

Thursday, June 21, 2012 ~ 7:00 PM

## President's Report

It has been another exiting year at the Chilliwack Hospice Society, with some new initiatives, new faces, and new events.

Firstly, at the Thrifty Boutique Lori-Ann Mark has now completed her first full year as the Thrifty Boutique Coordinator. Lori-Ann's enthusiasm and fresh approach to marketing have helped make this past year at the Thrift Store a fabulous success. The line of credit which was initially obtained in order to fund the cost of opening the Thrifty Boutique was paid out in full, which means that now all proceeds received go directly toward activities of the Hospice Society. This payout of the line of credit was achieved well in advance of original expectations, which is a testament to the hard work of Lori-Ann, all of the Thrifty Boutique volunteers, and all of the Society's staff. Congratulations to you all. Of course, the success of the Thrifty Boutique would be impossible without the many donations we receive from members of our community. Without such a high level of community support, much less would be accomplished, so thank you to all of our community supporters and donors. Your contributions, to the Thrifty Boutique and otherwise, allow the Hospice Society to provide the breadth and high level of services which have been made available.

Also on the fundraising front, this year we welcomed the 1<sup>st</sup> annual Hometown Hoedown for Hospice. A "toe-tapping" good time was had by all, and the funds raised through this event were a welcome addition to the bottom-line of the organization. Not only do events such as this keep the Hospice and its mission in the public's eye, they also continue to increase the percentage of revenue which the organization is able to raise itself, rather than through gaming and other government based sources. The Board has felt that moving in this direction was essential for the stability of the organization, especially in light of the ongoing financial challenges faced by our Provincial Government, as well as the economy as a whole.

The annual Gala "*Evening in the Orient*" and Hike for Hospice were once again very successful, and I wanted to express a hearty thank you to all of the committee members and staff who put so much time and energy into making the events what they are. Events such as these do not take place without hundreds of hours of volunteer and staff time. This year was no exception.

Some other events and programs which I would like to highlight are the Horse Whisperer Grief Camp, the Film Series, Art Care, Community Education Day, and the Relaxation Program.

Each of these were extremely successful, and show some of the breadth of the programs and activities in which the Hospice Society is involved. Unfortunately, many members of the public continue to view the Cascade Residence as equivalent to the Hospice Society. Those of us who are involved in the organization know that the Hospice Society is so much more.

From an internal standpoint, I can't say enough about the dedication and enthusiasm of Executive Director, Geri McGrath, and all of the staff. As everybody knows, although there are a great number of volunteers who are involved in and who support the Hospice Society, and the work of those volunteers is invaluable, it is Geri and the staff who do much of the "heavy lifting" for the organization. Whether coordinating and organizing the many volunteers, or through direct involvement and hands-on work, our staff is simply the best. Our organization and the community as a whole are lucky to have them with us. Give them a smile and a pat on the back.

In addition to assisting Geri McGrath in supervising and monitoring the ongoing operations of the Society, the Board this past year was involved in re-writing many of the internal policies and procedures of the organization, as well as with beginning the process of updating the Strategic Plan for the organization. The Board is also beginning to work on the development and implementation of some systems and strategies to recognize and alleviate the extremely stressful nature of the work which is undertaken by our staff and volunteers, and to help to deal with the emotional burden and toll this occasionally takes on those individuals. Our staff and volunteers are the Hospice Society, and without them, nothing would be accomplished. This includes the Board of Directors. The hard work of the Board often goes largely unnoticed because it involves meetings which take place out of the public eye. Despite this, having a well-functioning and dedicate Board of Directors is essential to the smooth operation of any organization, and the Hospice Society is no exception. Thank you to you all for your support this past year.

I will be stepping down as President at the end of this year, and I am looking forward toward spending this next year as Past-President. Congratulations to everybody on a successful year! I know the organization will be in good hands under the stewardship of Executive Director, Geri, and the new President and Board.

Ed Kaye  
President, Chilliwack Hospice Society



## Executive Director's Report

Once again another year has flown by!! 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 2011/2012.

Our dedicated team at Thrifty Boutique has contributed **10,547.4** hours to create and run this beautiful store, which helps 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 1, 2011 we held our 10<sup>th</sup> annual Hike for Hospice raising over \$16,000 with **115** participants and volunteers contributing **112** hours to facilitate this event.

On November 6, 2011, our Society hosted the 8<sup>th</sup> annual November Nights Gala, "*Evening in the Orient*", raising over \$73,000.00. The wonderful volunteer committee contributed over **444** hours to create this elegant evening.

At the BC Hospice Palliative Care Association annual provincial conference in May 2011, our very own Lee White was honored with the Volunteer of the Year award. Congratulations Lee we are all very proud and grateful to you for your compassionate and dedicated support over the past 26 years.

Also at the 2011 BCHPCA conference we received the Order of St John of Jerusalem Knights Hospitaller award of \$5000 to further develop our Relaxation Program.

Our Hospital Visiting team saw **336** patients, supporting **112** deaths and gave **525** hours of support. Palliative volunteers gave **413** 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 **504.25** hours in support of **30** patients and their families during the last 72 hours of the patient's life.

The Cascade Hospice Visiting Team provided **3,102.36** hours supporting **84** patients and their families at the Cascade Hospice residence.

**69** people attended our First Step Grief group this past year and Lucy was assisted by volunteers contributing **42.5** hours.

**26** children attended our third annual Horse Whisperer Grief Camp, our volunteer team contributed **258.75** hours to support these children. We were the first hospice to offer such a program in Canada!

Our Relaxation Team provided **109** Healing Touch treatments in the Hospice Residence and **162** treatments at our Center. This team of volunteers has provided this gentle gift for **682.5** hours this past year.

The Second Step grief group is attended twice a month by about **18** 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 **128** hours to support this dynamic group.

We hosted our second annual memorial event on November 17<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.

Our film series continues to be a big success. We featured 'Rabbit Hole' a film about a couple mourning the death of their child. 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.

This year we held our first annual Hometown Hoedown for Hospice and it was an amazing evening. Our line up for the evening consisted of, Todd Richard and the TR Band, The Dancing Belle's and Z Fires. The entertainment, dancing, meal, auctions and party have fueled the anticipation for next year's event. If you have yet to join us at one of our events this one is a must!!!

Our Hospice Centre office is run by a committed team of volunteers who gave **1,517.10** hours of support to the staff by answering phones, working at reception welcoming over **2,559** 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 Board of Directors contributed **235.5** 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 two Board members this year: Rick Chappell and Doug Pugh. Thank you for your dedication, passion and vision - you have both been a blessing to Chilliwack Hospice Society.

This past year our dedicated volunteers contributed **20,984.31** hours. This represents 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.

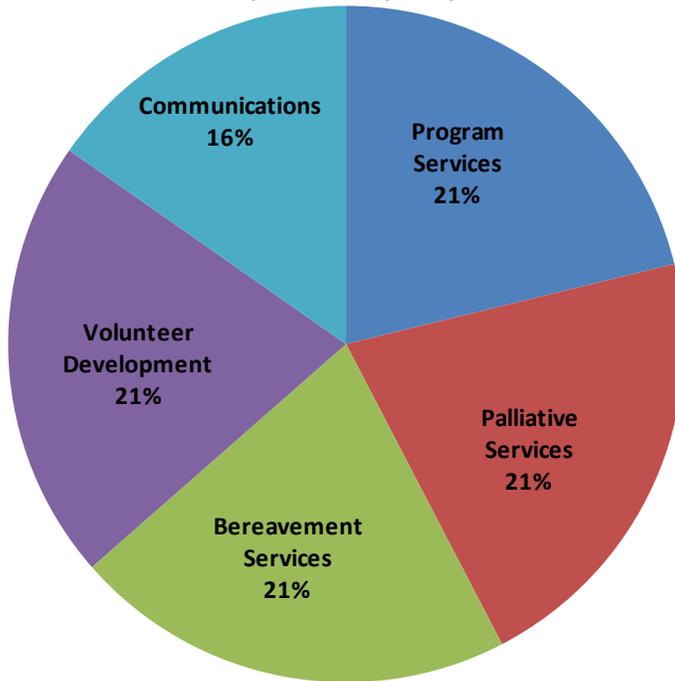
I would like to take this opportunity to thank our staff: Lucy Fraser, our Director of Programs; Colleen Rush, our Education Coordinator; Tammy Genzale, Hospice Services and Operations Coordinator; Coletta Holmes our Palliative Services Coordinator; Lori Ann Mark our Thrifty Boutique Manager; Shirley Downie; Bonnie Yule and Susan Greenway, our Thrifty Boutique Assistant Coordinators and Rianne Hoedeman our housekeeper at the Hospice Centre and Julie Tosin housekeeper at the Store. This year we welcome two new additions to our team - Christina Johnson as Event and Administrative Coordinator and Jim Pinel as our Thrifty Boutique Coordinator. Heather Rollins has taken on the role of our Contract Development Officer, overseeing our Annual November Night Gala and coordinating sponsorship for Hospice.

The dedicated work of our team here at Hospice brings life to our vision and mission. 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!!

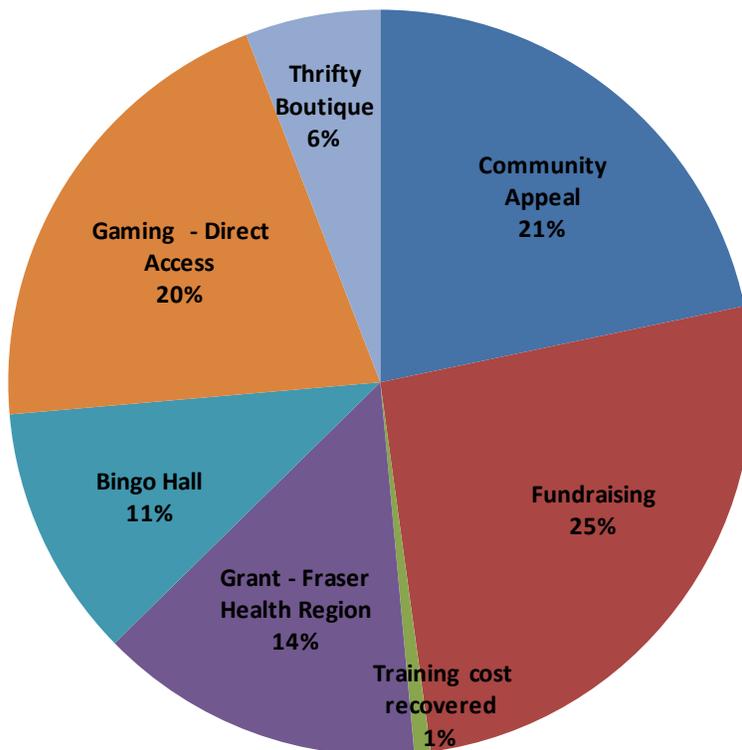
Respectfully submitted, Geri McGrath



**Chilliwack Hospice Society's Expenses 2011/2012**



**Chilliwack Hospice Society's Major Revenues 2011/2012**



**Board of Directors**

Ed Kaye  
*President*

Rick Chappell  
*Past President*

Darlene Koller  
*Treasurer*

Ann Ramsbottom

Cheryl Bennewith

Doug Pugh

Greg Knill

Lynne Wells

Sharon Nunn

Shawn Molner

**Honorary Board Member**

Sharon Gaetz

**Advisor**

Dr. Ron Bull  
*Palliative Care  
Program Physician*





# Snapshots of 2011—2012



### Horse Whisperer Grief Camp June 2011



### Hike for Hospice May 2011

## Volunteer Training



Fall 2011



Spring 2012

## Thrifty Boutique



## Hometown Hoedown 2012

