



2019-2021 Strategic Plan – extended to 2023

Our Vision: We are leaders in the development and provision of innovative and exemplary palliative and bereavement care in partnership with others.

Our Mission: Enhance quality-of-care for all those affected by life-limiting illness.

Our Values: * Collaboration * Compassion * Leadership * Excellence * Advocacy * Respect

Our Strategic Priorities

Action Plan

Measuring Success

PROGRAMMING:

Provide community-based hospice/palliative care including grief and bereavement.

- Increase community volunteer contact hours
- Active volunteer recruitment
- Maintain/adapt to community identified grief counselling needs
- Communication/collaboration with community partners to minimize duplication of services

- Increased volunteer base by 25%
- Complete volunteer handbook
- Maintain bereavement counselling sessions
- Implement group grief support program and “walking” program

FISCAL RESPONSIBILITY:

Achieve financial stability through fiscal responsibility and accessing varied funding sources.

- Development and implementation of a sustainable donor strategy
- Continue with signature fundraising events

- Have 25% of revenue sourced from recurring donors
- Create new fundraising strategy
- Secure funding/grants

COMMUNITY ENGAGEMENT:

Fostering intentional relationships across our community to advocate for the vision and mission of HWPS.

- Provide community sessions specifically targeting underserved areas
- Leverage history of success – local, regional, provincial
- Share the identity of Hospice

- Create and implement Advance Care Plan program
- Attend local community events, such as “Health Fairs”
- Participate in Ontario Health planning

GOVERNANCE:

HWPS is dedicated to excellence in service provision.

- Exceed 90% compliance with HPCO standards
- Complete Accreditation in June 2020
- Board director education on not-for-profit governance
- Identify current opportunities for improvement around governance

- Completion of a board self evaluation survey using the governance standards
- Create org. succession plan
- Implement Board member recruitment plan