CHILLIWACK Hospice SOCIETY

Heartfelt support during dying and grieving

Annual General Meeting

April 1, 2012 ~ March 31, 2013

Thursday, June 20, 2013 ~ 7:00 PM

President's Report

As usual, the Chilliwack Hospice Society has had a busy and eventful year.

We have maintained a strong presence in the community and have been recognized in a number of ways. We received funds from the Dignity Golf Tournament and were the chosen charity for the HSBC Golf Tournament. At the Chamber of Commerce Business Excellence Awards we were the winner in the Non-Profit Service category. As well, we were the chosen charity at the Earl's Martini Mingle.

Our three main fundraisers, the Gala, the Hometown Hoedown, and the Hike for Hospice were all very successful. These events not only increase awareness of Hospice in the community, but also increase the amount of revenue the organization is able to raise itself, rather than depending on government-based sources.

As most of you know, our Executive Director, Geri McGrath, was offered and accepted the position of ED at Vancouver Hospice Society and so sadly, we were forced to replace her. The Human Resources Committee spent many hours reviewing and short-listing application and interviewing candidates. I am pleased to announce that we have hired Liz Lynch as our new ED and she will begin her duties August 12th. Liz is presently the Publisher of The Chilliwack Progress and was previously on the Board of the Chilliwack Hospice Society. She is hardworking and dedicated to the values and goals of Hospice and will be an excellent addition to our team.

I must thank Rick Chappell for his assistance in our hiring process. He created the interview questions, facilitated the interviews, organized the reference questions and spent many hours teaching us HR procedures, which is thankfully his area of expertise.

We also had to hire a new Events / Administration employee to replace Christina Johnson, who followed her boyfriend to Vancouver when he was offered a position in the film industry. I am pleased to announce that we have hired Joldie Hayes who is presently working for Tourism Chilliwack. She as well, we feel, will be an excellent addition to an already strong team.

Having a well-functioning and dedicated Board of Directors is essential to the smooth operation of any organization and the Hospice Society is no exception. This year we have begun to develop a Strategic Plan which will be continued next year. As well, two Directors attended a Governance Course and the Board has committed to moving towards a Governance Model over the next two years. This will make our Board more efficient and effective.

It is important for me to thank some of the people who make the Chilliwack Hospice Society such a successful organization. First would be the staff. These people organize volunteers, run programs, and do whatever is needed so that the Society can meet the needs of the community.

I must also thank the over two hundred volunteers who work at the thrift store, Cascade Hospice, the hospital and who help organize and run events. Their contribution makes Chilliwack a better place to live.

As well, no organization is successful without community support and Chilliwack has been very supportive and generous.

I would like to congratulate everyone on a successful year. I am very excited about the future of the Chilliwack Hospice Society. It has been my privilege to serve as President.

Ann Ramsbottom

President, Chilliwack Hospice Society

Acting Executive Director's Report

On March 8 Geri McGrath left the Chilliwack Hospice Society and joined the Vancouver Hospice Society as their new Executive Director. Although this was a sad day for us, we had a hunch once Geri embarked on her Master's degree that she would be directing her gaze in other directions. So, although we were sad to see her go, we were happy to see her fulfilling her dreams and to know that she would be still a part of the hospice network. As we have limped along without an ED and an Events/Admin person, we have appreciated the opportunity to get to know the Board a little better and fortunately the announcement of a new ED was given before I had to actively participate on the 17 new committees Ann struck up in this interim period.

On May 6, 2012 volunteers contributed 156 hours to facilitate the 11th annual **Hike for Hospice** attended by 90 participants and raising over $8700.

On June 23, volunteers contributed **282** hours to our fourth annual **Horse Whisperer Grief Camp** attended by **29** children.

On November 3, 2012, volunteers contributed over 330 hours to make the 9th annual **November Night Gala**, "Cruising the Caribbean", a huge success, raising over $72,000.

Our third **Memorial Evening** was held on November 20 at the Chilliwack Cultural Centre. Community members, CHS staff and volunteers as well as End of Life staff from the Hospice Palliative Care Team attended a beautiful memorial facilitated by Lucy Fraser.

Our second annual **Hometown Hoedown for Hospice** held on March 9 was a great success. Our line up for the evening consisted of Todd Richard and the TR Band and The Dancing Bells. The amazing food from Smoke'n Bones can't be beat! With 280 volunteer hours, we worked together to raise $17,600.

Our **Hospital Visiting Team** saw **186** Patients and giving **453** hours of support. **Palliative volunteers** gave **396** hours of support in homes, the Hospital and Care Facilities and **Bereavement volunteers, 65** hours.

The **Vigil Team** contributed **307** hours supporting **20** patients and their families during the last 72 hours of the patient's life.

The **Cascade Hospice Visiting Team**, during **588** volunteer shifts, provided **2,757** hours supporting **193** patients and their families.

Volunteers contributed **70** hours to the spring and fall **Children's Grief Group,** attended by **35** children between the ages of 4 and 13. 5 teen mentors volunteered with the group, making it an amazing experience for the children and the teens.

November 22 was the first session of one of our new groups, the **Suicide Bereavement Support Group**, attended by 19 participants and co-facilitated by 2 volunteers both having family members die to suicide. **142** hours were volunteered to make this group happen.

The second group we started in 2012 is our **Pregnancy/Infant Loss Bereavement Support Group.** The group is for parents who have lost an infant to miscarriage, stillbirth or within the first year of life. **19** participants have attended these monthly meetings with **20** volunteer hours contributed.

50 people attended our **First Step Grief Group** this past year and volunteers contributed **67** hours to help make this happen.

Volunteers gave **145** hours to continue to support the **Second Step Grief Group**, attended twice a month by about **20** participants.

Our **Relaxation Team** volunteered **651** hours this past year providing **74** Healing Touch treatments in the Hospice Residence and **179** treatments at our Center.

Throughout the last year we provided 122 hospice volunteers with over **1554** hours of **hospice palliative care education and bereavement support training.** In addition, our **Hospice Education Lecture Series** was launched in 2012. This thought-provoking and informative series was created to engage the community in a series of discussions about the many dimensions of living and dying. Over **350** community members, hospice volunteers and health care professionals attended full or half day workshops featuring renowned physicians, social workers and health care experts on topics such as: advance care planning; will & estate planning; trauma, grief & loss; and spirituality and ethics in end-of-life care.

Teen Grief Peer Support Training, designed and delivered in partnership with School District #33, this 20-hour course provided 15 grade 11 and 12 work experience students with a basic introduction to grief & loss and practical hands-on skills, knowledge and strategies to provide peer bereavement support to grieving children and teens.

Film Series
Attended by **578** people of all ages, our hospice film series continues to be a huge success. As part of our on-going commitment to inform the community about hospice palliative care philosophy, goals, and issues, we were pleased to present two outstanding films - "**THE WAY"** about a grieving father who decides to hike the Camino de Santiago pilgrimage in homage to his son, and the Academy Award winning film **"ON GOLDEN POND"** a poignant film about the difficulty of coming to terms with illness, aging and family relationships at end of life.

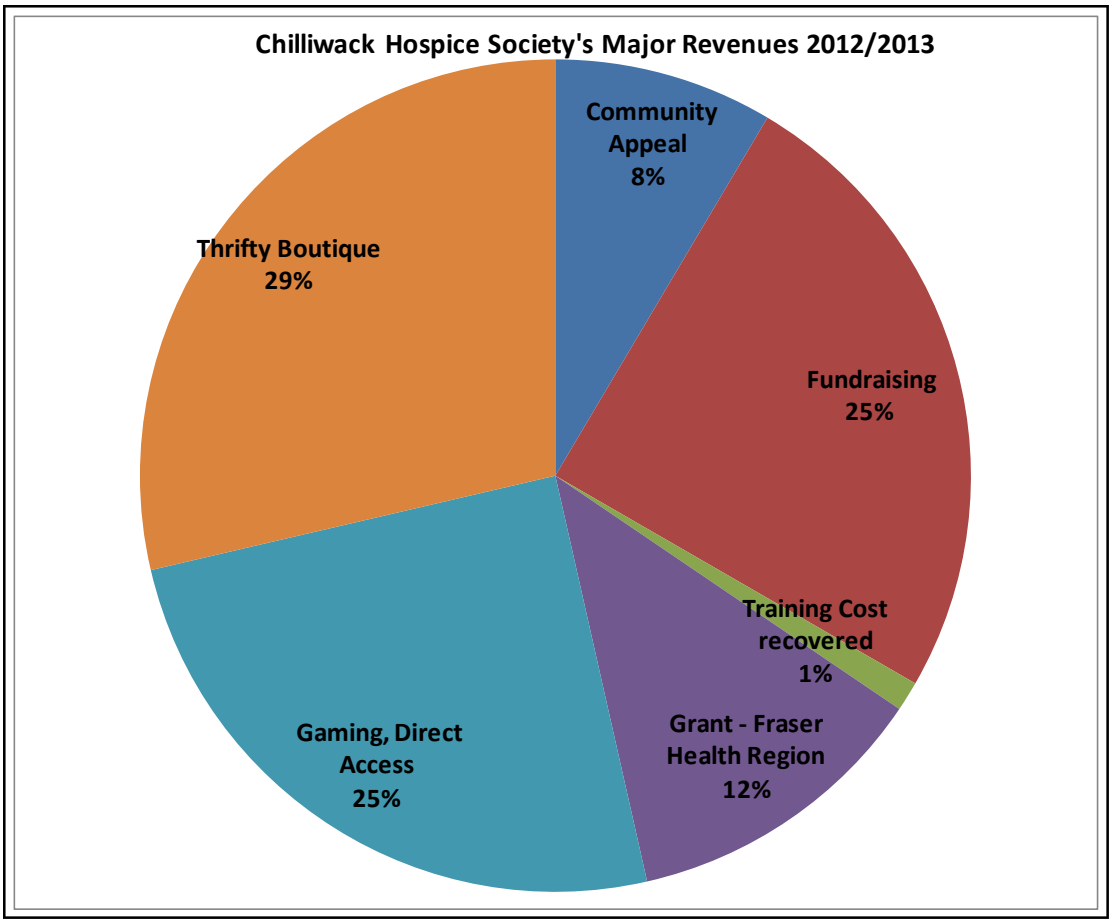
Our office volunteers contributed **1069** hrs to our organization by providing administrative support to staff and by welcoming over **2499** visitors to our Center. Volunteers contributed **308** hrs helping host general community events. Our Board of Directors contributed **180** hours to support Geri in her role and to act as a resource to ensure the smooth operation of our Society.

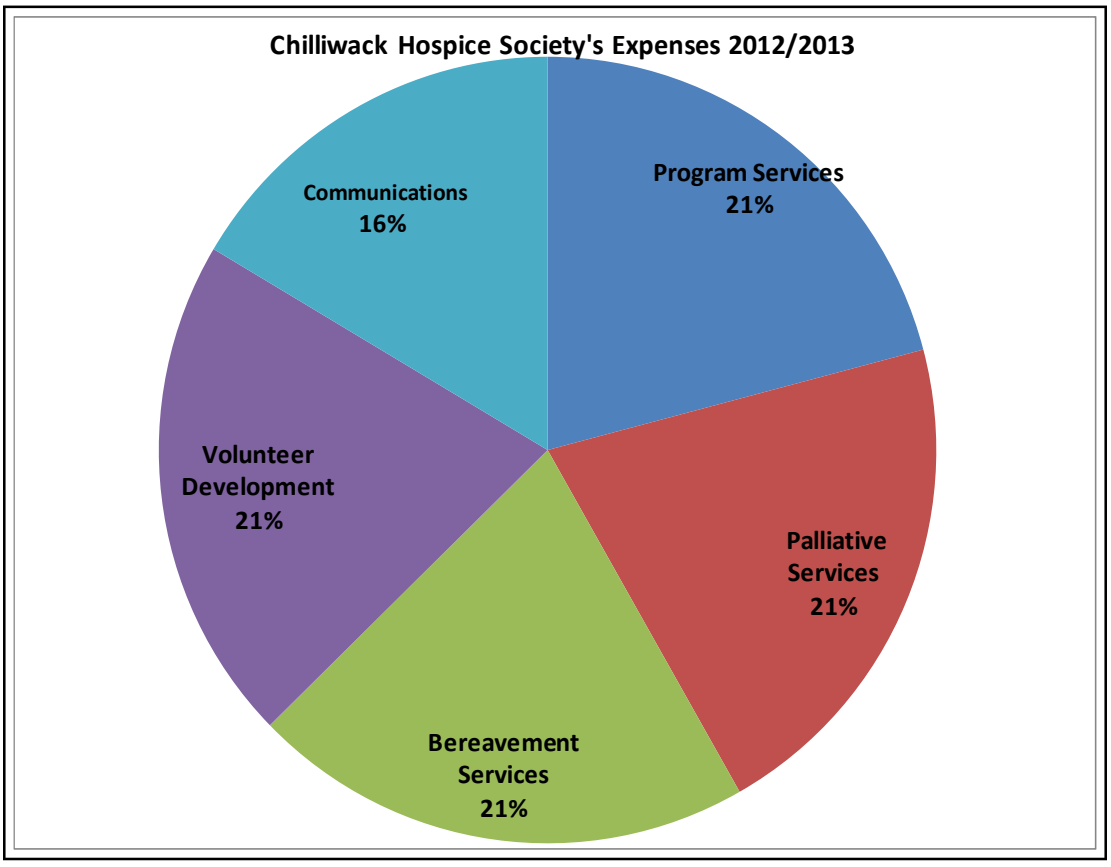
This past year our volunteers contributed **19,249** hrs, the equivalent of almost 10 full time employees!

I would like to take this opportunity to thank our staff: Colleen Rush, our Education Coordinator; Tammy Genzale, Business Administrator; Coletta Holmes, Palliative Services Coordinator; Lori Ann Mark, Thrifty Boutique Manager; Shirley Downie; Bonnie Yule and Susan Greenway, our Thrifty Boutique Assistant Coordinators and our newest staff person, Stephanie Heinrich, Thrifty Boutique Coordinator. Heather Rollins, as Contract Development Officer, oversaw the November Night Gala and coordinated sponsorship engagement for Hospice. This year we have said goodbye to 2 staff members: Geri McGrath and Christina Johnson.

Often at hospice we are reminded of the synchronicity of life, the convergence of events that are meaningfully connected. This is the nature of our work and our ties with all who are part of it. As I was finishing this report, Coletta left this card with me. It is a quote from Chief Seattle and it goes like this: "Humankind has not woven the web of life. We are but one thread within it. Whatever we do to the web, we do to ourselves. All things connect." Every role at hospice is part of a single thread. The other day, a man stopped by to find out more about our services. He waited patiently while I finished a phone call. He wanted to share with me about how kindly he'd been treated by a volunteer at the Thrifty Boutique. She offered to hold an item for him. But it was the kindness with which she spoke to him that stayed with him. I'd like to thank all of you for being part of this web where every role contributes to the other.

Lucy Fraser—Director of Programs





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Snapsots of 2012 - 2013

Chilliwack Hospice Society
Presents...
The 9th Annual
November Night Gala

Bon Voyage

Teen Grief Peer Support Training - Fall 2012

Basic Hospice Training Winter 2013

2013 Hometown HOEDOWN for Hospice

Geri McGrath's Farewell

11th Annual

Hike for Hospice

May 2012

Horse Whisperer Grief Camp
June 2012

Thrifty Boutique