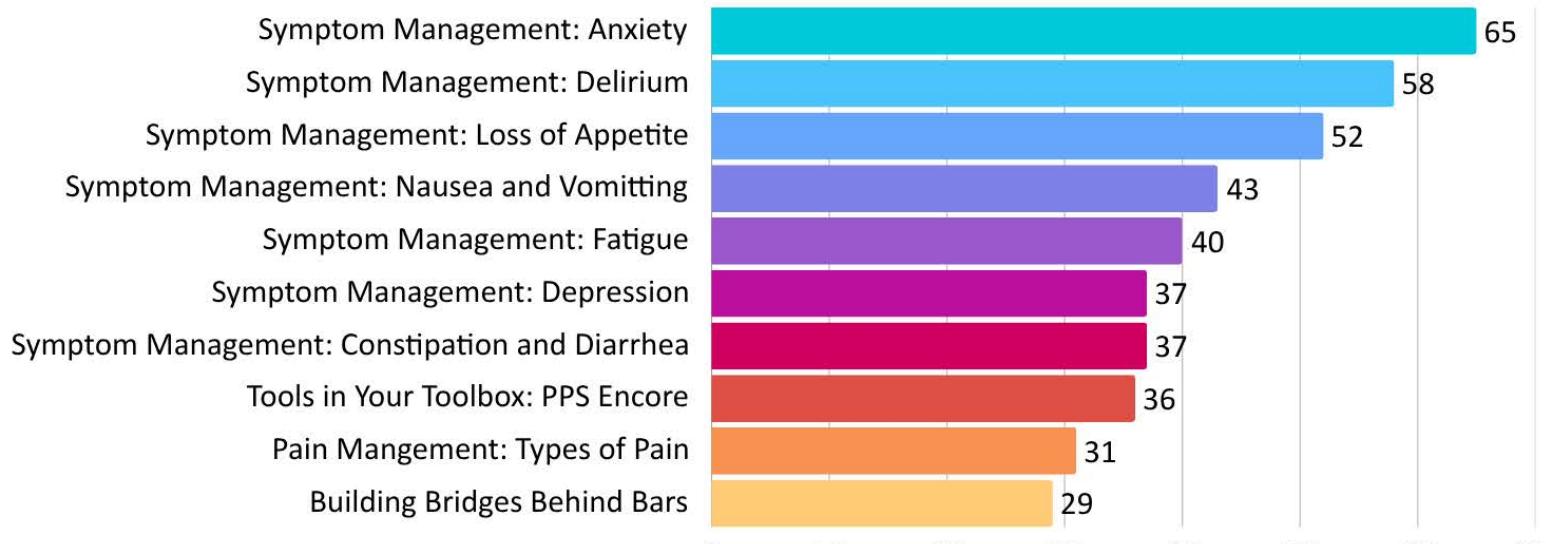
As a hub in this national network, we are committed to supporting health care providers on their learning journey. We share palliative care knowledge, tools, and resources to help build local capacity and improve care for patients and families.



Together with other hubs across Canada, we collaborate to meet local, regional, and sector-specific needs - creating a well-connected and better-equipped palliative care community nationwide.

The past year saw our team present on six different topics including: ACP, Nausea & Vomiting, Constipation & Diarrhea, Dyspnea, Palliative Care Emergencies and Support for Incarcerated Patients. 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 six sessions saw 276 attendees between live views and YouTube.

Top 10 NSMHPCN ECHO YouTube Videos for 2024/2025



Key Highlights

BEYOND THE STETHOSCOPE

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.

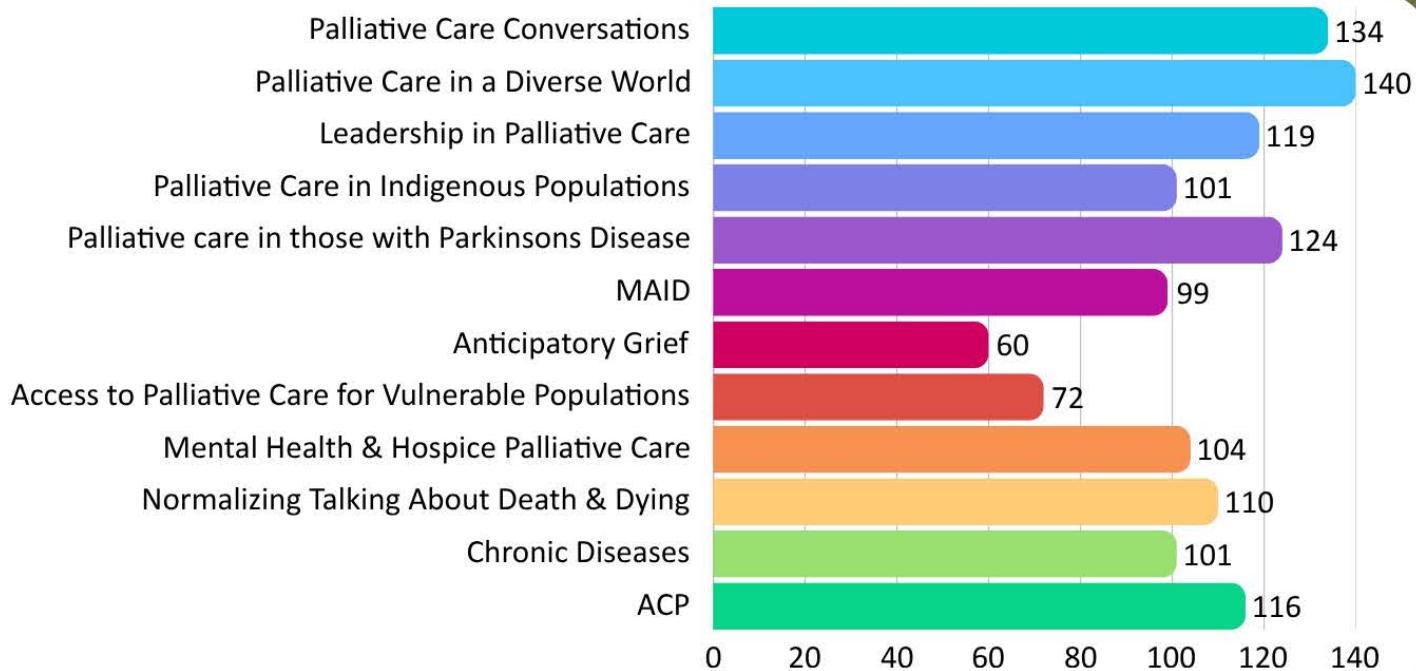
We explore a variety of scientific journal articles and engage with community partners to enrich the knowledge and practice of our listeners.

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:



1,280 PLAYS

SCAN TO LISTEN



**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

CONFERENCES

143
ATTENDEES

Each year the NSMHCN hosts two conferences. The Clinical Conference attracts healthcare professionals such as nurses, physicians, and residents in North Simcoe Muskoka and the Regional Conference which provides engaging, holistic topics for the healthcare providers in our region.

The 2024 Regional Conference - held on November 14, centered around the theme "Honouring Cultural Diversity in Palliative Care."



This gathering explored key topics such as Knowledge, Humility and Meaning-Making; Consideration of Culture, Faith and Spirituality; Lessons on Grief and Mourning; and Creating Compassionate Community—emphasizing the need for cultural awareness in supporting individuals and families at the end of life. The following topics were presented to 79 attendees :

- Creating Compassionate Community: Honouring Perspective, Openness to Vulnerability, and Care for the Whole Person
- Stepping Out of the Box: How do we support those who can't access our existing palliative care systems?
- Consideration of Culture, Faith & Spirituality in Provision of Palliative Care
 - The HEAL Project: Lessons on grief and mourning in recovering from a war in Tigray (Northern Ethiopia)
 - Knowledge, Curiosity, Humility and Meaning-Making: Reflections on Honouring Cultural Diversity in Palliative Care

Earlier in the year, the Clinical Conference took place on May 28 with the theme "Providing Palliative Care in a Diverse World." This event focused on the complexities of delivering care to marginalized populations, covering essential topics including palliative care and severe mental illness, support for sexual and gender minorities, care for individuals with intellectual and developmental disabilities, and the needs of the vulnerably housed. The following topics were presented to an audience of 64 conference attendees:

- Palliative Care and Severe Mental Illness
- Palliative Care and Sexual and Gender Minorities
 - Palliative Care and Intellectual and Developmental Disabilities
- Palliative Care and the Vulnerably Housed





Key Highlights

IN HOME HOSPICE PROGRAM



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

In-home hospice support is a type of specialized healthcare that focuses on providing comfort, relief from symptoms, and support to individuals with life-limiting illnesses, and their families, in their own homes. It aims to improve quality of life and address the physical, psychological, social, and spiritual needs of both the patient and their loved ones during the end-of-life journey.

86

**REFERRALS
RECEIVED**

**SERVICES
ACCESSED**

339

Hospice Orillia's In-Home Visiting service continues to work diligently to meet Hospice Palliative Care Ontario's accreditation standards.

In the fiscal year of 2024/2025 there had been a total of 50 referrals received by Hospice Orillia for the In-Home Visiting Program. On a monthly basis, an average of 22.75 clients have been serviced in this program – whether that looks like being visited by a volunteer, receiving one-to-one supportive counselling, complementary therapy or working on a legacy project.

Hospice Orillia gauges client's satisfaction with the services that they are receiving, by completing Quality of Care surveys. These surveys were created to capture the quality of services provided by our organization and to allow for feedback from clients and/or their caregivers. The clients who have completed Quality of Care surveys have consented to offer their feedback, and have received services for 3-4 weeks before completing the survey. Out of 22 completed Quality of Care surveys in the fiscal year of 2024/2025, every client has stated that they are satisfied with services received by Hospice Orillia!



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 can be provided in our clients' homes or in a private space within our office. "Home" is defined as wherever the person resides, including their own house or apartment, a long-term care facility, hospital, retirement home, or the vulnerably housed.

Key Highlights

Volunteer Visiting Services

The Visiting Volunteers at Hospice Orillia provide companionship, caregiver relief and/or simple comfort measures to support clients with a life-limiting illness. We have onboarded 5 new volunteers to support the Visiting Volunteer service for our community, in this fiscal year. Our dedicated volunteers provided 171 individual sessions to clients in need of support.

Footprints Project

The Footprints Projects offered by Hospice Orillia are legacy projects created by clients with a life-limiting illness, with the help of a volunteer. These projects provide the opportunity for clients to reminisce and capture memories to leave for their family and friends. The three legacy activities include letter & card writing, scrapbooking and a life story book. 54 hours have been dedicated to interviewing, transcribing and assisting clients to share their legacy.

Complementary Therapy - Reiki

Reiki is a technique that offers stress reduction, rest and relaxation through the power of "universal life energy." Our dedicated volunteer has provided eight individual sessions to clients.

Complementary Therapy

8 sessions

Volunteer Visiting

171 sessions

Footprints Project

54 hours

Supportive Counselling

163 hours

Supportive Counselling

Hospice Orillia has supported individuals diagnosed with a life-limiting illness, along with their caregivers/family members through supportive counselling with a Registered Social Worker. This looks like supporting clients with their emotional, spiritual, psychological and social needs. A total of 163 hours have been dedicated to supportive counselling with clients either in their home, or at the office.



Pictured to the left is Anne, a past Footprints client. Anne was so moved by the process and final outcome of the Footprints Project that she generously allowed us to share a news article highlighting her experience. We will forever remember Anne and are deeply grateful for her support. To read the article please scan the QR Code below or visit <https://hospiceorillia.ca/footprints/>

"This Footprints program gave me the opportunity to leave my family and future grandchildren the information I wanted them to remember about my life and the things that are so important to me."

~Anne, footprints client



Key Highlights

Grief & Bereavement Program

The demand for Bereavement services continued to grow in 2024 and the introduction of supportive counselling (more below) was well received for complex grief cases.

Groups were well attended and delivered by our dedicated and compassionate volunteers.

The variety of groups expanded, with the community we serve largely directing our offerings.

Whether it be our drop in coffee and care or our more structured 8-week groups, the feedback of how people grow through grief amongst their peers is always a pleasure to receive. The equine therapy program in collaboration with Rushmount Equine and Sports serviced clients young and not so young. Many continue their relationship with the horses long after the group wraps up. The 1:1 peer supports are invaluable to our program offerings as our volunteers, likely with lived experience of loss, offer a friendly ear to those who are navigating their grief.

104 REFERRALS RECEIVED

SERVICES ACCESSED **747**

Youth Equine Support Group

The Kiwanis Club's generous funding continues to profoundly impact the lives of youth in our community by allowing them to experience the healing power of horses. These equine-assisted programs foster essential life skills, build confidence, and promote emotional resilience. Participants develop responsibility, empathy, and trust, navigating their emotions and overcoming challenges in a supportive environment. Additionally, the programs enhance social interaction and teamwork, creating stronger connections with peers and mentors. The Kiwanis Club's commitment to these initiatives underscores their dedication to nurturing youth potential and enhancing community well-being.



Memorial Events

Once again, Hospice Orillia hosted four hybrid community memorial events; these events can be anchors for bereaved people and we offered the chance to pause and reflect throughout the seasons.

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.

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.

Hike for Hospice

The Hike for Hospice provided 325 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.

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 2024 for an evening of reflection.

Key Highlights

PILO NSM



Pregnancy and Infant Loss Outreach of North Simcoe Muskoka (PILO NSM) is a collaborative network of community partners and volunteers. This program continues to offer supports 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.

Building Bridges Behind Bars

NSMHCN highlighted the important support that continues for incarcerated individuals and presented this project at the 2024 Hospice Palliative Care Ontario Conference.

Supportive Counselling

NEW In September of 2024, Hospice Orillia implemented individual counselling with a Registered Social Worker in the Bereavement Program. This was in response to an increase in community need for support for individuals with complex grief needs. The Registered Social Worker provides one-to-one support for these individuals for up to 12 sessions. Since September, the Social Worker has had 315 interactions with clients, and the need continues to grow.

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 2025/26.

Therapeutic Expressions Art Group:

NEW In this four-week drop-in program, clients attended sessions based in therapeutic expression with arts-based materials. Each session began with a brief facilitator-led mindfulness practice followed by an art activity and a brief closing reflection. No experience was required! We're excited to see this program continue.

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,

My name is Trooper, and I'm a proud Lab/Retriever mix and Facility Dog here at Hospice Orillia. I can hardly believe it's almost been 5 whole years since I joined the team! After 2 years of specialized training with COPE Service Dogs, I officially became part of the Hospice Orillia family and have been working alongside the Bereavement Services program ever since.

I've shared countless snuggles, collected more belly rubs than I can count, and stood beside some truly incredible humans during some of their hardest days. It's a privilege to be part of these moments. Thanks for being part of my journey. Here's to many more years of paws-on support!

With love and tail wags,

Trooper

Specialized Grief & Bereavement Programs



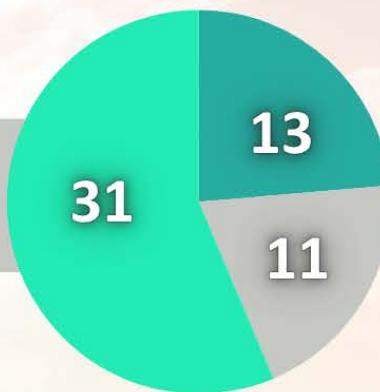


Key Highlights

VOLUNTEERS

Hospice Orillia takes pride in providing high-quality support for individuals and families in our community facing life-limiting illness, and the death of a loved one and recognizes the importance of our volunteers in doing so. In 2024-2025 11 volunteers retired from service. Volunteer recruitment remains an ongoing focus of Hospice Orillia.

New Volunteers, 13
Retired Volunteers, 11
Total Volunteers, 31



Volunteer Rounds

During the 2024–2025 fiscal year, we launched Volunteer Rounds — a dedicated space for Hospice Orillia volunteers to connect, discuss real-life scenarios, ask questions, and stay informed about program updates. Held quarterly, these sessions alternate between virtual and in-person formats. Through Volunteer Rounds, we aim to strengthen volunteer confidence and enhance the support provided to our clients and community.

Volunteer Portal

The newly launched volunteer portal provides easy access to past educational content from the Volunteer Newsletter, Hospice Orillia policies and procedures, the volunteer hours tracking portal or legacy submission form, as well as annual refresher trainings and the sign-off form. It's a convenient one-stop hub designed to keep our volunteers informed and supported.



Hospice Orillia volunteers are deeply committed to the well-being of others, consistently going the extra mile to provide comfort and care to our clients. Over the past year, 295 hours were dedicated to supporting volunteers through training and development, while 994 volunteer hours were devoted to compassionate visiting and bereavement support.



Thank You, Dr. Don Atkinson

We extend our deepest gratitude to Don Atkinson for his remarkable 14 years of dedicated service on our Board of Directors.

Throughout his time with us, Don served in a variety of roles—including Board Secretary and Treasurer—offering steady leadership, thoughtful insight, and unwavering commitment. Don officially retired from the board in June 2024, and while he will be greatly missed, his impact and contributions will continue to be felt for years to come.

Thank you, Don, for your steadfast support and exceptional service.

*In Gratitude
The NSMHCN &
Hospice Orillia team*

Key Highlights

Community Engagement and Fundraising

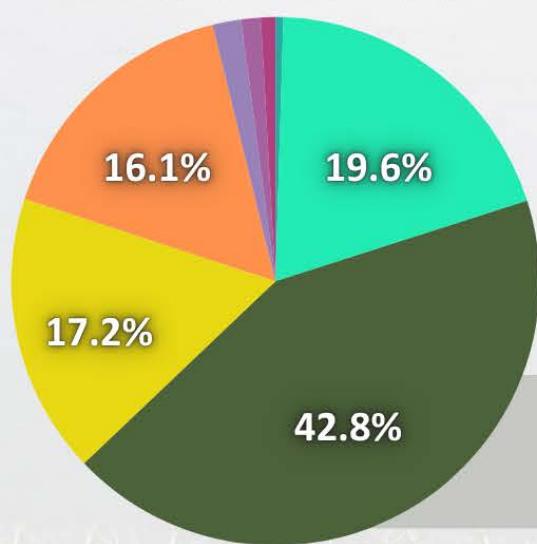
At Hospice Orillia, community engagement continues to be a vital pillar of our mission, anchoring our commitment to delivering compassionate, person-centred care. Our ongoing efforts to connect with the community remain essential in fostering a supportive network that enhances the well-being of those we serve—whether individuals living with a life-limiting illness, their caregivers, or those navigating grief and bereavement.

Through meaningful interactions and intentional outreach, we gain deeper insight into the diverse needs and values of our community. This allows us to evolve and adapt our services to meet people where they are on their journey. By listening, learning, and collaborating, we create space for inclusion, dignity, and respect, strengthening the ties that bind us together.

Community engagement also plays a crucial role in raising awareness about the importance of hospice palliative care. Through continued public education, partnerships, and events, we are amplifying the message that hospice care is not just about end-of-life care—it's about enhancing quality of life, supporting choices, and walking alongside people with empathy and understanding. These conversations help dispel myths, normalize tough topics, and empower individuals to make informed decisions.

We believe in the power of conversation. One genuine exchange can spark awareness, shift perspectives, and connect people to the compassionate care we provide.

Source of Donations



These moments often create a chain of connection—encouraging others to share, support, and advocate. It is through these small but powerful acts that we build a more compassionate and informed community.

Community engagement also supports vital fundraising efforts. Our top sources of donations come from the Annual Appeal, Hike for Hospice, 3rd party events, and grants. Memorial donations, though heartfelt and meaningful, currently make up our smallest source of support. As part of your legacy or in moments of remembrance, please consider listing Hospice Orillia as a charity of choice in obituaries—your support helps ensure others continue to receive care when they need it most.

Annual Appeal 16.1%
Grants 17.2%
3rd Party Fundraisers 19.6%
Hike for Hospice 42.8%

Memorial Donations 0.05%
Holiday Gift Guide 0.9%
General Donations 1.2%
Acquisition Mailer 1.7%





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



Grief & Bereavement Resource Collection

[HTTPS://NSMHPCN.CA/GRIEF-BEREAVEMENT/](https://nsmhpcn.ca/grief-bereavement/)

Resources tailored to:

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



FNIMUI Resource Collection



[NSMHPCN.CA/FNIMUI-RESOURCES/](https://nsmhpcn.ca/fnimui-resources/)

Resources include:

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



Never miss another Newsletter again!



HOSPICE ORILLIA

NSMHPCN



ADDITIONAL RESOURCES

BEYOND THE STETHOSCOPE

A PODCAST FOCUSED ON HOSPICE PALLIATIVE CARE

Apr. 2024

May 2024

June 2024

July 2024



Advance Care
Planning



Palliative Care in
Chronic Illness



Normalizing Talking
About Death
and Dying



Mental Health &
Hospice Palliative
Care

Aug. 2024

Sept. 2024

Oct. 2024

Nov. 2024



Palliative Care for
Vulnerable
Populations



Anticipatory Grief



Medical Assistance in
Dying (MAID)



End of life care of
hospitalized patients
with Parkinson
disease

Dec. 2024

Jan. 2025

Feb. 2025

Mar. 2025



Palliative Care for
Indigenous
Populations



Palliative Care
Leadership in the
Community



Palliative Care in a
Diverse World



Palliative Care
Conversations

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>



Listen on
Apple Podcasts

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.



HOME AND COMMUNITY CARE SUPPORT SERVICES



FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Financial Position

March 31	2025	2024
----------	------	------

Assets

Current

Cash (note 2)	\$ 548,481	\$ 405,911
Short-term investments (note 3)	-	115,545
Accounts receivable	128,469	5,294
HST receivable	11,533	12,066
Prepaid expenses	14,078	7,651
	<hr/>	<hr/>
	\$ 702,561	\$ 546,467

Liabilities and Net Assets

Current

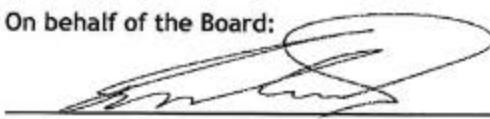
Accounts payable and accrued liabilities	\$ 174,998	\$ 110,002
Government remittances payable	35,409	37,425
Deferred revenue	6,812	5,259
	<hr/>	<hr/>
	217,219	152,686

Commitment (note 5)

Net Assets

Unrestricted	<hr/>	485,342	393,781
	<hr/>	\$ 702,561	\$ 546,467

On behalf of the Board:



Director



Director

The accompanying notes are an integral part of these financial statements.

FINANCIAL STATEMENTS

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

For the year ended March 31	2025	2024
Revenues		
Ontario Health Central	\$ 2,238,808	\$ 1,809,778
Fundraising and donations	99,945	94,957
Other funding sources and other income	38,840	26,760
Interest income	23,568	22,712
Other grants	17,759	53,241
	<hr/>	<hr/>
	2,418,920	2,007,448
Expenses		
Buildings and grounds	67,134	61,348
Compensation	1,600,755	1,569,481
Fundraising supplies	39,488	64,590
General sundry and equipment	223,892	188,173
Supplies	14,551	12,462
	<hr/>	<hr/>
	1,945,820	1,896,054
Excess of revenues over expenses before transfers	473,100	111,394
Transfers to Hospice Muskoka, Hospice Huntsville and Mariposa House Hospice	381,539	122,996
Excess of revenues over expenses (expenses over revenues) for the year	91,561	(11,602)
Net assets, beginning of year	393,781	405,383
Net assets, end of year	\$ 485,342	\$ 393,781

The accompanying notes are an integral part of these financial statements.

4

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	2025	2024
Cash flows from operating activities		
Excess of revenues over expenses (expenses over revenues) for the year	\$ 91,561	\$ (11,602)
Changes in non-cash working capital:		
Accounts receivable	(123,175)	46,706
HST receivable	533	(2,243)
Prepaid expenses	(6,427)	7,667
Accounts payable and accrued liabilities	64,996	22,276
Government remittances payable	(2,016)	(16,929)
Deferred revenue	1,553	5,259
	<u>27,025</u>	<u>51,134</u>
Cash flows from investing activities		
Purchase of investments	-	(115,000)
Net change in investments	-	(545)
Proceeds from maturity of investments	<u>115,545</u>	<u>204,248</u>
	<u>115,545</u>	<u>88,703</u>
Net increase in cash during the year	142,570	139,837
Cash, beginning of the year	405,911	266,074
Cash, end of the year	\$ 548,481	\$ 405,911

The accompanying notes are an integral part of these financial statements.



NSMHCN
North Simcoe Muskoka Hospice Palliative Care Network

**Rooted in Compassion.
Growing Together.**



Registered Charity #135837748RR0001
Report Created June 2025

 169 Front St S,
Orillia, ON L3V 4S8



[HTTPS://NSMHCN.CA](https://NSMHCN.ca)

Tel: 705.325.0505
Toll Free: 1.877.235.2224