



Our Journey of Compassion

HopeHouse 
COMMUNITY HOSPICE

STRATEGIC PRIORITIES • 2022 - 2025

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**Vision
+
Mission
+
Values**

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**Strategic Priorities
2022-2025**

Message from the Board Chair and Executive Director

As we launch our 2022-2025 Strategic Plan during the ongoing pandemic, we embrace all that we have learned these past 20 months and look to the future with optimism and hope. The plan is titled "Our Journey of Compassion", and will provide the framework to meet the needs of our community, deliver quality programs and services, build partnerships and continue to strengthen our organization.

Our Journey of Compassion was developed by the Board of Directors in consultation with volunteers, clients, staff, and the wider community through strategic visioning workshops, stakeholder engagement sessions and interviews. The process was guided by the Strategic Planning Task Force and expertly facilitated by Sandra Hanmer of Capacity Canada. As a result, the Hope House Mission and Vision have been updated to reflect our aspirations. Five new Values Statements have been created and will guide all aspects of our organization, programs and decisions.

In the coming years, we will be making a concerted effort to reach underserved groups within our community, working in partnership to build capacity and a sustainable system of support. We will work together to learn about and embrace diversity, equity and inclusion in all that we do.

2023 will mark our 40th year of providing compassionate hospice care. As the first community-based hospice in the GTA and one of the first in Canada, we continue to embrace our grassroots and work with community partners to innovate and expand our reach.

The future holds great opportunity within the wider Hospice Palliative Care community and we will continue to work together with our colleagues, guided by **Our Journey of Compassion**, to provide the best possible care to those diagnosed with a life-threatening illness, their families and caregivers and those who are bereaved.



Heidi Bonner
Executive Director



Sandy Sheridan
Board Chair

Our sincere thanks to



for providing funding for Our Journey of Compassion

VISION

A community where no one journeys alone through illness or loss.

MISSION

Our professional staff and dedicated volunteers provide innovative personalized compassionate support – at no cost – to people diagnosed with a life-threatening illness, their families and caregivers and those who are bereaved.

VALUES

Our values guide us in all we do:

Compassion: We support individuals with care, kindness and acceptance

Collaboration: We work together to advance and innovate hospice palliative care

Inclusivity: We strive to create safe spaces, seek to support equality and belonging

Integrity: We are honest and fair in all we do

Respect: We appreciate and embrace the unique perspectives of all individuals and cultures



BUILD FOR OUR FUTURE

We will collaborate and engage with partners and the community to further strengthen the impact and value of our services.

STRATEGIC PRIORITIES 2022 - 2025



ENGAGE

We will empower staff and volunteers to engage and embrace diversity, equity and inclusion in all we do.



STRENGTHEN OUR SUSTAINABILITY

We will build on our infrastructure and secure resources to support our activities now and into the future.



To achieve our Strategic Priorities,
our annual tactics will focus on:

- Partnerships
- Communication
- Innovation

STRATEGIC PRIORITY 1

Build for our Future: We will collaborate and engage with partners and the community to further strengthen the impact and value of our services.

GOAL	KEY DELIVERABLES
1.1 Grow HHCH Reach	<ul style="list-style-type: none"> • Expand current programs and service offerings
1.2 Build the HHCH Brand	<ul style="list-style-type: none"> • Create the opportunities to share resources and tell the HHCH stories • Create a comprehensive Marketing and Branding plan including social media and communication approaches



**Specific targets for each measure of success to be set annually by the Board and Executive Director*

STRATEGIC PRIORITY 2

Engage: We will empower staff and volunteers to engage and embrace diversity, equity and inclusion in all we do.

GOAL	KEY DELIVERABLES
<p>2.1 Embrace and celebrate diversity, equity and inclusion</p>	<ul style="list-style-type: none"> • Create and support a culture within HHCH that fully embraces and celebrates diversity, equity and inclusion
<p>2.2 Create a solid foundation of engagement for staff and volunteers throughout HHCH</p>	<ul style="list-style-type: none"> • Create, implement and evaluate a dynamic Engagement Plan

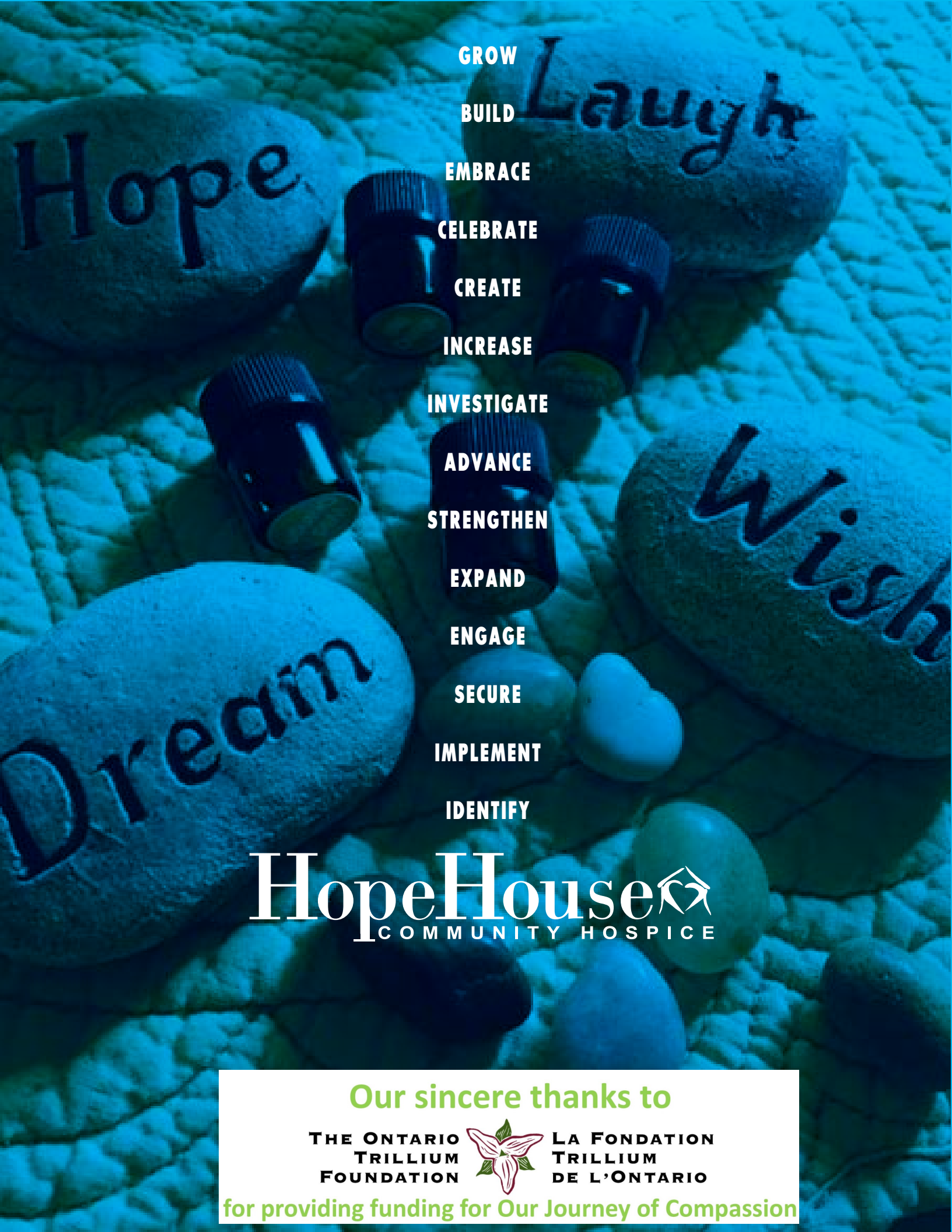


STRATEGIC PRIORITY 3

Strengthen our Sustainability: We will build on our infrastructure and secure resources to support HHCH activities now and into the future

GOAL	KEY DELIVERABLES
3.1 Increase financial resources	<ul style="list-style-type: none"> • Create and implement innovative solutions for attracting funding and growing revenue streams
3.2 Investigate new partnerships	<ul style="list-style-type: none"> • Identify potential partners and create opportunities to advance innovative solutions for the delivery of hospice palliative care
3.3 Further advance HHCH governance	<ul style="list-style-type: none"> • Create a board that reflects the diverse communities HHCH supports, and has the appropriate structure, policies and practices necessary to drive HHCH forward.





GROW

BUILD

EMBRACE

CELEBRATE

CREATE

INCREASE

INVESTIGATE

ADVANCE

STRENGTHEN

EXPAND

ENGAGE

SECURE

IMPLEMENT

IDENTIFY

HopeHouse 
COMMUNITY HOSPICE

Our sincere thanks to

**THE ONTARIO
TRILLIUM
FOUNDATION**



**LA FONDATION
TRILLIUM
DE L'ONTARIO**

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