

ANNUAL REPORT 2019-2020

PRINCE GEORGE HOSPICE SOCIETY



**HOSPICE
SOCIETY**
PRINCE GEORGE

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BOARD OF DIRECTORS



Steven Henderson
President



Albert Sommerfeld
1st Vice President



Chelsey McDermot-Fouts
2nd Vice President



Tara Szerencsi
Treasurer



Shannon Freeman
Secretary



Brad Douglas
Director



Trina Lomax
Director



Scott Bone
Director



Jacques Fournier
Director



Lynda Pattie
Director



Vision

Leading excellence in Hospice Care

Mission

Our compassionate staff and volunteers provide specialized Hospice Care to meet the needs of the person, families, and community, through bedside care, outreach, grief support and education.

Values

Compassionate Loving Care

Fostering personal relationships through patience and understanding

Courage

Nurturing a courageous supportive environment

Diversity

Celebrating our diversity by honouring cultural differences

Dignity

Conducting ourselves in an honest and respectful manner

Integrity

Taking personal responsibility for superior care delivery

Collaboration

Cultivating collaborative partnerships to provide quality end-of-life care

EXECUTIVE DIRECTOR'S STATEMENT

The Prince George Hospice Society is feeling privileged.

We have had the privilege to support more people in our community through new and broadened community programs. We are now able to provide services to those with life-ending illnesses earlier in their disease. We have



collaborated with UBC to introduce NavCare, a program that links our trained, dedicated volunteers to those in the community that need support. We continue to run our grief program, our caregiver program, and our one to one support. Having so many volunteers share their time and talent with us is such a privilege. We could not do what we do at Hospice without the generosity, love, and compassion of those that volunteer.

As a community charity, we respectfully and humbled by the financial support we receive from the community. We renovated and updated our Hospice House through the generosity of those that contributed to our Caring for Our Home Campaign. We successfully SOLD OUT our 2019 Dream Home lottery. It is my privilege to work with staff who give entirely to those we serve. The Hospice Society is a shining reflection of the compassion of our team. The immense privilege is the community allowing us in their lives during their most vulnerable time. It is recognizing and honouring this privilege, which makes Hospice staff unique.

DONNA FLOOD

**PRINCE GEORGE HOSPICE SOCIETY,
EXECUTIVE DIRECTOR**

PRESIDENT'S REPORT

A huge thank you to the hard-working Prince George Hospice Society staff and volunteers, who through this trying time, have continued to provide sensitive, compassionate, and professional care to the Prince George community. Staff and volunteers have adapted to the new routine, by managing care giving, in a safe and responsible manner. Congratulations again!

The Board of Directors have been engaged in supporting the staff while serving to further and sustain Hospice goals and objectives. Our strategic plan continues to be implemented, however, given the new reality, the Hospice Society will review the plan to ensure our role in providing care in the community is appropriately focused on positive, achievable goals.

Prince George Hospice is recognized as a centre of excellence in Prince George and the north. We hope to continue sharing of expertise to communities across the north as part of a deliberate outreach project.

Strategic Goal #1 - Establish a fund development strategy - completed.

Strategic Goal #2 - Expand Hospice services in the community - underway.

Strategic Goal #3 - Increase proportion of sustainable guaranteed funding - contract with NHA provides 70% annual funding - completed

Strategic Goal #4 - Develop and implement a communication plan - completed.

Strategic Goal #5 - Meet compliance requirements to meet Canada Standards - under review.

Strategic Goal #6 - Implement accountability management system - ongoing and under review, given the new working reality.



STEVEN HENDERSON

PRINCE GEORGE HOSPICE SOCIETY, BOARD PRESIDENT

HOSPICE HIGHLIGHTS

Community Programs

NavCare is new this year. It is a program to connect with people long before they begin their end of life journey. We help navigate the system and prevent social isolation. We help them build a support network during the progression of their chronic illness. This is done in partnership with UBC, as part of the research attempting to show that connecting with people is good for people. We are successfully doing this support over the phone.

Started meeting with the Opioid group, upon their request for space. As the conversation has evolved, we have been working more closely to assist with the group. We are helping with networking and have been involved in overdose awareness day planning.

Coffee for the caregiver continues in person as the group is small and social distancing is possible.



HOSPICE HIGHLIGHTS

Rotary Hospice House

The grounds at RHH have seen changes, with more to come. A tent has been erected to enable families to visit in larger groups while unable to be in the house. The tent is also available for private booking, celebrations of life and the like.

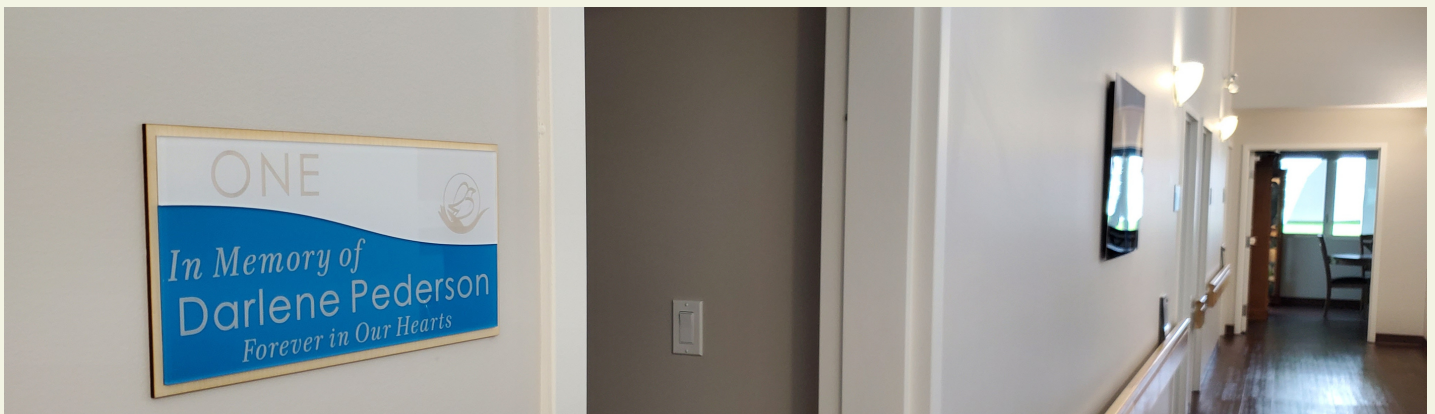
Landscaping is planned to beautify our approach to the house, and we are adding paved pathway into the tent for easy access for guests and those with mobility concerns.



Room Naming Campaign

Room Naming Renovations are nearly complete. Since the start of the renovations late last year, the guest rooms now have new furniture, paint and artwork. The nursing station along with handwashing sinks are equipped with new countertops, and we have installed new lights throughout the building. Plaques have been placed inviting each person into the guest rooms, other shared spaces such as the kitchen and gathering space.

We would like to thank all of our generous donors who contributing to naming one of our spaces at the Rotary Hospice House. We currently have Seven Guest Rooms Named!



If you are interested in naming one of the spaces at the Rotary Hospice House please reachout to the ED at 250-563-2551 to find out more.

COVID-19 IMPACTS

Community Programs

The structure of our programs have changed dramatically due to COVID-19. We had to make the unfortunate decision to cancel all in-person groups. We have been reaching out to individuals through telephone calls and Zoom; both children and adults have been helped this way.

Rotary Hospice House

Activities in the Rotary Hospice House have seen many changes since the start of the global pandemic. Access to the house has been limited, with only two visitors allowed in a room at one time. Additional new processes have been developed to ensure that both our Guests, and Visitors, as well as Staff and Volunteers can safely experience Hospice care. Communal meals have, by necessity, been curtailed but we are committed to providing the best possible experience for Guests and their Families in the Guest rooms. Staff and Volunteers are working hard to bring the whole hospice house experience closer.

Furthermore, Staffing has been a challenge with the provincial order for staff to work at only one licensed care facility, and no cross working where COVID is present in one of the workplaces. We've hired new RNs and Care Aids to fill the schedule.

We consistently average about 80% occupancy, even considering all the movement of people through RHH. So RHH continues to be as busy as ever, with very little change in the volume of our services used regardless of COVID.



VOLUNTEERS

The last 6 months have been a new normal for everyone, and especially Hospice volunteering too. We have a committed group of 183 Hospice Volunteer doing 9673 hours this past year.

With COVID-19, it has changed how we can use volunteers, but many have stepped up and done other activities for Hospice. We miss our volunteers! They are such an essential part of the running of the Hospice Society. Keeping a connection with our Volunteers has been very important to us. Denise and I have started a Facebook page, "Hospice Volunteers." We have done multiple Zoom volunteer gatherings to catch up on what people are doing and see each other again. Also, there was a "Brown Bag-It" volunteer lunch held in our new white tent.

We have missed the opportunities to come together and share stories with each other. Volunteers adapted and learned to do grief support by Zoom and through phone support. People became comfortable with virtual support and built bonds and genuine connections with others in the groups. Just seeing other faces, there was still a connection there. We have Rainbows facilitators connect with children who needed additional support once the program closed due to COVID-19. Some grief support continues in the Solace Centre with COVID-19 guidelines of social distancing and tracking in effect. It has been important for Hospice to be here for our community.

With our two new thrift shops, Worth Repeating and Worth Repeating 2, many more new volunteers have joined our team! New volunteers bring new energy and excitement. Many students have come to the thrift shops this summer to be a part of this re-opening. Learning to volunteer at a young age is a learning experience to last a lifetime.

There is a certain sadness of not seeing our day and evening volunteers interacting with our guests and families. The bakers would always make the Hospice house smell so good, and guests and families would gravitate to the kitchen. There is not a hub in the kitchen as families once visited with each other. It certainly has changed the face of Hospice. We are proud that we can do our part to make this a safe place for our volunteers and staff.

Catherine Gladwin Volunteer Coordinator

FINANCIAL REPORT

The fiscal year ending March 31, 2020, again realized a significant surplus primarily due to the success of our fundraising activities, including the Dream Home Lottery. We want to thank DMC Chartered Professional Accountants for their work on the 2019/20 financial audit.

With the support of consultants, a business plan was created to review the feasibility of a second resale store. Through the generous support of Dr. Denise McLeod, retail space has been provided to the Hospice Society to trial a second location to ensure our expectations can be met. COVID-19 has introduced some unfortunate barriers to this trial's success, and the store manager is working to mitigate the impacts by introducing online sales.

The Finance Committee is committed to supporting the Society to secure sustainable funding for the organization, which will allow us to enhance and build on the services we provide the community, and to ensure that the funds received are well managed to support the Society's mandate.

The Prince George Hospice Society had another surplus year for 2019/20. This surplus has allowed the Society to restrict money supporting capital purchases and facility repairs as required. The PGHS is also creating an operational reserve that will provide financial security if shifts in our global economy diminish our donations and public support; we will have a reserve to support continued operations.



FINANCIAL REPORT

Revenues:

Northern Health provided a 4% increase for 2019/20. Our annual fundraising events and the Dream Home Lottery's sell-out allowed us to meet our revenue objectives. The Caring for Our Home Room Naming Campaign allowed us to raise funds to commence renovation and upgrades in the Rotary Hospice House.

Expenses:

Overall, expenses have remained consistent with inflationary increases. Wages and benefits paid to our professional staff for Rotary Hospice House increased by 2% from the previous year, as per the new collective agreement with the British Columbia Nurses Union (BCNU) that was negotiated during the year.

Capital Spending:

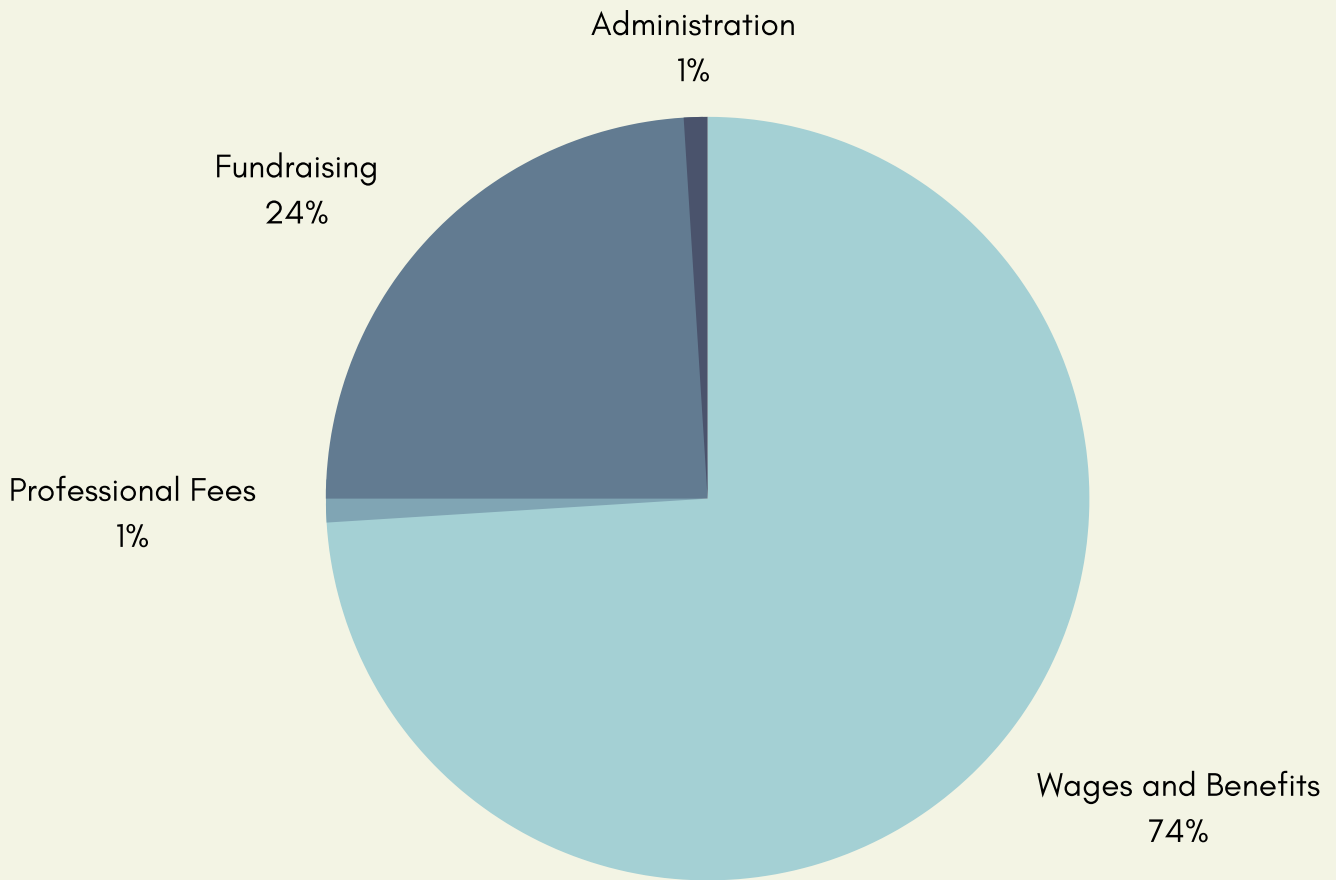
Renovation activity in Rotary Hospice House.

Tara Szerencsi, Board Treasurer



EXPENSES

YEAR END MARCH 31ST 2020

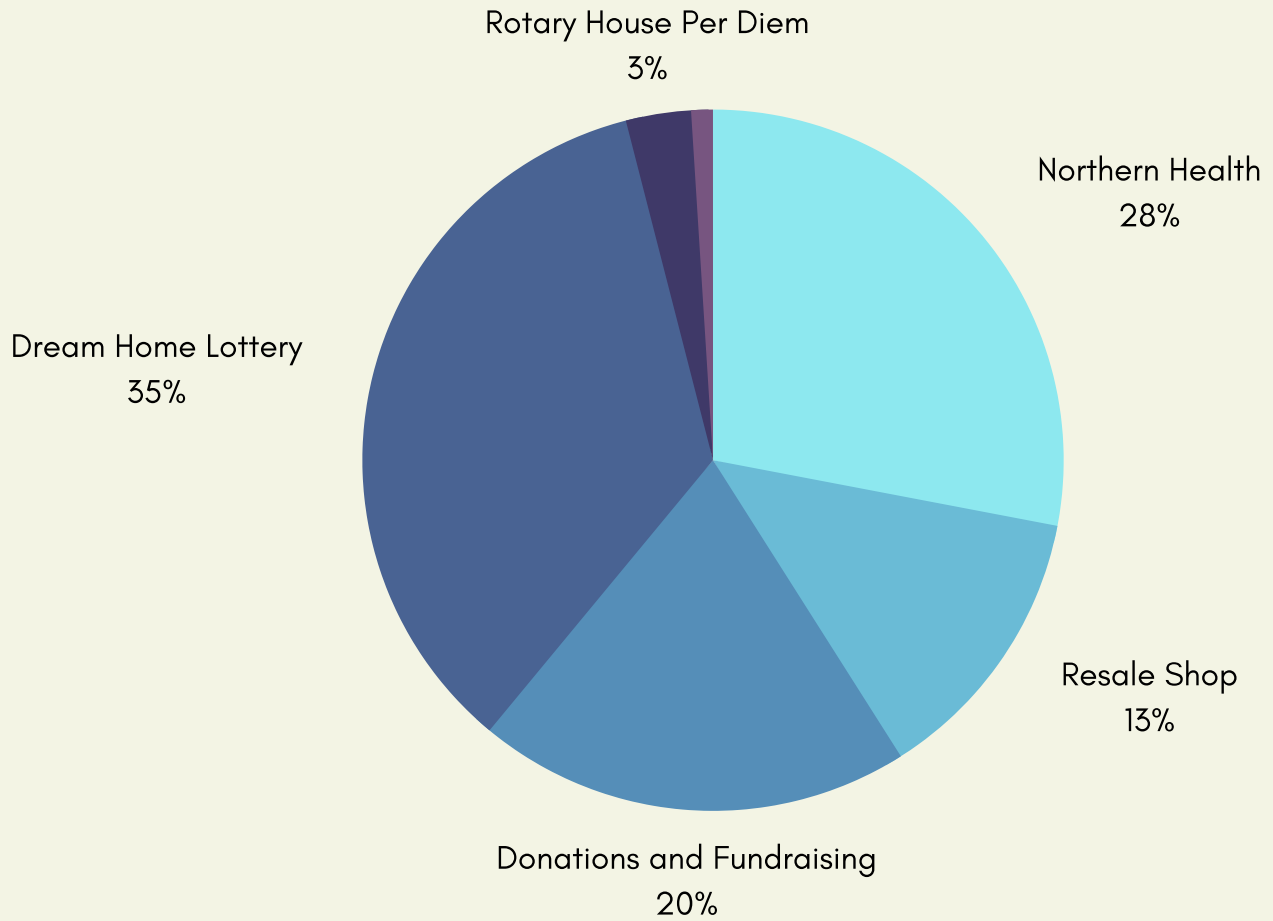


EXPENSES

	2020	2019
Operations	\$2 686 288	\$2 376 518
Fundraising	\$906 678	\$895 824
Administration	\$39 048	\$54 794
Professional Fees	\$40 539	\$57 695
Total Expenses	\$3 672 493	\$3 384 831

REVENUES

YEAR END MARCH 31ST 2020



REVENUES

	2020	2019
Dream Home Lottery	\$1 358 550	\$1 251 230
Northern Health	\$1 460 832	\$1 108 833
Donations and Fundraising	\$739 223	\$679 893
Resale Shop	\$477 335	\$581 514
Amortization of Deferred contributions	\$94 793	\$100 844
Rotary House Per diem	\$94 419	\$77 712
City of PG - Tax Exemption	\$20 049	\$22 677
Total Revenues	\$3 831 201	\$3 828 364

WORTH REPEATING

In June of 2020, we hired a new sales and marketing manager to oversee our resale stores. We decided to completely rebrand the stores with the opening of our new location on 3rd Ave. Our McGill store is now called Worth Repeating, and our 3rd Ave store is Worth Repeating 2.

Why Worth Repeating? We believe that the donations Hospice Resale receives deserve a second chance, and when deals are this good, it's "Worth Repeating" to your family and friends. Along with the name change came some new signage with a fresh and funky feel that reminds us of the past era's that would also be "Worth Repeating." The generosity of the Prince George community is very apparent as, on average, we receive approximately 250 bags and boxes of donations daily. This has prompted the need for a warehouse to help us store, sort, and process the massive amount of donations that flow through our front door each day. We have also recognized the need for an online presence for selling items and bringing brand awareness to our resale stores. We now have the Worth Repeating Auction on Facebook, which has grown to over 1100 group members in just two short months. The auction group has already shown a significant increase in revenue for our stores. This has encouraged us to consider other online platforms to sell our product in the near future.



This has been a time of adversity and challenges as we all adapt to the "new normal." However, this has also given us the ability to adapt and become more fluid as we make the changes necessary to continue to grow and be successful in our role of supporting the Rotary Hospice House.

Amanda Holmes
Worth Repeating Sale and
Marketing Manager

FUND DEVELOPMENT COMMITTEE REPORT

Our fundraising year was successful with our 32nd Annual Antique Fair, High Tea for Hospice, Annual Colour Walk, 3rd Annual Bucket List Gala, and our 2019 Sell-out Dream Home Lottery. These events not only help raise the critical funds needed to support the Hospice Society, but they also bring awareness of the Hospice Society and our role in the community. We are grateful for the opportunities to bring people together to celebrate our community's support and generosity.

COVID-19 has made planning the upcoming fundraising strategy very different than previous years. Many of our events have been cancelled or modified. Our Fund Development team has been adaptable and creative while planning events with many being virtual or ensuring we are following the strict COVID-19 safety guidelines.

It would not be possible to provide the level of care we do if it was not from our community's help and support. Whether people are giving their time, talent, or money, we are deeply grateful.



A GRIEF INTERRUPTED

How do we grieve when our ways of grieving are taken from us? Our funerals, Celebrations of Life and Gatherings are gone for now. They have all been put on hold. We adapt by doing Video conferencing but there is something healing about being in the same room with people who love your person. There is an energy in togetherness that is powerful. The love in the room is felt. And so, we wait for a time when we can gather and in the waiting, we put our grief on hold.

Our places where we grieve, our mom's house, our brother's back yard, our dad's place. The physical spaces are not available now. We have to stay away from the spaces that your person occupied. Our remembering is not as tangible now. The other side is that we are immersed in the spaces our person occupied and it might become overwhelming. There is no way to distract because we can't go out and about like we used to. Our grief can become all encompassing.

Even sitting with a friend and having a cup of tea or coffee, or dare I say a beer.. It is in these social encounters that we allow ourselves to grieve. Then of course, there are the heartfelt hugs, the holding of hands and the seeing someone leaning forward to be closer - to listen. Just to listen. These moments are not available right now.

We grieve in community. We grieve with people crying together, laughing together, being silent and still together. COVID-19 has interrupted our healing. It has taken away the ways we grieve. This is not a good thing.

My plea to you is do not put your grief on hold. Find small ways to acknowledge your loss. Perhaps it is a phone call or a Zoom call. Stay connected to your community in some way. Perhaps you can create a small ritual. Set aside a window of time each day to simply remember. Somehow, in whatever way works for you find a way to honor your grief. Do not put your grief on hold. Honor your person, honor yourself, honor this important and difficult time in your life.

Denise Torgerson
Community Program Coordinator



Thank you



**HOSPICE
SOCIETY**
PRINCE GEORGE