

Wednesday, June 11, 2014 ~ 6:30 PM

President's Report

The Chilliwack Hospice Society experienced many changes over the past year. A year ago we were without a dedicated Executive Director, or Event Coordinator, having had two of our staff members leave for other positions in the city. Lucy and the rest of the staff were kept on their toes doing double duties for a period of several months. Thankfully for the Hospice Society they proved themselves to be well up for the challenge and were able to keep up with all of the many needs that Hospice had at the time.

Liz Lynch was brought on as our new Executive Director shortly after, officially beginning her duties with us on August 12th. Before her official start date Liz was kind enough to assist us in the hiring of our new Admin, Event & Fundraising Coordinator, Joldie Hayes.

The two of them started at almost the same time, and from day one they hit the ground running, beginning with preparations for the Hospice Gala. The entire team followed suit, and through their hard work, the Hospice Society has had amazing results throughout this past year.

Our Gala was a huge success, as was our Hospice Hoedown. Both events finished significantly over budgeted projections for revenues, and have given us many positive results in the community. As a whole, Chilliwack Hospice Society has increased its presence in Chilliwack and has been fortunate to have received support from a variety of different organizations throughout the year. In addition, we have had numerous donations from private citizens and others in Chilliwack and the surrounding areas. These have helped us in meeting our goals and providing our valuable services to those who need them. We owe all of these people and organizations our gratitude for their ongoing and continued support.

In December, Lori-Ann Mark the manager of the Thrifty Boutique, was offered and accepted a position with the thrift store for the Langley Hospice Society. Liz took action quickly and hired Sandy Parker, who was an existing Hospice volunteer, as her replacement. Sandy became a part of the team in early February. For the brief period that the store was without a manager Stephanie Heinrich stepped in to assist in making sure that things ran smoothly. Since Sandy has come on board, their team have taken on many projects to revitalize the workspace areas and change the face of the boutique. They have reorganized, and brightened the inside, and given the store a completely new look.

As a board this year, we undertook a professionally led Strategic Planning session by John & Thomi Glover of Maynestay Consulting. Their goal was to help us greater establish a vision of the direction of the hospice in coming years. We are currently working with this bigger picture, to create a fresh, dynamic, and living strategic

plan that can grow and adapt to the needs of the Society. The long term vision is for this plan to eventually be visible at any time of the day or night to any person wishing to see our strategic plan, and for it to be 100% transparent to the entire community.

We had one board member depart mid-term this year. Stewart Stoltz accepted a job in Langley and surrendered his position on the board. We appointed Shawn Plummer to fill the vacancy, and have been very pleased with what he has brought to the Society. Shawn comes to us with a wealth of knowledge in the non-profit world, and has extensive experience in working with strategic plans. He is very community minded, and has brought his energy and ideas with him to every meeting he has been a part of.

As we end another term, there are three board members who are leaving us. The first is Ann Ramsbottom, our past president, who has just completed her sixth and final year with the board. She has been a tireless supporter of hospice for many years, and during 2013 when the low staffing situation was approaching critical levels, she put in many extra hours in helping to select a new ED and in making sure the organization was running smoothly. Cheryl Bennewith, will also be departing after having spent the last three years with the board. She has also been a key supporter to our cause. She became involved with the hospice after her own experience of losing a loved one, and has been a valued resource to this board, and the society. We would like to thank both of these ladies for all of their time, efforts and expertise over the years. Without them we would not be where, and what we are today, and we are grateful for their contributions. We will miss their presence on the board, and wish them both well in all future endeavors.

I am the final member of the board who will be saying goodbye. My family and I have purchased a business, and will be moving into the interior of the province in the middle of July. This has been a longtime goal of ours, and we are both terrified and excited to be taking on new challenges, but it is with mixed emotions that we part with the good people of Chilliwack. It has been a privilege to act as president for this past year, and it has been a pleasure to have served as a member of this board for the last several years. My time with Chilliwack Hospice has been deeply rewarding and enjoyable, and I will remember it and all of the people in it, with fondness.

I would like to take this opportunity to thank each and every person, from volunteer, to employee, to community member, who has contributed to this successful year that we have had. From those who put in time in the front office, to those in the thrift store, from those at the board table, to those who sit at the bedside, or who develop and implement the programs we offer, THANK YOU. Without your help, none of our work would be possible. I am positive that our success will only continue as an organization with such high quality, dedicated individuals supporting us. Thank you all for everything you do.

Shawn Molner
President, Chilliwack Hospice Society



Executive Director's Report

It has been a busy year with many changes for The Chilliwack Hospice Society, and I feel extremely privileged to be part of the amazing team of Volunteers, Board of Directors, and Staff. We have received outstanding comments about our team of staff and volunteers who support families and individuals during the dying and grieving journey. Additionally, I would like to express my thanks to our community who offer their exceptional support of Chilliwack Hospice Society.

On June 9, 2013 volunteers contributed **226** hours to facilitate the 12th annual Hike for Hospice attended by **225** participants, volunteers and spectators raising over **\$12,000**.

On June 15, 2013, **23** volunteers contributed **263** hours to our fifth annual Horse Whisperer Grief Camp attended by **27** children.

On November 2, 2013 volunteers contributed over **600** hours to make the 10th annual **November Night Gala**, "Winter Wonderland" a huge success, raising over **\$75,000**.

Our fourth **Memorial Evening** was held on November 21, at Victory Church. Community members, CHS staff and volunteers attended a beautiful memorial facilitated by Coletta Holmes with Lucy Fraser as the keynote speaker.

Our third annual **Hometown Hoedown for Hospice** held on March 8, was a great success. Our line up for the evening consisted of Piper Down, bull riding, a photo booth, and The Dancing Bells. The amazing food from Smoke & Bones can't be beat! With over **119** volunteer hours, we worked together to raise **\$33,000**.

Our **Hospital Visiting Team** saw **161** patients and gave **180** hours of support. Palliative volunteers gave **113** hours of support in homes, the hospital and care facilities. Bereavement volunteers provided **17** hours of support. The Vigil Team contributed **147** hours supporting **3** patients and their families during the last 72 hours of the patient's life. The Cascade Hospice Visiting Team, during **718** volunteer shifts, provided **2452** hours supporting **228** patients and their families.

Volunteers contributed **116** hours to the fall **Children's Grief Group**, attended by **21** children between the ages of 4 and 14. Teen mentors volunteered with the group, making it an amazing experience.

Our **Suicide/Homicide Bereavement Support Group** continued and was attended by **15** participants and co-facilitated by **2** volunteers both having family members die to suicide. **113** volunteer hours were contributed to this group.

Our **Pregnancy/Infant Loss Bereavement Support Group** commenced in 2012 and continues. The group is for parents who have lost an infant to miscarriage, stillbirth or within the first year of life. Seven participants have attended these monthly meetings with **32** volunteer hours contributed.

53 people attended our **First Step Grief Group** this past year and volunteers contributed **129** hours to help make this happen. Volunteers gave **88** hours to continue to support the **Second Step Grief Group**, attended twice a month by approximately **20** participants.

Donations to our **Thrifty Boutique** come from all over our community. Over **60** volunteers contributed over **11,500** hours. Special events during

the year included an Antique & Collectibles sale, Ladies Retail Therapy Night, a Christmas sale, and our 4th Anniversary Sale. We were privileged to receive a donation of the contents of a home.

Our **Relaxation Team** volunteered close to **500** hours this past year providing **62** Healing Touch treatments in the Hospice Residence and **193** treatments at our centre.

Our **Caregivers Support Group** began meeting twice monthly in October 2013. Eight participants have been supported through these meetings. **48** volunteer hours supported this group.

Over the past fiscal year we provided **62** hospice volunteers with over **1,162** hours of hospice palliative care education and bereavement support training. Additionally our 5-week **Family Caregiver Education Series**, designed for family caregivers or friends providing care and support to an ill family member or friend commenced in November and was attended by **28** community members. On September 27th we provided a one day workshop titled "**Caring for the Caregiver**" that was designed for professionals such as nurses, doctors, social workers, funeral home staff, and hospice workers. **64** individuals attended.

Teen Grief Peer Support Training, designed and delivered in partnership with School District #33, was a **20-hour course** that provided **17** grade 11 and 12 work experience students with a basic introduction to grief and loss and practical hands-on skills, knowledge and strategies to provide peer bereavement support to grieving children and teens.

Our **Film Series** was attended by **198** people. As part of our on-going commitment to inform the community about hospice care philosophy, goals and issues we were able to present 4 outstanding films. **Serving Life, A Late Quartet, The Best Exotic Marigold Hotel** and **Ghost Town** were shown. Guest speakers were available for Q & A's after each film.

Our **office volunteers** contributed **1028** hours to our organization by providing administrative support to staff and by welcoming over **2267** visitors to our Centre. Volunteers contributed **103** hours helping host general community events. Our Board of Directors contributed **530** hours to support Lucy and Liz in their roles and to act as a resource to ensure the smooth operation of our Society.

This past year our volunteers contributed **18,969** hours, the equivalent of over **9.7** full time employees!

I would like to thank our staff, Lucy Fraser, our Director of Programs, Colleen Rush, our Education Coordinator; Tammy Genzale, Business Administrator; Coletta Holmes, Palliative Service Coordinator, Stephanie Heinrich, Thrifty Boutique Coordinator, and Shirley Downie, Bonnie Yule and Susan Greenway, our Thrifty Boutique Assistant Coordinators. I would like to welcome new staff member Joldie Hayes, our Admin, Event, and Fundraising Coordinator. Also joining us this year was Sandy Parker, our Thrifty Boutique manager. This year we have said goodbye to Lori-Ann Mark.

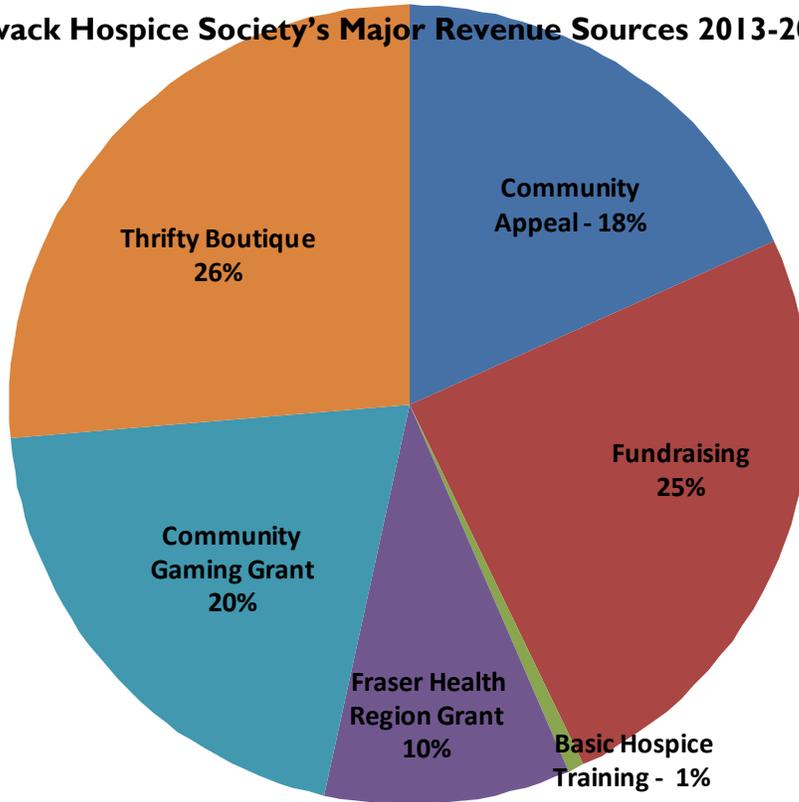
At some time, in some way, we must all face the end of life, and most of us share a common hope that when death comes to us, or to a loved one, it will be peaceful; that we will be surrounded by those we love feeling safe, comfortable, and cared for; and that our loved ones who are left behind will be comforted and supported in their grief.

LIVING LESSONS

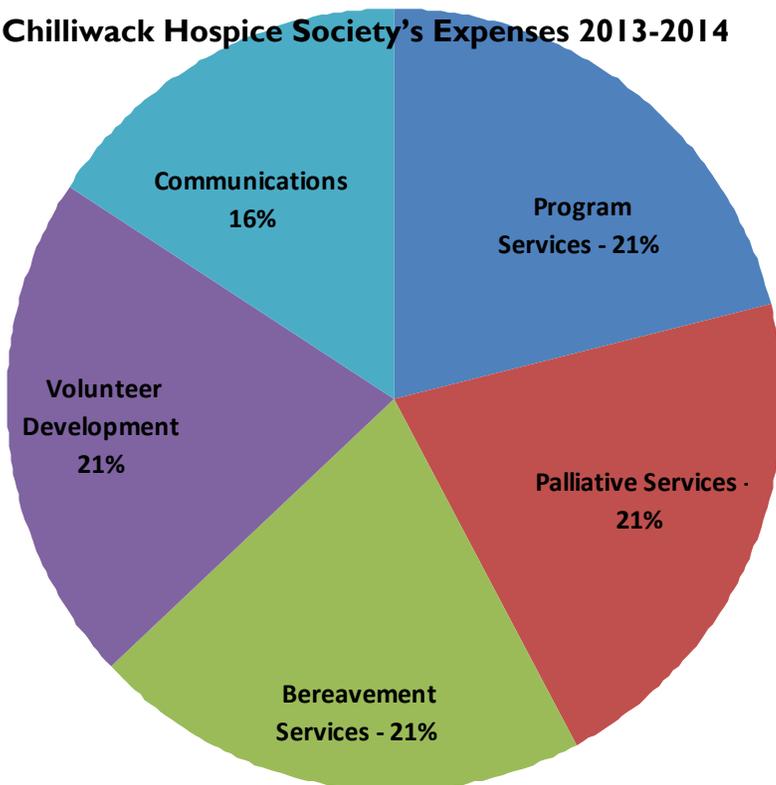
Liz Lynch—Executive Director



Chilliwack Hospice Society's Major Revenue Sources 2013-2014



Chilliwack Hospice Society's Expenses 2013-2014



Board of Directors

Shawn Molner
President

Greg Knill
Vice-President
Secretary

Darlene Koller
Treasurer

Ann Ramsbottom
Past-President

Cheryl Bennewith

Ken Hendsbee

Greg Knill

Sharon Nunn

Shawn Plummer

Andrew Zacharias

Honorary Board Member

Sharon Gaetz

Advisor

Dr. Ron Bull
Palliative Care Program





Snapshots of 2013 - 2014

WINTER Wonderland



**November Night Gala
Winter Wonderland**



12th Annual

Hike for Hospice June 2013



Horse Whisperer Grief Camp June 2013



Music Program at Cascade Hospice Residence



**Teen Grief Peer Support
Training - Fall 2013**



**Basic Hospice Training
Winter 2013**

2014 Hometown HOEDOWN for Hospice



Thrifty Boutique

