

# ANNUAL REPORT 2023-2024

PRINCE GEORGE  
HOSPICE PALLIATIVE CARE SOCIETY



PRINCE GEORGE  
**HOSPICE**  
PALLIATIVE CARE  
SOCIETY



## Vision

To be a centre of excellence and innovation in hospice palliative care.

## Mission

Our staff and volunteers provide specialized and compassionate hospice palliative care to meet the unique needs of persons, families, and communities within our region.

## Values

### Compassionate Loving Care

Fostering personal relationships through patience and understanding.

### Courage

Nurturing a courageous, supportive environment.

### Diversity

Celebrating and honouring our individual uniqueness.

### Dignity

Conducting ourselves in an honest and respectful manner.

### Integrity

Taking personal responsibility and accountability.

### Collaboration

Cultivating collaborative partnerships.

# TABLE OF CONTENTS

Board of Directors	3
Executive Director's Report	4
President's Report	5
Community Programs	6
Home Hospice	7
Volunteers	8
Hospice Numbers	9
PGHPCS Strategic Plan 2023–2028	10
37 Years of Hospice	11
Financial Report	12
Transitions	16

# BOARD OF DIRECTORS



Steven Henderson  
President



Tara Szerencsi  
1st Vice President



Jacques Fournier  
2nd Vice President



Trina Lomax  
Treasurer



Mary Mytting  
Secretary



Teresa Saunders  
Director



Linda Picton-Bryce  
Director



Isabella Wilson-Beaulieu  
Director



Nelson Onwuliri  
Director



Daniel Dwyer  
Director

# EXECUTIVE DIRECTOR

The Prince George Hospice Palliative Care Society continues to progress in meeting the needs of our community. This year has been one of exploration and attentive listening to our community's needs.

We are proud to have implemented the Home Hospice program, which has provided those at the end of life with the opportunity to die in their homes. Our focus has been on understanding palliative care better and improving the quality of life for individuals living with life-limiting illnesses.

We are deeply grateful for the partnerships we have developed with UNBC, Northern Health, and the Division of Family Practice. These organizations have generously provided invaluable input and support, enabling us to enhance the quality of life for those living with life-ending illnesses.

The addition of the Rec Room has given us the space and opportunity to provide programs that support wellness and community for those living with a life-ending illness, their caregivers, and those who grieve. Through the generous support of community members with various talents and skills, we offer a safe place for people to come together and connect with others who understand their unique challenges. Our programs include an art hive, woodworking, meditations, and other activities that bring people together and create space for healing.

Through our innovative practices, exemplary service, and outreach educational programs, the Prince George Hospice Palliative Care Society has established itself as a center of excellence. This achievement would not have been possible without the dedication of our courageous staff and volunteers, who commit themselves daily to providing care that uniquely centers around the individuals we serve and goes beyond what is expected to meet all their needs.

Thank you for your continued support and dedication to our mission. Together, we make a significant difference in the lives of those we care for.



**DONNA FLOOD**

**PG HOSPICE PALLIATIVE CARE SOCIETY  
EXECUTIVE DIRECTOR**



# PRESIDENT'S REPORT

I am proud to present my 2024 President's Message to the members of the Prince George Hospice Palliative Care Society (PGHPCS). The Society has matured and continues to provide the key support to the central/north communities in the fields of hospice and palliative care.

As you know, the Society has developed and is recognized as a 'Centre of Excellence' in hospice and palliative care for the region. The Society has worked very hard over the past 18 months and has received Accreditation from the Hospice Palliative Care Ontario (HPCO). Accreditation means the PGHPCS abides by a set of minimum standards, promoting quality, consistency and professionalism.

These standards set the minimum required expectations that differentiate the operations, work and philosophy of hospice-based services from other health and/or community support services. They promote quality and consistency in the work our Society undertakes each and every day. Accreditation ensures an annual evaluation of our processes, practices, and procedures to the HPCO standards.

The Society is busy implementing its 2023 - 2028 Strategic Plan (the plan can be found on our website <https://pghpcs.ca/about/strategic-plan/>). In addition to delivering grief support programs in our newly renovated 'Rec-Shed', we are committed to being the employer of choice, leaders in learning, demonstrating and actively supporting diversity, delivering a thriving home hospice program; the Society is evaluating the community need for a possible palliative care centre. We have completed initial research into gaps in care, as we work to determine the feasibility of proceeding with the project.

We know families prefer to spend end-of-life time with their loved one at their home. Our Society has developed a Home Hospice pilot program, which began March 2023 and has proven very successful. The program entails, sending trained staff and volunteers into homes to provide the end-of-life care to support up to 10 people.

Our Society and Board commitment is to provide caring and professional support based upon current needs in communities across the region and is appropriately focused on aligning our work with positive, achievable goals. Please call me if you have questions or comments.



**STEVEN HENDERSON**

**PG HOSPICE PALLIATIVE CARE SOCIETY  
BOARD PRESIDENT**

# HOSPICE HIGHLIGHTS

## Community Programs



This year, we were excited to offer regular programming in the Rec Room. This included ‘soundsation’, meditation, woodworking, journalling, and games. The Rec Room programming is for those who are grieving, caring for, or living with a life-limiting illness. It has welcomed family and friends who are visiting Rotary Hospice House as well as community members.

“I was happy to be a part of organizing and creating our Art ve group in the rec room... In grief, evenings are often the most lonely time, and getting out of the house to spend time with other people who ‘get it’ has been cited as one reason people love the Art Hive group. We have painted rocks, decorated records, Zen doodled, created multi-media art, and more.” – Facilitator.

“We can speak our minds, and we learn from each other” – group participant.

We continue to offer ongoing staff and volunteer grief support programming, and this year, we provided a new group focusing on Traumatic Loss. There has been an identified need for this type of group in our community.

“The real magic in groups happens with the interaction and connection between the participants, moments when one will say to another “ you never would have been able to say that a year ago...”. It’s the peer support and realizing that you are “normal” and not alone that is so wonderful about groups.” – Facilitator

“...there were good times, and there were bad, but through it all, there was love” –group participant.

This year, we organized a Children’s Grief Day Camp in June. There was a huge response, and we will offer this again in the future.

“Although it rained for most of the day, it would stop right at the perfect time so the children could participate in outdoor fun activities. It would not have been a successful day without our amazing volunteers. There were ten volunteers. One volunteer was from a dance studio, and another volunteer was a music teacher. I think everyone had a special and fun day.” –Facilitator

## Home Hospice

In conclusion, the Prince George Hospice Palliative Care Society's Home Hospice program has been a significant initiative in addressing the end-of-life care needs of individuals in the Prince George community. With a strong foundation in providing grief and bereavement services since 1987, the society's commitment to excellence is evident in the innovative programs and services offered, including the Rotary Hospice House.

The Home Hospice program, launched in April 2023, has already shown promising outcomes in terms of reducing hospitalizations, emergency room visits, and caregiver stress while improving the quality of life for clients and their families. The program's success can be attributed to the dedicated Home Hospice Team and the seamless coordination of care between healthcare professionals and volunteers.

Despite the lack of government funding for the program and the decision by Northern Health Authority not to provide funding for the 2024/25 fiscal year, the program has demonstrated cost savings for the healthcare sector. By reducing expenses related to home care nursing and home support, the program has allowed for the reallocation of resources to address the needs of more acute patients in the community, thereby reducing wait times for visits and preventing unnecessary hospitalizations.

Moving forward, the Prince George Hospice Palliative Care Society remains committed to expanding and enhancing the Home Hospice program, with a focus on providing compassionate and dignified end-of-life care to those who wish to die at home. The program's positive impact on clients and families, as evidenced by testimonials and satisfaction surveys, underscores the importance of community-based palliative care in improving both the quality of care and fiscal responsibility in end-of-life care delivery.





## Volunteers

At the Prince George Hospice Palliative Care Society, we could not provide the exceptional care we do without the unwavering support of our incredible volunteers. We are privileged to have such a diverse group of community members, each bringing a unique set of skills and experiences to our team.

Volunteer recruitment and retention remain a key focus for us as we explore ways to target opportunities to individuals who are most interested in contributing. We are also committed to making volunteering at Rotary Hospice House more engaging and rewarding. This past year has seen an increase in community fairs, and we've ensured our presence to raise awareness about our programs and highlight the many ways to get involved.

“Since September, we've offered a variety of engaging and fun opportunities for volunteers to gain additional training and connect with each other. Examples include de-escalation training, cultural teachings from Shannon Wright, Christmas crafting, death cafés, blackout poetry, and our annual volunteer appreciation event.” – Volunteer Coordinator

We extend our heartfelt thanks to all the amazing people who care for and support our community.



# HOSPICE NUMBERS

**57**

HOME HOSPICE  
CLIENTS

**\$1,026,000**

SAVING FOR  
NHA

**0**

RETURNS TO  
HOSPITAL / ER

**8.5 DAYS**

AVERAGE  
LENGTH OF  
STAY AT RHH

**283**

GUESTS  
IN THE HOUSE  
IN 2023

**74 YRS**

AVERAGE AGE  
OF GUEST

**193**

CLIENTS IN  
GRIEF  
PROGRAMS

**143**

GRIEF  
SESSIONS  
HELD

**4383**

HOURS  
OF GRIEF  
SUPPORT

**148**

ACTIVE  
VOLUNTEERS

**11,649**

HOURS  
OF VOLUNTEER  
SERVICE

**1,697**

HOURS  
OF TRAINING  
FOR  
VOLUNTEERS

# STRATEGIC PLAN 2023-2028

## Prince George Hospice Palliative Care Society

<p><b>Strategic Goal #1</b> Create a plan to begin construction on a Palliative Care Centre by 2028.</p>	<p>This center will be designed to support the needs of the community and may include: support urgent care for palliative illness, caregiver support, respite day care, an education center, and an employment center for our own doctors and specialists. Development of this goal will be through a collaboration of expert stakeholders.</p>
<p><b>Strategic Goal #2</b> We have a thriving Home Hospice Program.</p>	<p>The Home Hospice service was developed and implemented in 2023. The goal is to maintain and ensure a program of excellence.</p>
<p><b>Strategic Goal #3</b> We have a special reserve fund with \$1 million by December 2026.</p>	<p>The purpose of this strategy is to ensure that we have the funds necessary to do the research and conduct the feasibility studies required to move forward towards creating a plan for a Palliative Care Centre.</p>
<p><b>Strategic Goal #4</b> We are an employer of choice.</p>	<p>The goal of this strategy is to ensure that we have the human resources necessary to fulfill our mission and achieve our vision.</p>
<p><b>Strategic Goal #5</b> We are leaders in learning in hospice and palliative Care.</p>	<p>Our Hospice aims to be a centre of excellence. To achieve this goal we will be experts in hospice palliative care</p>
<p><b>Strategic Goal #6</b> We demonstrate through our actions our value of diversity to the people we serve through cultural competency and diversity acceptance.</p>	<p>The purpose of this strategy is to improve the ability of the Society to deliver hospice palliative care at all levels and meet the needs of the diverse population of our region.</p>

# OVER 37 YEARS OF HOSPICE IN PRINCE GEORGE

We are deeply grateful to have supported and cared for our community for over 37 years at the Prince George Hospice Palliative Care Society. During this time, PGHPCS has been a leader in hospice care, proudly becoming the first hospice house in British Columbia. Even more remarkable, we introduced the first home hospice program in Canada, a testament to our community's unwavering support and belief in the importance of our work. We are sincerely thankful for the trust our community has placed in us.

## PROVIDING HOSPICE PALLIATIVE CARE FOR OVER 37 YEARS



Prince George Hospice  
Palliative Care Society



### From Volunteer Vigils to Home Hospice

# FINANCIAL REPORT

## Revenues:

The Dream Home lottery and 50/50's sold out. Northern Health approved a contract lift request to accommodate both inflation and increased compensation for health care staff. The resale shop revenue continues to increase year over year. Wage subsidies were received from various training providers as well as from the Ministry of Health for the wage levelling agreement.

## Expenses:

Total expenses remained under budget. There was an increase in overall expenses with the start of the Home Hospice program. Wages also increased as part of the Ministry of Health's wage levelling agreement, reimbursing facilities for the cost to top up staff compensation to the same rate as the HEABC collective agreement.

## Capital Spending:

Capital spending included adding and renovating Room 11 in RHH for the Home Hospice Program, renovating the garage into a beautiful Rec Room for programs and events, purchasing a second vehicle for the home hospice program, and commencing the feasibility study for Strategic Goal #1, planning for a palliative care centre by 2028.

## Reserves:

The society was fortunate to have a surplus this year which was transferred into the Home Hospice reserve. This program is not funded at this time and the reserve ensures that the society can sustain the program.

Anika Lachapelle, CPA, CMA  
Finance Director



# FINANCIAL REPORT

## Finance Committee Report

We are pleased to inform you that the Prince George Hospice Palliative Care Society (PGHPCS) has successfully maintained its financial sustainability, ensuring the necessary funds to provide exceptional services at Rotary Hospice House, Home Hospice and our community programs and within our community. The fiscal year ending March 31, 2024, yielded a surplus, allowing us to expand our reserve funds for operational sustainability and future infrastructure plans. These developments aim to further enhance the services we offer to the community we proudly serve.

We have successfully implemented and developed the Home Hospice Program. Thanks to careful planning and financial oversight, we were able to provide this service with minimal impact on our reserves. We are currently working with Northern Health to enhance our contract to include this valuable program and hope to secure favorable terms for the next fiscal year.

We extend our heartfelt appreciation to the community for their unwavering generosity. Your continued support of our fundraisers and resale stores has been invaluable. It was a joy to reconnect with the community during our in-person fundraising events, and we are thrilled to announce that the Dream Home Lottery was a sell-out success. Additionally, the two 50/50 draws received remarkable support, showcasing the incredible benevolence of our community. We sincerely thank all our donors for their generous contributions.

The Finance Committee would like to express its gratitude to Anika Lachapelle, Finance Director, for her invaluable contributions to maintaining the Society's financial sustainability. We would also like to acknowledge and thank DMC Chartered Professional Accountants for their diligent work on the 2023/24 financial audit. Lastly, we extend our appreciation to Northern Health for their ongoing assistance and financial support.

With your continued support and commitment, PGHPCS will carry on providing exceptional care and services to those in need. Together, we can make a positive difference in our community.

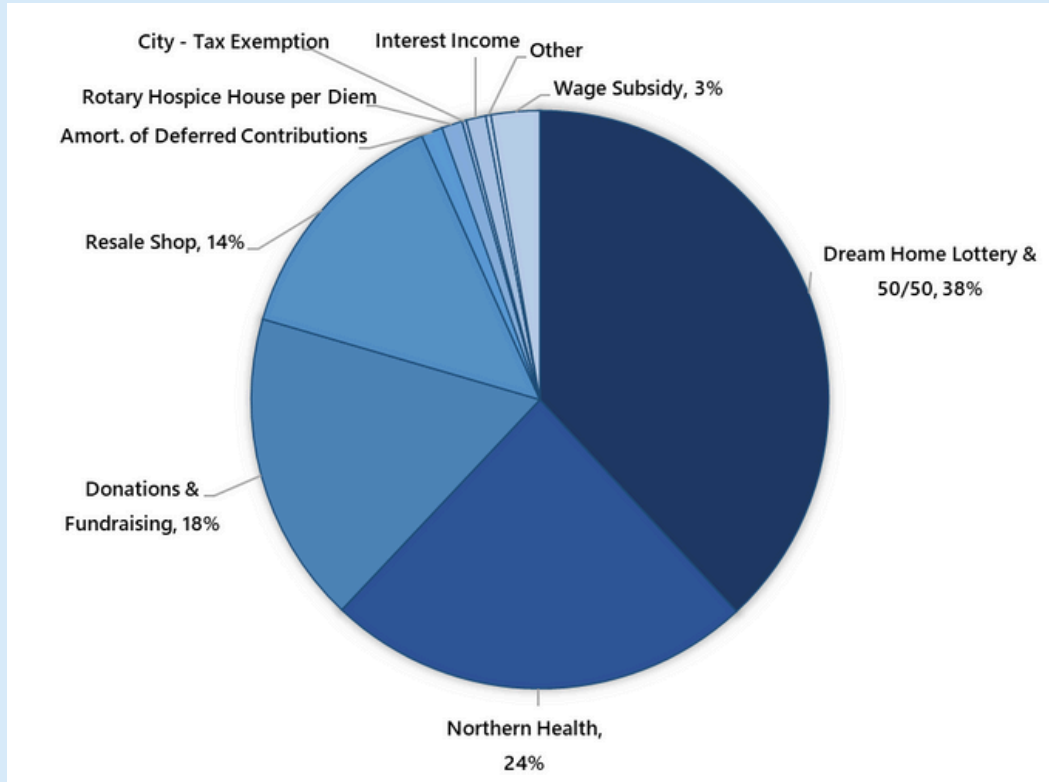
Sincerely,

Teresa Saunders, CPA, CA  
Board Director & Treasurer  
PG Hospice Palliative Care Society



# REVENUES

YEAR END MARCH 31, 2024

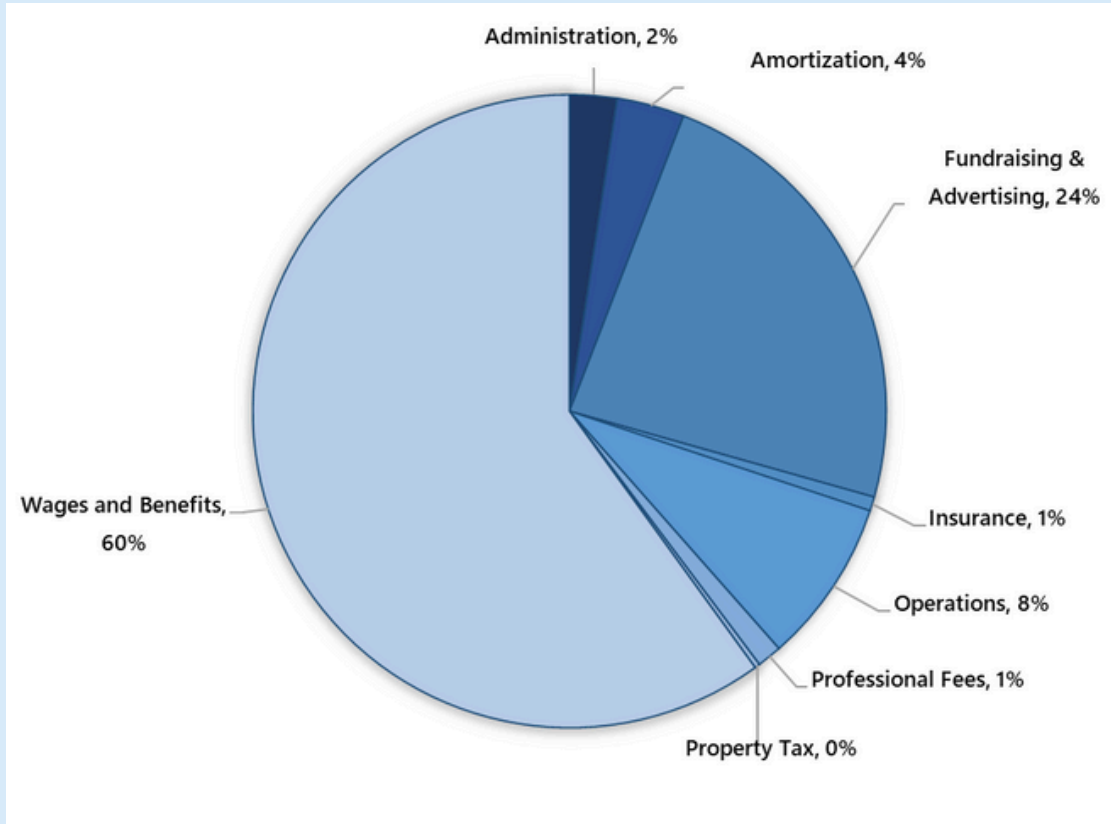


## Revenues

	2024	2023
Dream Home Lottery & 50/50	\$ 2,551,271	\$ 2,139,653
Northern Health	1,605,151	1,454,739
Donations & Fundraising	1,169,570	1,677,828
Resale Shop	923,912	816,812
Amort. of Deferred Contributions	81,048	86,221
Rotary Hospice House per Diem	77,431	94,263
City - Tax Exemption	16,135	15,547
Interest Income	73,141	6,035
Other	19,842	13,198
Wage Subsidy	182,055	15,774
	<b>\$ 6,699,556</b>	<b>\$ 6,320,070</b>

# EXPENSES

YEAR END MARCH 31, 2024



## Expenses

	2024	2023
Administration	\$ 149,219	\$ 143,550
Amortization	213,528	165,409
Fundraising & Advertising	1,453,514	1,443,246
Insurance	44,479	35,395
Operations	519,446	418,420
Professional Fees	78,375	92,867
Property Tax	16,135	15,547
Wages and Benefits	3,708,668	3,006,659
	<b>\$ 6,183,364</b>	<b>\$ 5,321,093</b>



# TRANSITIONS

As some of you know I am retiring. This will be my last article I write for Hospice. Don't worry, the lovely Erin will be continuing the writing.

I want to say that as I go through this transition, I am acutely aware of the grief that I feel as I say good-bye.

I am also aware that this is my choice, it has not been thrust upon me and that this is not even close to the grief you feel as you mourn the loss of your loved one.

In that - I would like to tell you that the way that I have been regulating my emotions is by intentionally noticing the small things that I am grateful for and for the glimmers that I experience throughout the day. Glimmers are small bits of joy. Yesterday I experienced a glimmer when a longtime friend of Hospice gave me a hug and acknowledged our friendship.

Today I am sitting in appreciation for all of you. This is so funny and seemingly insignificant, but I want to thank you all for hitting 'open' when you get this email, or for hitting 'more' if my article comes through your social media pages. I am also aware that some of you have shared the articles with people who you think would benefit.

While I grieve the loss of this quiet connection with you, I am grateful for your interest. It means a lot to me that I am, in a small way, supporting you.

As I move into a new future, I send you all loving vibes! I know that thinking about a new future can be overwhelming. If I can give you one more bit of education - one step at a time. Don't be in a hurry. Don't be hard on yourself if you think you are not "far enough along." There is no time line. Think of the caterpillar. In order to turn into a butterfly, they have to literally turn into soup first.

You are in the soup now. It will take a while to become solid again.  
Once again, thank you.

Be Gentle With Yourself  
Denise Torgerson



