

ANNUAL REPORT 2020-2021

PRINCE GEORGE HOSPICE SOCIETY



**HOSPICE
SOCIETY**
PRINCE GEORGE

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BOARD OF DIRECTORS



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Director



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Director



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Director



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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

The pandemic has highlighted the importance of Hospice Palliative Care in our community and in our province. The team at Prince George Hospice Society has certainly stepped up and supported our community as we all navigated to our ‘new normal’.

Hospice House continued to deliver the exceptional care we have the privilege to provide. Our staff are inspirational in their ability to adjust their care to meet the new rules and regulations imposed by the pandemic. We missed our volunteers and the usual hustle and bustle of friends and family around the house. What did not change was the compassionate care our guests receive.

This year has been transformational in our program delivery due to everyone’s adoption of virtual literacy, creativity, and versatility. The need for services increased exponentially. Isolation and loss of travel saw an increase in the need to support those that grieve. Our programs adapted to these needs and our mastery in technology developed with our program changes.

A new group of people that required caring and support surfaced, our COVID Long-Haulers. Knowing that there was a gap of services for this group caused Hospice staff to rise up and embrace these people and provide them a place of solace. We have continued to provide programs whether virtually, one-on-one, small groups within safe COVID guidelines for family caregivers, those with life-limiting illness, and both adult and children who grieve.

I am grateful for all the volunteers that care for Hospice, we have been blessed by not only having our long-term volunteers virtually connect with us, but many new faces have joined us in support of the work we do.

An unintended consequence of COVID has been our ability to reach further outward to provide our care. We have developed relationships with communities throughout the North to help build their capacity of Hospice palliative care in their communities. Virtual care has allowed us to offer support to people around the province and even internationally.

2020 Resiliency and Growth.



DONNA FLOOD
PRINCE GEORGE HOSPICE SOCIETY,
EXECUTIVE DIRECTOR



PRESIDENT'S REPORT

During the pandemic, the staff and volunteers of the Prince George Hospice Society continued to provide sensitive, compassionate, and professional care to the Prince George and regional community. Ultimately, the staff and volunteers have worked hard to overcome COVID-19 challenges to continue their care in the Hospice House and community. A huge thank you to the staff and volunteers who make a big difference everyday.

The Board of Directors have been engaged in supporting the staff to strategically further and sustain Hospice goals and objectives. Our strategic plan continues to be revised and implemented as required, given the learnings from COVID-19. This means taking on virtual care while offering support and engagement across Central-North BC, as the Prince George Hospice Society builds out its 'Centre of Excellence' accreditation.

To make the strategic plan relevant, the Society will review the plan on a regular basis to ensure our role in providing care in the community is appropriately focused on positive, achievable goals. These times require thoughtful reflection on community needs plus nimble responses to align care to demands in a changing environment. To review our Strategic Plan, please visit our website at www.hospiceprincegeorge.ca.

The Society is focused upon supporting its Values as the keystone of how we do things around here; by fostering personal relationships, nurturing a courageous supportive environment, dignity by conducting ourselves in an honest and respectful manner, integrity by taking personal responsibility for superior care delivery, cultivating collaboration, and seeking diversity by celebrating our diversity by honouring cultural differences.

We would love to hear from you info@hospiceprincegeorge.ca.



STEVEN HENDERSON

**PRINCE GEORGE HOSPICE SOCIETY,
BOARD PRESIDENT**

HOSPICE HIGHLIGHTS

Community Programs

We have had a busy year in our Community Programs department this year. More people have reached out for support than ever before.

This year, we continued with the Zoom drop-in group, and we have run two Broken Circle groups through Zoom, all with great success. The most wonderful thing about Zoom groups is that we are able to help more people in different areas. We have supported people in Vanderhoof, Mackenzie, and Quesnel this year. We are so pleased to be able to extend our help to the smaller communities in the North.

We have also started two new programs. A support group for the COVID Long-Haulers. We recognized from the beginning of this, that the chronic illness they are facing because of their battle with COVID is a loss for them. They are grieving the loss of their health and vitality. Our group is small, so we can meet on site safely. They appreciate being able to talk to others who understand what they are going through.

We have also started a group for parents and helpers of children called Helping Children with Loss. The program offers support for parents, and the education to help parents help their children. They learn to recognize grief symptoms and behaviours and learn how to communicate with their children with more confidence.

As the restrictions change, we are able to change with them. Right now, we are offering a Broken Circle group on-site. We have a great big tent in our backyard. They can meet there safely and have the benefit of fresh air and sunshine. (If the weather is bad, they will use our Conference Room.)

We are busy offering new trainings to our new volunteers so that they can help us in our groups as well as giving one-on-one support by phone or in person. As the awareness of the good work Hospice does grows, we get more and more people contacting us for support. Thankfully, because of our volunteers, we have been able to match every person who has called for support to a one-on-one grief support volunteer, or to a group facilitator volunteer. We are so grateful to our volunteers for stepping up in such a big way.

Denise Torgerson
Community Programs

OUR VOLUNTEERS

One thing we cannot say enough to our volunteers is thank you. This past year has made us shift how we deliver our programs and care for our community. We used virtual platforms for our grief support groups, volunteer training, and in-services. Our volunteers providing one-on-one support also transitioned to virtual support. This new way of delivering programming was different for everyone. Still, without hesitation, our volunteers continued to support the individuals in our community looking for help. We are so grateful to have passionate, committed volunteers giving their time and talents to Hospice! Thank you!

Our volunteers are an integral part of Hospice; they contribute immensely to all aspects of the Society. To give you an idea of how vital our volunteers are, here are a few examples. We have a volunteer chef come and cook meals for guests and families; volunteers have cooked freezer meals in the Columbus Hall kitchen to ensure our freezer was full of delicious prepped food. Volunteers help sort and take our recycling to the depot. Volunteers help at both the Solace Center and RHH Reception to be the friendly faces people see when they first come to Hospice. A team of volunteers supports the staff at the Resale Shop to process donations and interact with customers. Volunteers help with our fundraising events, such as when they filled little bags of colour powder for the Colour Walk. Volunteers are essential in coordinating the RHH maintenance. Volunteers also organize RHH grocery shopping and pick-up. And whether it is group or one-on-one grief support we have volunteers taking the lead on that too! The Prince George Hospice Society can serve in the capacity that we do because of the incredible volunteers on our Team.

Britney Szarka
Volunteer Coordinator



COVID-19 UPDATE

Current State of Affairs

Hospice continues to maintain its infection control practices for both place and people. We continue to do twice-daily high-touch cleaning, use PPE and screen all people who are in the house. We have recently relaxed our space restrictions in the house, and a limited number of visitors can now eat with guests, and enjoy our social spaces. The backyard tent is again in place this summer, and groups up to 40 can gather there for socializing or memorial events. We are all looking forward to increasing normalization of operations and life, as the BC government relaxes their controls incrementally as planned.

Historical Timeline

2020

April

- No touch policy, physical distancing, health screening, temperatures taken, and new hygiene practices
- Essential visits only permitted
- New Grief Support Coordinator hired to work in RHH and develop support programs

May

- COVID research and information reaching the public awareness slowly, with little known initially

June

- First large wave of cases present in British Columbia and responses planned for workplaces, and healthcare settings.

July

- Virtual working capability added for administrative staff, and staff working remotely
- Single site workers for healthcare, but Hospice can have multi-site workers
- Changed Nursing shifts to 12 hours from 8 hours to manage staffing shortages
- Full RHH use by guests and visitors, but visitors are limited to 2 per guest at a time
- No touch and physical distancing policy in place

COVID-19 UPDATE

Historical Timeline

2020

August

- Backyard tent installed at RHH for people to gather safely and have celebrations of life
- Increased development of programs for online delivery, and subsequent online delivery

September

- Added cleaning in RHH and had extra staff and Solace Centre staff supporting COVID hygiene cleaning
- Staff and visitors required to wear masks for the duration of their time in the house
- Implementation of a multi-phase plan (4 phases of escalating severity), phase 2 at this time

October

- All private gatherings restricted to 6 people plus host, by order of the PHO
- Healthcare visits, including Hospice, limited to 2 unless increased for compassionate reasons

November

- Worker and workplace health checks, and records retention ordered by PHO

December

- Few changes over this period

2021

January

- Resources list for staff and volunteers compiled and circulated for supporting everyone during socially difficult time
- Algorithm provided on self-assessment of symptoms and appropriateness for presence in a hospice facility
- COVID exposure risk screening tool, and return to work algorithm shared
- Access to COVID testing increased by health authority

COVID-19 UPDATE

Historical Timeline

2021

February

- Guests can have one essential and one alternate visitor because of increase in community cases
- Media spots developed and airing for COVID support types offered by Hospice

March

- “Second Wave” during large scale vaccine rollout in BC, 18% positivity in NH region
- Care staff and direct care volunteers offered vaccines by health authority
- Number of health care facility outbreaks
- Northern virtual hospice collaboration initiated by PGHS

Where We Are Going Next

- Provincial restrictions gradually lifting in 2 week increments as infection rates drop
- Indoor dining and activities being incrementally permitted in the house
- Gradual increase in visitors and house use, with current use in all physical spaces in the house and limited and individually contained meals
- Preparation and planning in place for any resurgence in the future

Shawn Smith
Program Director



FUND DEVELOPMENT REPORT

Although COVID had an impact on the way we planned to fundraise, it didn't prevent us from being creative and engaging our community in a different way. Our Fund Development team has remained resilient and adaptable.

We adapted the Colour Walk to support people to go outside, walk, and share memories. This was a great success in engaging our community as people shared stories through social media, and we raised some money too!

We added a second 50/50 draw to our Dream Home lottery. We were thrilled to SELL OUT the Dream Home tickets in only 3 months, and both 50/50's sold out as well. It is always a pleasure when our generous community supports us so much that we can give away a house and \$150,000 TWICE.

We are hoping to return to in-person events on New Years Eve 2021 beginning with our annual Boogie With the Stars fundraiser. We are so grateful to our community for all your support which allows us to continue to provide compassionate care to the community.



FINANCIAL REPORT

Revenues:

Due to the impacts of COVID-19, there was a significant decrease in donations and the loss of revenue at both Worth Repeating locations. Fortunately, we were able to make up the loss by selling out the Dream Home Lottery, holding two sell-out 50/50 raffles and receiving Government COVID Emergency Subsidies. Also, with the addition of providing MAiD, Northern Health now funds 70% of the Rotary Hospice House operating expenses.

Expenses:

Administration expenses were higher this year due to an increase in merchant fees for the lottery and the write-off of uncollectable per diem invoices. Professional fees increased as we consulted with human resource professionals and lawyers in the update of our policies and procedures. Wages and benefits increased because of additional overtime required in the Hospice House due to COVID, minimum wage increased at the resale stores, as well as the addition of new administrative positions.

Capital Spending:

This year, capital spending included additional computers and office equipment to accommodate the impacts of COVID, the remainder of renovations from the Room Naming Campaign, and medical equipment. We also received funding from Community Foundations to purchase a tent to accommodate COVID safe visiting.

Reserves:

We were fortunate to realize a surplus this year with all of the challenges we faced. This surplus was transferred into our operating reserve to ensure we can sustain operations against unexpected hardships.

Anika Lachapelle
Finance Director



We acknowledge the financial support of the Province of BC

FINANCIAL REPORT

Finance Committee Report

The COVID-19 pandemic presented challenges to many businesses and not-for-profits across the country and around the world. The Finance Committee worked with the rest of the Board and with management to ensure that the Prince George Hospice Society continued to remain sustainable and have the funds needed to provide the highest quality of service in Rotary Hospice House and in the community.

While some of the annual fundraisers had to be cancelled due to public health restrictions, and others had to be changed to keep participants safe, we are grateful as always for the incredible generosity of the community in supporting our fundraisers as well as the Resale Shop. The Dream Home Lottery sold out, and the two 50/50 draws were also very well supported – proving that even a global pandemic doesn't diminish the tremendous support and generous spirit of this community.

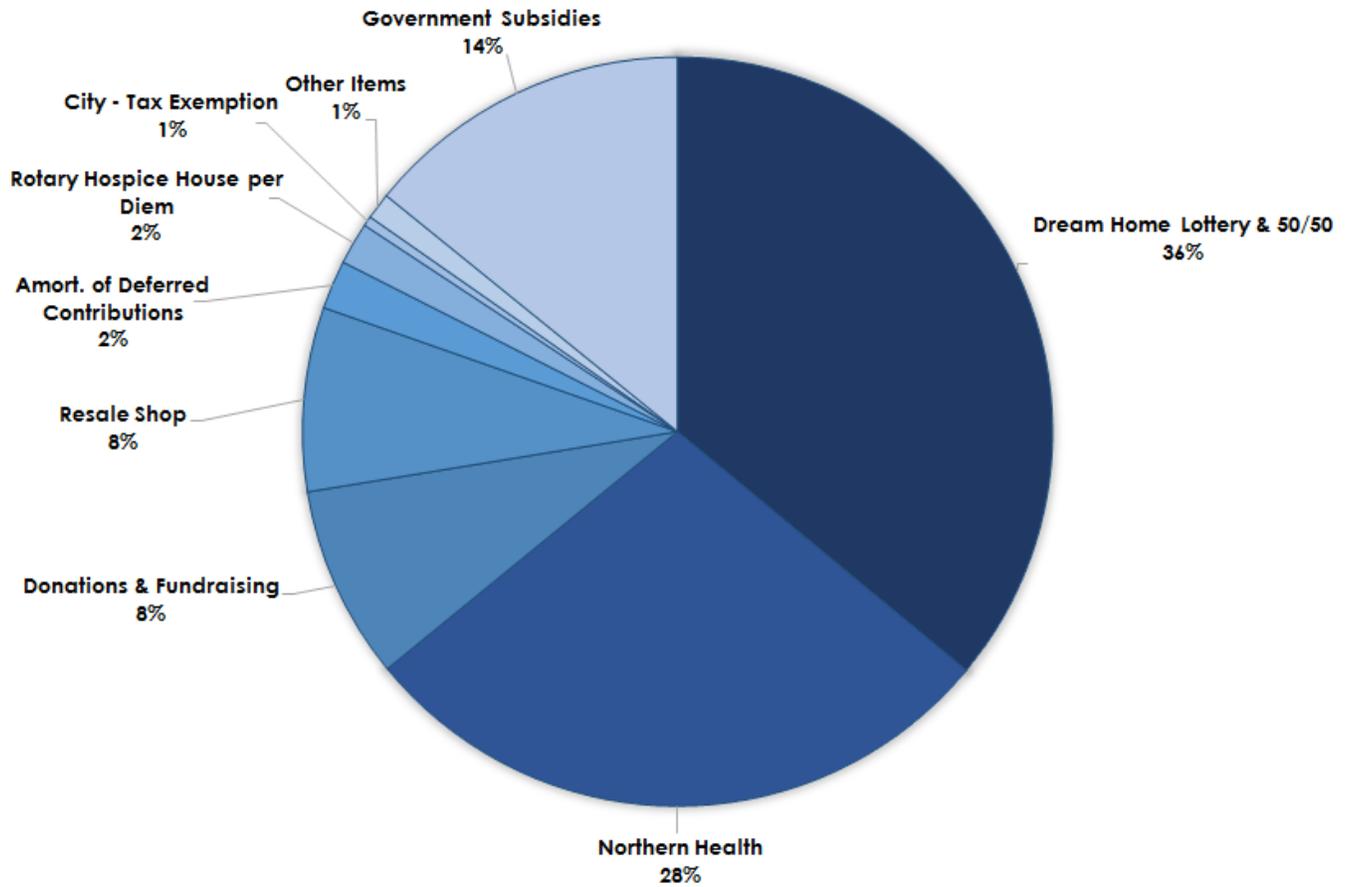
In December, we welcomed Anika Lachapelle as Finance Director and very much appreciate her contributions to the financial leadership and ongoing sustainability of the Society. We would also like to thank DMC Chartered Professional Accountants for their work on the 2021 financial audit, and for their assistance and expertise while the Finance Director position was vacant. Finally, we would also like to thank Northern Health for their ongoing support and financial contributions.

Tara Szerencsi
PGHS Board Treasurer



REVENUES

YEAR END MARCH 31ST 2021

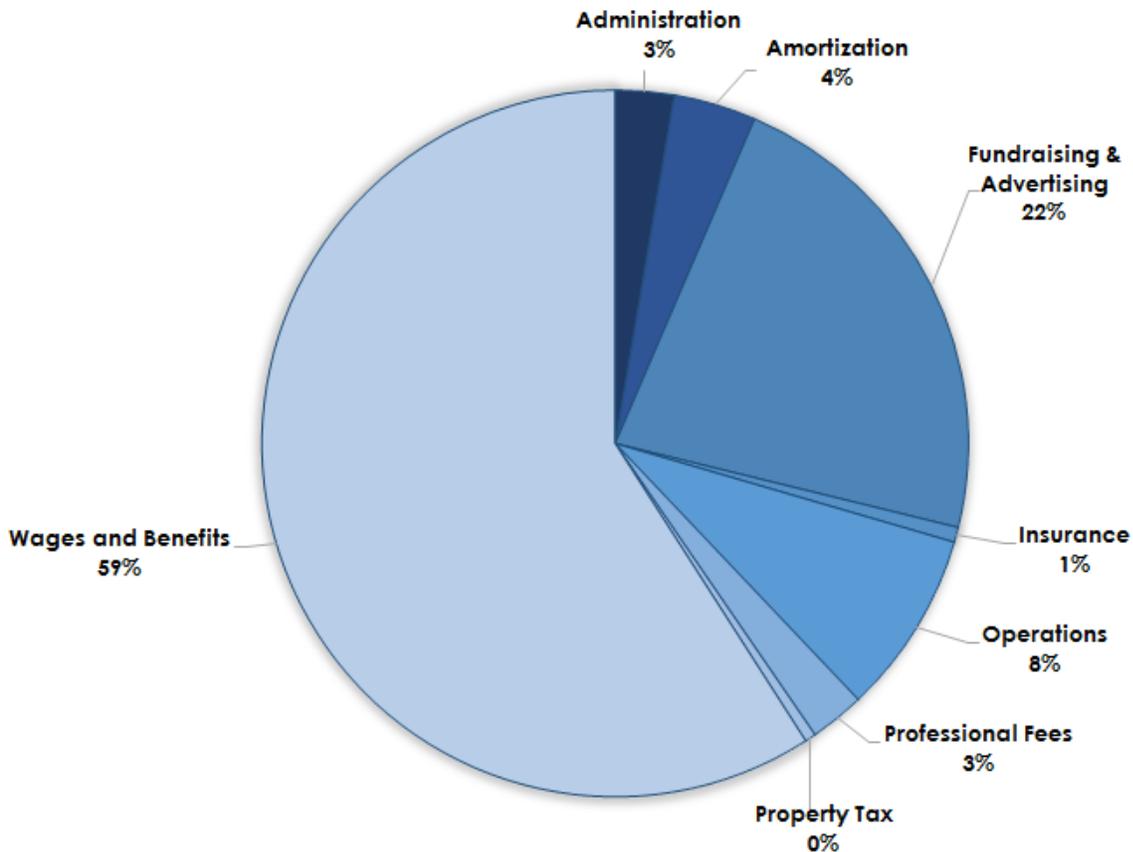


REVENUES

	2021	2020
Dream Home Lottery & 50/50	\$1,699,900	\$1,358,550
Northern Health	1,325,912	1,046,832
Donations and Fundraising	393,570	739,023
Resale Shop	375,153	475,903
Amortization of Deferred contributions	99,449	94,793
Rotary House Per diem	85,626	94,419
City of PG – Tax Exemption	19,926	20,049
Other Items	53,855	36,658
Government Subsidies	668,191	–
Total Revenues	\$4,721,582	\$3,866,227

EXPENSES

YEAR END MARCH 31ST 2021



EXPENSES

	2021	2020
Administration	\$ 106,837	\$ 81,850
Amortization	150,436	135,416
Fundraising & Advertising	890,558	809,727
Insurance	27,363	30,378
Operations	334,790	366,489
Professional Fees	100,135	40,539
Property Tax	19,926	20,049
Wages and Benefits	2,352,611	2,173,413
Total Expenses	\$3,982,656	\$3,657,861

A COVID STORY

It seems that COVID has been the focal point of all of the community work we have done over the last year. So many things have evolved and changed and grown because of that @#%#&^% virus.

However, in all of that, there have been some profound moments of healing for the people we care for.

I would like to share one of these stories here with you.

It was the one year anniversary of her daughter's death. Her daughter was an adult with children herself. Their relationship was complicated. This woman that we were offering grief support to knew that it was going to be a hard day. She was concerned about how she was going to get through it.

(Death anniversaries are always difficult for people. It brings back all of the hurt all at once.)

She was worried. She had made plans to ensure that she would be with her people and be supported. Those plans were not able to happen because of the all of the restrictions.

We were talking about it on the phone one day. She was very agitated.

I offered - (Hospice offered) a space for her to come and celebrate her daughter. I told her that I would be honored to be a witness and to listen to her stories. She calmed right down.

So she and her husband showed up here at the Solace Center one afternoon with pictures and memorabilia. We lit a candle and had her name beside the candle, and in Hospice tradition there was coffee, tea, and cookies.

They each took their turn remembering their beautiful daughter. They laughed and they cried. Mostly though, what I saw that was so profound, was that they both listened to each other. Deep listening and deep loving. It was beautiful.

Afterwards, the three of us had coffee and cookies and we chatted. They shared more stories about their daughter, and they told me how grateful they were to be able to do this. They both felt that they had honored her. They both felt that they said what they needed to say.

I do not have the words to explain the importance of that afternoon for this couple. It seems so insignificant when I write it here, but it was life changing for both of them.

I haven't heard from them for a while. I take that as a good thing.

Denise Torgerson
Community Programs

In Memory of Debra Zsombor

December 23, 1953 - November 18, 2020

Beloved PG Hospice Society Employee



*Wherever a beautiful soul has
been, there is a trail of
beautiful memories.*

Thank you



**HOSPICE
SOCIETY**
PRINCE GEORGE