

Thursday, June 16, 2011 ~ 7:00 PM

## President's Report

This past year has seen the Chilliwack Hospice Society continue its ongoing efforts, through staff, volunteers, and various partners in the community, to provide comfort and support to people who are in their last stages of life, or are otherwise having to deal with the complex and difficult issues around death and dying. The Cascade Hospice Residence, owned and operated by Baltic Properties, in partnership with Fraser Health and Chilliwack Hospice Society, is, of course, the highest profile arm of hospice care in our community. Looking back at the 2010/2011 year I think it is safe to say that the Residence has succeeded in becoming ever more integrated into the Chilliwack health care community as well as the community generally. The staff and volunteers of the Hospice Society, along with its partners at the Residence, have provided end of life support to many individuals and families, and through the compassionate provision of that support have assisted those people in facing their own personally difficult time in a dignified manner. This invaluable service to the community is receiving well-deserved recognition, and has touched many lives, both directly and indirectly.

Although the Cascade Hospice Residence represents to a large extent the public face of hospice care, it is important to also recognize Chilliwack Hospice Society provides many other support and educational services provided by the organization. These include regular programs of Hospice Volunteer Training as well as adult and children's Grief Groups, and the Horse Whisperer Grief Camp. This year also saw the inaugural Film Series event in which the film "One Week" was shown at the Cottonwood Cinemas. The film served as a springboard for an educational discussion on death, dying and grief, with a panel from the Hospice Palliative Care Team hosting the discussion. With over 50 participants the event was a huge success, and we look forward to offering further similar events in the future.

In another unique event, the Chilliwack Hospice Society, in partnership with other provincial Hospice Societies, hosted a one-day conference in Yarrow for hospice volunteers. The purpose of the event was to provide hospice volunteers with the opportunity to network and connect with other hospice volunteers from the Lower Mainland and other parts of the Province, participate in fun and educational workshops, and learn more about each other and the programs and services provided by other Hospice Societies. The type of cross-pollination will help our organization to continue to create new and innovative programs and services to meet the needs of our community.

From a fundraising standpoint, one of the ripples created by the opening of the Cascade Hospice Residence is that the level of donations made in memory of loved ones continues to increase. I want to personally express my gratitude, on behalf of all of the organization's staff and many dedicated volunteers, to all of those donors. Your contri-

butions allow Chilliwack Hospice Society to provide the services, free of charge, so clearly needed by the community, and supplement the funds which we are able to raise through other sources.

Our annual Gala was once again a huge success, and the committee members behind the event deserve another huge thank you for their commitment and effort in creating this spectacular gala evening. The Gala continues to be our major fundraising event, and we certainly look forward to the committee's creative ideas for the 2011 event. The Hike for Hospice was once again a success in raising funds, as well as providing participants with a way to show their support for both their loved ones, as well as for the organization and its goals. The weather this year was perfect, and the event ran as smoothly as ever. Thank you to the many people who helped with various tasks in advance of the event to plan and organize the Hike, as well as those who assisted with various tasks throughout the day, including route marshaling, water stations, registration and information tables.

In addition, the Thrifty Boutique has now been open for over a year. The initial vision/goal of the Board of Directors was to develop the thrift store in order to create another source of non-government funds for the organization. The Board felt that with the uncertainty around government funding, whether from gaming or non-gaming sources, it was important for the ongoing stability of the organization that it not become overly dependent upon government monies. With the support of our generous donors and our volunteers, we have now been able to pay off the funds which were initially borrowed to allow us to set up the store. The Boutique will now continue to contribute funds toward the organization's bottom line on an ongoing basis, and will be a stable and important source of revenue for years to come.

We have to say goodbye this year to a number of Board members, and we will miss their friendly faces as well as their valuable input into the challenging decisions to be made by the Board from time to time. Ongoing Board members Rick Chappell, Anne Ramsbottom, Doug Pugh, Sharon Nunn, will be joined by several new Board members who will provide their vision and enthusiasm to the organization. Also, I would like to thank our current staff for their commitment and hard work. They are truly the backbone of the organization, and without their hard work, enthusiasm, and commitment to the organization and its clients, our work would be impossible.

It has been a great pleasure and an honour to be involved in the organization this last year, and to help in my own small way with the delivery of such a valuable service to the community. I look forward to the upcoming year as a time for us to re-focus our energies and our vision in order to allow us to continue to provide relevant, innovative, and valuable programs which serve the needs of the community. Much hard work will be needed, but where the mission is to



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provide "heartfelt support during dying and grieving" there are many willing hands at the wheel.

Ed Kaye

President, Chilliwack Hospice Society

## Executive Director's Report

Wow here we are again another year!!! The Volunteers, Board of Directors and Staff of the Chilliwack Hospice Society have been working very hard and we are all proud of our accomplishments in 2010/2011.

In April 2010 the Praat family once again hosted "Tulip Mania" and Hospice was one of the recipients of the profits, raising funds to help support our programs and services.

Our dedicated team at Thrifty Boutique has contributed **9,346.75** hours to create and run this beautiful store, which will help to support our programs and services. We are always looking for volunteers, to give as little as 4 hours a week, and donations of gently used clothing and household items including furniture.

On May 2, 2010 we held our 9<sup>th</sup> annual Hike for Hospice raising over \$19,000.00, with 103 participants and volunteers contributing **214.25** hours to facilitate this event.

On November 6, 2010, our Society hosted the 7<sup>th</sup> annual November Nights Gala, "French Quarter Masquerade", raising over \$75,000.00. The wonderful volunteer committee contributed over **498** hours to create this elegant evening.

At the BC Hospice Palliative Care Association annual provincial conference in May 2010, our very own Dorothy Cornish was honored with the Volunteer of the Year award. Congratulations Dorothy we are all very proud and grateful to you for your compassionate and dedicated support over the past 12 years.

Our Hospital Visiting team saw 186 Patients and gave **464** hours of support. Palliative volunteers gave **329.25** hours of support in homes, the Hospital and Care Facilities. Bereavement volunteers gave **100** hours to those in need in our community.

The Vigil team contributed **329.6** hours in support of 16 patients and their families during the last 72 hours of the patient's life.

The Cascade Hospice Visiting Team provided **3484.65** hours supporting **89** patients and their families at the Cascade Hospice residence.

64 people attended our First Step Grief group this past year and Lucy was assisted by volunteers contributing **107.75** hours.

39 children attended our Children's Grief group this past year and our volunteer team contributed **242.75** hours to support these children, including our third annual Horse Whisperer Grief Camp. We were the first hospice to offer such a program in Canada!

Our Relaxation Team provided Healing Touch treatments in the Hospice Residence and at our Center. This team of volunteers has provided this gentle gift for **637.25** hours this past year.

The Second Step grief group is attended twice a month by about 13 participants. This group offers continued support, friendship and companionship to those that have completed the First Step group and feel they would like to stay connected. Our dedicated volunteers gave **35** hours to support this dynamic group.

This year we introduced two new services. We hosted the first of an annual memorial event on November 18<sup>th</sup>, providing families, volunteers and staff an opportunity to come together to remember those we loved, cared for and supported. It was an opportunity to reconnect and share heartfelt memories and remember, we as a community of Hospice are here to support each other.

Another first for Hospice was our premiere movie night. We featured 'One Week' a Canadian film about a palliative young man and how he and his family learn to adjust to their new reality. Our goal is to normalize conversations about death and dying in the hopes of easing the isolation that is often felt in these situations. Following the film we hosted a Q & A. This evening was well received, we will continue to reach out to our community.

Chilliwack Hospice took first place in our division at the 2010 Christmas Parade, where we featured our services with the help of two of our horse volunteers, Quincy and Ziggy, accompanied by Holmes family band and a few dedicated volunteers.

Our Hospice Centre office is run by a committed team of volunteers who gave **1,486.5** hours of support to the staff by answering phones, working at reception welcoming over 2,400 visitors to our center and helping with administrative support. We are all very grateful for their ongoing assistance. Volunteers stepped up to help host various community events contributing **897.3** hours.

Our web page had **11,538** visits this year.

Our Board of Directors contributed **444** hours of their time to ensure the Society is fulfilling its Mission, Vision and adhering to our Values, guiding policy, and supporting my role as Executive Director.

It is with a sad heart that I say goodbye to four Board members this year: Denise Parker, Lorna Cross, Ida McAleer, and Wendy Ritchie. Thank you for your dedication, passion and vision - you have each been a blessing to Chilliwack Hospice Society.

This year marks the retirement of Joan Weir, Joan has been a Hospice support for many years, and I would like to thank Joan for her guidance and kind compassionate spirit. We will miss you Joan and wish you all the best on this new chapter of your life!!!

This past year our dedicated volunteers contributed **20,504.95** total hours (a growth of **7,461.95** hours from last year); this is the equivalent of almost 11 Full Time Equivalent paid hours of service given to our community! We at Hospice are all so very proud and grateful to all of our volunteers; each and every one of you have helped to make this past year successful and heartfelt by all that came to know us.

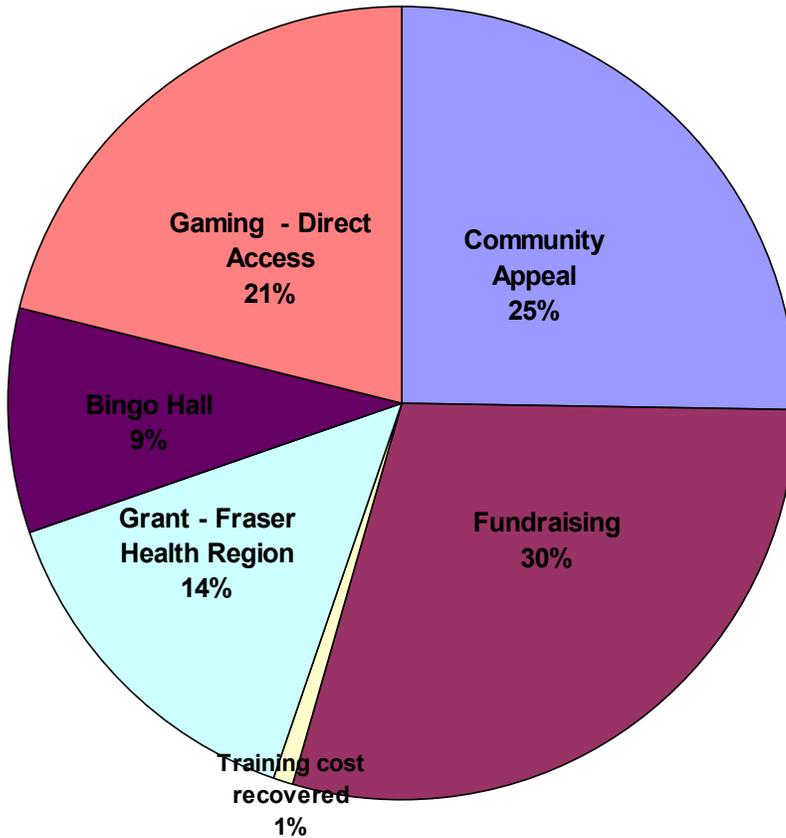
I would like to take this opportunity to thank our staff: Lucy Fraser, our Director of Programs; Colleen Rush, our Coordinator of Client and Patient Volunteers; Tammy Genzale, our Operations and Development Coordinator; Coletta Holmes our Program Coordinator and Lori Ann Mark our Thrifty Boutique Coordinator; and Shirley Downie and Bonnie Yule and Susan Greenway, our Thrifty Boutique Assistant Coordinators and Chris Mason our housekeeper.

The dedicated work of our team here at Hospice is what brings our vision to life. Our Volunteers provide unconditional compassionate support and hard work; our Board ensures our Mission, Vision and Values are at the forefront of everything we do; and our staff manages the logistics of each day in order to support our work in Chilliwack. I am proud to be a part of the magic we are blessed to call work!!

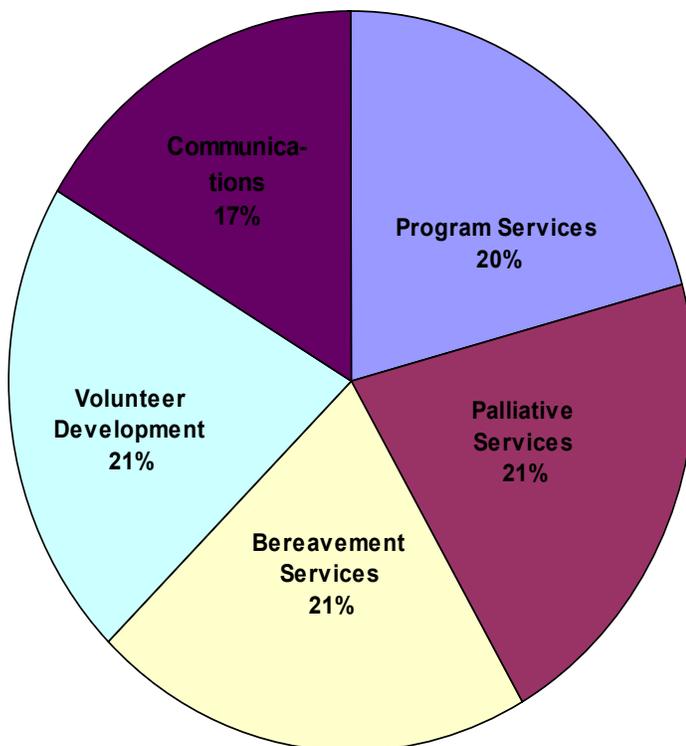
Respectfully submitted, Geri McGrath



**Chilliwack Hospice Society's Major Revenues 2010/2011**



**Chilliwack Hospice Society's Expenses 2010/2011**



**Board of Directors**

Ed Kaye  
*President*

Rick Chappell  
*Past President*

Denise Parker  
*Treasurer*

Ann Ramsbottom

Doug Pugh

Ida McAleer

Lorna Cross

Sharon Nunn

Wendy Ritchie

**Honorary Board Member**

Sharon Gaetz

**Advisors**

Dr. Ron Bull  
*Palliative Care Program Physician*

Joan Weir, RN, BSN  
*CNS Hospice Palliative Care*



**Snapshots of 2010—2011**



CHILLIWACK  
**Hospice**  
SOCIETY  
*Meaningful support during living and grieving*

Presents the  
**7th Annual  
November Night**

*French Quarter  
Masquerade*






**Horse Whisperer Grief Camp  
June 2010**




**9th  
Annual**

**Hike  
for  
Hospice**

May 2010



**Volunteer Training**



**Fall 2010**



**Spring 2011**



**Christmas Parade 2010**





**Thrifty Boutique**



